

EMPLOYEE SERVICE APTITUDE TEST (E-SAT)

1. **A guest confides an incredibly juicy and embarrassing story about someone you both know. You are really tempted to tell another guest later that day:**
- A You keep that secret contained, no matter how much it hurts. The confidence of a trusted guest is more important than the fleeting pleasure of telling this story to someone else.
 - B You swear the second guest to ~~secrecy~~ and tell the story. ~~As long as~~ a chain of secrecy is maintained, you have not broken your promise.
 - C ~~Of course~~ you tell the second guest and others as well! Chances are your first guest broke a confidence by telling you the story anyway.
 - D Someone may be using you to spread false information. You will verify the facts independently before repeating the story.
 - E You ask the second guest if he or she heard about the secret. Then you will decide what you are going to do.
-
2. **A guest calls the reservation center with a complaint:**
- A Ask them to calm down. Tell them you only work here, you ~~don't~~ create the policy", and to stop yelling at you; immediately transfer them to a salon.
 - B Demonstrate active listening skills and empathy. Apologize for the inconvenience and let them know you will do whatever you can to make things right. Thank them for the feedback it helps us to improve our service. Let them know you will personally ~~look into~~ the situation and ask if there is anything else you can do. Follow-through.
 - C Roll your eyes, and while they are ~~talking~~ you put down the phone and pick it up every once in a while to say uh-huh, I see.
 - D Say "I can't tell you how many times I have heard that, we are always having that problem". Tell them you will send them a gift certificate for next time, but you can't promise it will be any better.
-
3. **A guest comes in for a service and mentions she has pink eye after her service has started:**
- A Tell the guest you don't want to do her service, grab the disinfectant ~~goggles~~ and begin spraying everywhere making sure everyone around you knows the guest has pink eye.
 - B Ask why she would even come ~~in to~~ the salon with an infection like pink eye, and ask her to reschedule. Go straight to the backroom to tell your story and get a good laugh with the other service providers.
 - C Find a box of gloves and a face mask and continue doing the service, warning everyone who walks by that your guest has pink eye and to stay as far away as possible.
 - D Discreetly finish the service; politely let the guest know that pink eye is contagious and in the ~~future~~ you recommend rescheduling her appointment. Handle her payment, and check-out the guest yourself. Wash your hands and clean your area thoroughly, without making an issue or comments to other guests or service providers.
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