

Zippy Dumpster - Pre-Interview Skills Assessment

Customer Service and Operations Specialist

Introduction

Thank you for your interest in the Customer Service and Operations Specialist position with **Zippy Dumpster**. As part of our application process, we ask candidates to complete this short skills assessment.

This assessment consists of four tasks and should take approximately 25 minutes to complete. Please provide your responses in clear, professional English.

Task 1: Email Review & Analysis

Instructions: Please review the customer email below. In your response, please:

- a) Identify and list the spelling and grammar errors you find (you don't need to rewrite the whole email corrected, just list the errors).
- b) Point out any inconsistent information within the email.
- c) List the essential pieces of information that are missing, which you would need to provide an accurate quote or schedule service.

Customer Email:

Subject: Dumpster Need inquiry

Hi their,

I need too rent a dumpster for my moms house cleenout. Probly need a 15 yard one? Maybe startin may 10th until may 20th, so like for 7 days. Its mostly old furnature and junk form the garage. Can u give me price??

Thanks alot,

Bob Smith

Task 2: Task Decomposition

Scenario: Imagine you received the following instructions via chat: 'Please check order #12345 status, update delivery window for customer Mrs. Smith to 2-4 PM PST, and confirm driver ETA for order #67890.'

Instructions: List the three distinct tasks you need to complete based on this message.

Task 3: Prioritization & Problem Solving

Scenario: Simultaneously, you receive a notification for an incoming sales call ringing on VoIP, and an email from the driver stating they are running 30 mins late due to unexpected traffic, which will impact their next delivery.

Instructions: Which of these two situations would you address first, and what would be your immediate first action? Briefly explain your reasoning.


Task 4: Customer Communication

Scenario: A customer emails, upset because the dumpster they received seems smaller than they ordered and they are worried their waste won't fit.

Instructions: Draft a short, professional email response (under 100 words) acknowledging their concern and outlining the immediate next step(s) you would take to address the situation.

End of Assessment

Submission Instructions:

Please compile your responses to all four tasks into a single document and email it as a PDF attachment to 

Thank you again for your time and interest in this position. We will review your assessment and contact candidates selected for an interview.