WHY DO AT&T AND ITS AFFILIATES TEST?

At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right match for you). Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to identify people who are the best match for the job. Our philosophy is simple…if you succeed in your role, then we succeed as a company.

WHAT IS THE PREMISES TECHNICIAN AND WIRE TECHNICIAN ASSESSMENT (PTA)?

The PTA is a structured set of questions designed to assess various job-related skills and abilities such as communication and interacting with customers. The purpose of these questions is to evaluate your readiness to function in Premises Technician and Wire Technician jobs.

During the assessment you will be asked questions about how you handled situations or solved problems in the past. You will also be asked to describe any work experience, education and training you have that is relevant to Premises Technician and Wire Technician jobs.

The PTA takes approximately 15 to 20 minutes.

WHAT CAN I EXPECT TO SEE ON THE ASSESSMENT?

SAMPLE QUESTIONS

Here is a list of some sample questions. Please note that questions included in this list are not used in the AT&T assessment process. Doing well on the sample questions does not guarantee successful performance in any portion of the assessment process.

- ❖ Tell me about a time when you solved a problem in a way that particularly pleased a customer.
- ❖ Describe a time when a customer got angry with you. How did you react? How did you resolve the situation?

WHAT CAN I DO TO PREPARE FOR THE ASSESSMENT?

At AT&T, our goal in testing is not to cause you to fail; rather, our intent is to set our employees up for success. Remember, we succeed when you succeed. Experience on the job is not essential to perform successfully on the assessment. Although some questions refer to customer service job functions, the information is discussed at a general level. In many cases, you may refer to and explain experiences you gained outside of work (e.g., in school, community organizations, etc.) that pertain to the question at hand.

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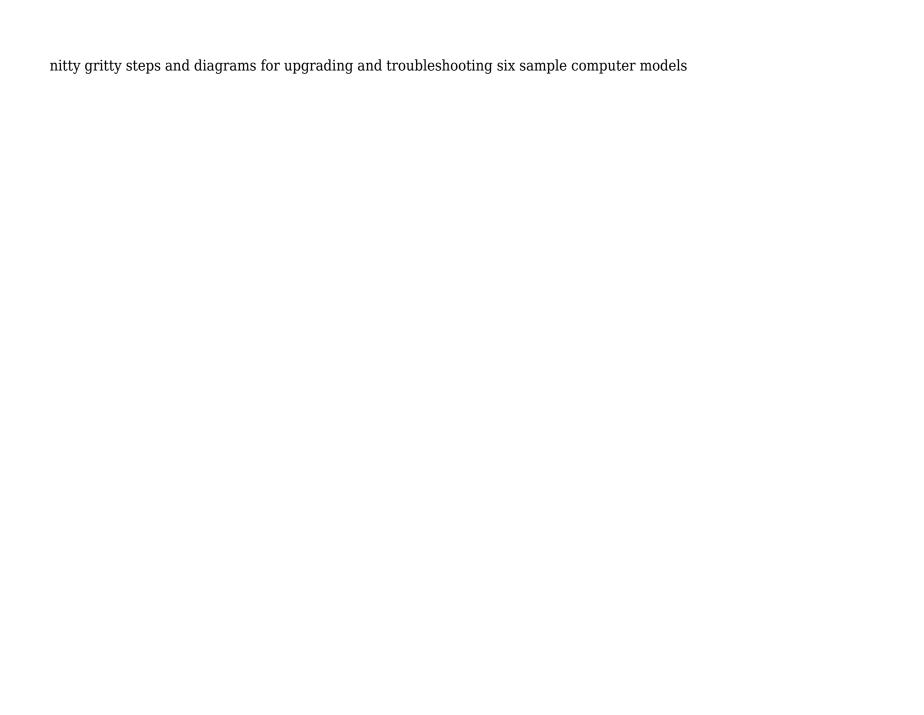
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Mechanical Study Guide Noah Ras,2015-04-15 This book contains many questions and answers to help you pass the Premises Technician Exam All questions are answered and explained The questions are typical of those given by private companies and public agencies to screen job applicants in the areas that range from Machinist to Jetfighter **Personnel Administration** United States. Bureau of Naval Personnel,1967 **InfoWorld** ,1985-05-27 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects *Resources in Education* ,1968 *Research in Education* ,1968-07 **Monthly Catalog of United States Government Publications** ,1984 **Computerworld** ,1977-08-22 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network **Network World** ,1988-02-01 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **Monthly Catalog of United States Government Publications** United States. Superintendent of Documents,1984 February issue includes Appendix entitled Directory of United States Government periodicals and subscription publications September issue includes List of depository libraries June and December issues include semiannual index **Monthly Catalogue, United States Public Documents** ,1984 *Network World* ,1990-05-07 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **Area Wage Survey** United States. Bureau of Labor Statistics,1975 **Computerworld** ,1984-02-20 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network *Apple Training Series* Marc Asturias,Moira Gagen,2007-05-07 This authoritative Apple Certified training course is designed both for professionals who support Apple computers as well as Macintosh enthusiasts who want to upgrade service or troubleshoot their favorite systems Fully revised this third edition includes Apple s new models with Intel processors the MacBook Pro Mac mini and iMac Keyed to the learning objectives of the Apple Desktop Service and Apple Portable Service certification exams this is the companion curriculum used in AppleCare Technician Training courses worldwide The book starts out with basic computer theory and underlying technologies then moves on to cover everything from networking to the

nitty gritty steps and diagrams for upgrading and troubleshooting six sample computer models

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Table of Contents Att Premises Technician Test Study Guide

1. Understanding the eBook Att Premises Technician Test Study Guide
   - The Rise of Digital Reading Att Premises Technician Test Study Guide
   - Advantages of eBooks Over Traditional Books
2. Identifying Att Premises Technician Test Study Guide
   - Exploring Different Genres
   - Considering Fiction vs. Non-Fiction
   - Determining Your Reading Goals
3. Choosing the Right eBook Platform
   - Popular eBook Platforms
   - Features to Look for in an Att Premises Technician Test Study Guide
   - User-Friendly Interface
4. Exploring eBook Recommendations from Att Premises Technician Test Study Guide
   - Personalized Recommendations
   - Att Premises Technician Test Study Guide User Reviews and Ratings
   - Att Premises Technician Test Study Guide and Bestseller Lists
5. Accessing Att Premises Technician Test Study Guide Free and Paid eBooks
   - Att Premises Technician Test Study Guide Public Domain eBooks
   - Att Premises Technician Test Study Guide eBook Subscription Services
   - Att Premises Technician Test Study Guide Budget-Friendly Options

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