

No: 2018-19/121

NOTICE

Date : 26/12/2018

(INDUSTRY ORIENTATION SESSION by AMAZON on 10/01/2019 for ALL 3rd YEAR STUDENTS enrolled during the ACADEMIC SESSION : 2018-2019)

All the 3<sup>rd</sup> Year students are hereby informed that **AMAZON will be conducting an INDUSTRY ORIENTATION Session for the RECENT POSITIONS in AMAZON for the UNDERGRADUATE STUDENTS.** This Session aims at making the 3<sup>rd</sup> Year UG Students aware of the recent vacancies and corresponding requirements from the students' end for getting hired (keeping in mind the forthcoming **CAMPUS HIRING Drive**).

The Session will be conducted in Bibhuti Bhushan Hall at our 6, Riverside Road Campus (Commerce & Arts Campus) on 10/01/2019 from 12.00 PM.

Relevant Information regarding the Job Description of Current Openings at **AMAZON** and the Assessment / Examination Pattern that will be followed during **Campus Hiring Drive** are also given along with the present **NOTICE**.

Interested students are hereby directed to attend the Session by **AMAZON** and make best use of the opportunity.

  
Dr. Monojit Ray  
Principal  
**BARRACKPORE**  
Rastraguru Surendranath College



## Customer Service Associate-VCS-India

An Amazon Customer Service Associate is a critical part of our mission to deliver timely, accurate and professional customer service to all Amazon customers. This vital position requires an action-oriented, flexible problem-solver who will assist customers in expediting orders and correcting post-sales problems. Associates communicate with customers primarily through mail, chat and phone and utilize a variety of software tools to navigate customer accounts, research and review policies and communicate effective solutions in a fun and fast-paced environment.

### Job Description

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#### Customer Service Associate- VCS- India:

**Virtual Customer Service (VCS)** - It is a 'Work from Home' model for India CS. VCS associates are expected to work from a home location approved by Amazon for all scheduled hours. It is the responsibility of the associates to ensure uninterrupted internet connectivity and 'work-like' environment at home location so that associates can deliver their best in terms of productivity and quality.

### Knowledge & Skills Required

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#### Desired skills:

- Action oriented, self-disciplined and organized
- Effective time management skills and ability to prioritize work time to ensure productivity and department standards
- Ability to communicate clearly with both internal and external customers
- Good comprehension skills - ability to clearly understand and address customer issues appropriately
- Good composition skills - ability to compose grammatically correct, concise, and accurate written responses
- Ability to use a desktop/Laptop computer system, Familiarity with Windows 7, Microsoft Outlook, and Internet Explorer
- Good typing skills

#### Preferred Criteria:

- Should be self-driven, motivated and task driven individual who can learn fast and operate with minimal support from Manager and Lead.
- Should ensure uninterrupted internet connectivity during working shift so as to ensure maximum productivity
- Should ensure 'Work-like' environment with no disturbance during the work hours.

The ideal candidates will be comfortable in a fast-paced, multi-tasked, high-energy environment. They will be creative and analytical problem solvers with a passion for excellent customer service.

#### Customer Focus:

- Excellent customer service skills, including maintaining focus on the customer issue in a fast-paced environment
- Ability to empathize with and prioritize customer needs
- Demonstrates interpersonal skills with a diverse customer base
- Demonstrates conflict resolution, negotiation, and de-escalation skills
- Demonstrates ownership to resolve challenging customer issues, escalating when necessary
- Ability to determine customer needs and provide appropriate solutions
- Maintain regular and reliable attendance, including the daily schedule as assigned
- Flexible with the working schedule; may be expected to work weekends, holidays and events



- Ability to work overtime as required by business - as much as 60 hours a week, most often occurring in the weeks surrounding the Christmas holiday season

**Problem Solving Skills:**

- Effective problem solving skills including decision making, time management and immediate prioritization of tasks as assigned
- Ability to approach problems logically and rationally
- Action oriented and self-disciplined
- Organized and detail-oriented
- Ability to quickly and effectively prioritize work time in various departments to meet business need
- Ability to maintain composure in highly escalated situations

**Qualifications required**

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Minimum qualification is 10 + 2. Any graduate

Shifts: Rotational

Benefits: NSA, OT, Meal Card.

**About Amazon.com**

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*"Many of the problems we face have no textbook solution, and so we-happily-invent new ones." – Jeff Bezos*

Amazon.com – a place where builders can build. We hire the world's brightest minds and offer them an environment in which they can invent and innovate to improve the experience for our customers. A Fortune 100 company based in Seattle, Washington, Amazon is the global leader in e-commerce. Amazon offers everything from books and electronics to apparel and diamond jewelry. We operate sites in Australia, Brazil, Canada, China, France, Germany, India, Italy, Japan, Mexico, Netherlands, Spain, United Kingdom and United States, and maintain dozens of fulfillment centers around the world which encompass more than 26 million square feet.

Technological innovation drives the growth of Amazon, offering our customers more selection, convenient shopping, and low prices. Amazon Web Services provides developers and small to large businesses access to the horizontally scalable state of the art cloud infrastructure like S3, EC2, AMI, CloudFront and SimpleDB, that powers Amazon.com. Developers can build any type of business on Amazon Web Services and scale their application with growing business needs.

We want you to help share and shape our mission to be Earth's most customer-centric company. Amazon's evolution from Web site to e-commerce partner to development platform is driven by the spirit of invention that is part of our DNA. We do this every day by inventing elegant and simple solutions to complex technical and business problems. We're making history and the good news is that we've only just begun.

**About Amazon India**

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Amazon teams in India work on complex business challenges to innovate and create efficient solutions that enable various Amazon businesses, including Amazon websites across the world as well as support Payments, Transportation, and Digital products and services like the Kindle family of tablets, e-readers and the store. We are proud to have some of the finest talent and strong leaders with proven experience working to make Amazon the Earth's most customer-centric company.

We made our foray into the Indian market with the launch of Junglee.com, enabling retailers in India to advertise their products to millions of Indian shoppers and drive targeted traffic to their stores. In June 2013, we launched [www.amazon.in](http://www.amazon.in) for shoppers in India. With [www.amazon.in](http://www.amazon.in), we endeavor to give customers more of what they want – low prices, vast selection, fast and reliable delivery, and a trusted and convenient online shopping experience. In 2 years since launching our India operations, we have expanded our offering to over 22 million products across 100s of stores! Our philosophy of working backwards from the customers is what drives our growth and success.



We will continue to strive to become a trusted and meaningful sales and logistics channel for retailers of all sizes across India and a fast, reliable and convenient online shopping destination for consumers. For us, it is always “Day 1” and we are committed to aggressively invest over the long-term and relentlessly focus on raising the bar for customer experience in India.

Amazon India offers opportunities where you can dive right in, work with smart people on challenging problems and make an impact that contributes to the lives of millions. Join us so you can - Work Hard, Have Fun and Make History.

### **About the Customer Service Team**

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Our Amazon Contact Centers work towards a single goal: to deliver the best possible support experience to our customers. To do that, our CS Operations teams are empowered and expected to think like owners. We solve problems the first time so that customers have an effortless experience every time.

Building on Amazon’s global mission of being the ‘Earth’s most customer-centric company’, the Customer Service team started operations in August 2005 and has grown steadily in size and scope since then. We provide 24/7 support to customers across North America, UK, India, Australia and Canada. Our Team members are empowered to think like owners and resolve customer problems via phone, email or live chat. We operate in a fast-paced, dynamic environment and make an impact to millions of customers across the globe.

Our relentless focus on process improvements has helped us continuously evolve and expand our focus into new business domains.

## Introduction

Welcome to Amazon's Assessment process !

This is a guide providing detailed instructions which will cover Do's & Don't's and assist all the Amazon aspirants.

Please refer to the respective assessment instructions as per the below index.

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Amazon Assessment – 1:

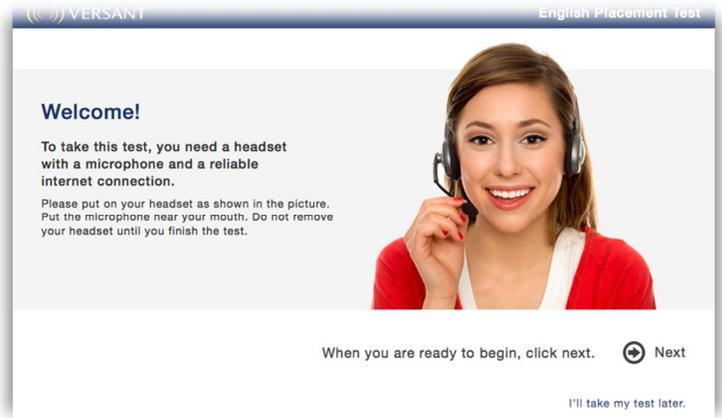


# Versant Written Test (VWT)

The Versant Writing Test is an English proficiency test which measures writing skills. It assesses the use of everyday written English in a workplace environment.

The test questions reflect many different workplace situations that require written English, including taking notes, summarizing, and responding to emails.

This is a ~25 minutes timed test and includes three sections as listed below:



PART	ITEM TYPE	QUESTION/TIME ALLOTTED	DO'S AND DON'TS'
A	Sentence Completion	25 seconds per question (20 questions)	<ul style="list-style-type: none"> <li>• <b>DO</b> pay attention to spelling and capitalization.</li> <li>• <b>DO</b> choose a word that is both appropriate and grammatically accurate.                             <ul style="list-style-type: none"> <li>• <b>DON'T</b> type more than one word.</li> <li>• <b>DO</b> use your own words.</li> </ul> </li> <li>• <b>DO</b> write complete grammatical sentences.</li> <li>• <b>DON'T</b> memorize the passage word for word or take notes.</li> <li>• <b>DON'T</b> write a summary (you should include all details).</li> <li>• <b>DO</b> read the situation carefully and address your email to the right person.</li> <li>• <b>DO</b> write in complete grammatical sentences.</li> </ul>
B	Passage Reconstruction	90 seconds per question (4 passages)	
C	Email Writing	9 minutes	

## Steps to take the Test:

1. Put on headphones and check the volume settings
2. Enter your Test Identification Number and click “Start” to begin the test.
3. Take the test by responding to the test questions.
4. Listen attentively to all instructions in the test.

## A) Sentence Completion:



Please type only one word that best fits the meaning of the sentence. Type **only one word**. You will have **25 seconds** for each sentence. The system will automatically move to the next question with lapse of 25 seconds.

**Total Sentences: 20**

Example:

1. I'm sorry but your bill is long past \_\_\_\_\_.
2. He arrives \_\_\_\_\_ and is often the first one here.
3. I asked a coworker to take over my \_\_\_\_\_ because I wasn't feeling well.

## B) Passage Reconstruction:

You will have **30 seconds** to read a paragraph. After 30 seconds, the paragraph will disappear from the screen. Then, you will have **90 seconds** to reconstruct the paragraph. Show that you understood the passage by rewriting it in your own words. Your answer will be scored for clear and accurate content, not word-for-word memorization. After 90 seconds, your work will be saved automatically.

**Total Passages: 4**

**You read:**

Mike went for ten job Interviews. At the last interview, he finally received a job offer



**You type:**

Mike had ten job Interviews. He got an offer after the final interview.



## C) Email Writing:

Read a description of a situation and write an email addressing the issues described in the situation. You will have **9 minutes**. You must write at least **100 words**. You will be able to see how much time is left and how many words you have written. Write in complete sentences. If you do not finish in 9 minutes, everything you have written will be saved automatically and the next item will begin.

**Total no of Email: 1**

**Example:**

You work for a restaurant. The restaurant's manager, Ms. Johnson wants to reward her employees for working hard but can't afford to increase salaries at this time.

Write an email to her suggesting three other ways she could reward her staff.

Your suggestions must come from the following three themes:

- free lunch
- employee discount
- vacation days

You should include all three themes. Provide supporting ideas for each of your suggestions

## Amazon Assessment - 2

### Cultural Assessment (CA)

The questions in this test are meant to determine whether you would not only be a good cultural fit for Amazon, but also whether you're the type of person that might enjoy and excel in this role.

**Note: Don't tell us what you think we want to hear, let us find out more about you!**



The assessment doesn't require audio, consists of multiple choice questions and isn't about answering the questions correctly; it is about identifying the right people for the job. You may see multiple options for a question that you can relate to. You may also see multiple questions that are similar. That's ok! Just select the response that most resembles how you would feel or behave.

**Note: There are no right answers.**

This is not a timed test, so the time it takes you to complete these questions is not factored into the result. It usually takes 30 minutes to complete this test.

## Amazon Assessment - 3

### Virtual Job Tryout



The **Virtual Job Tryout**, will give you a chance to learn more about what it's like to work as a Customer Service Associate (CSA) at Amazon. This test will assess you on your multi-tasking abilities, accuracy and problem solving abilities by making use of the provided information on the screen. At the same time, we'll get to know more about you.



You'll be asked to play the role of a CSA and respond to several fictitious customer situations. Just like a CSA would answer customer questions, you'll use information presented to you on various tabs on the screen. This information will be similar to what you might see on the job, such as the customer's order information, address, and billing information. The questions come in different formats and will require you to either click or drag buttons to answer each question.



The Virtual Job Tryout contains audio, so please make sure you have a headset on before starting.



It will take about ~30 minutes to complete the test and you can pause or replay the instructions if you need to. However, the time it takes you to complete these questions is factored into the result.



**No prior knowledge, job experience or training is required to answer the questions in the test.** Just listen to the instructions; all the information that you will need to do the tasks is included in the test.