

ARE YOU A COLLECTOR?

For years collection agencies and collection departments suffered from revolving door syndrome because they thought anyone could be a collector. The result was high burn out rates and even higher turn over rates. The top agencies now focus on and recruit individuals who are not only skilled and talented, but equipped with the proper attitude to deal daily with delinquency. This brief exercise examines your view and attitude towards collecting.

CIRCLE THE EXTENT YOU AGREE OR DISAGREE WITH THE STATEMENT

		<u>Agree</u>		<u>Disagree</u>	
1.	I really enjoy problem solving.	5	4	3	2 1
2.	There is nothing demeaning about asking people to pay.	5	4	3	2 1
3.	I consider myself a people person.	5	4	3	2 1
4.	Even on bad days I always keep my composure.	5	4	3	2 1
5.	I insist on doing the job correctly.	5	4	3	2 1
6.	I insist on finishing the job.	5	4	3	2 1
7.	I can usually hold my own in a confrontation.	5	4	3	2 1
8.	I enjoy working with the public.	5	4	3	2 1
9.	I am not affected by the appearance or age of offenders.	5	4	3	2 1
10.	I remain calm in tense situations.	5	4	3	2 1

TOTAL SCORE _____

If you scored above 40, you have an excellent attitude and aptitude toward collections. If you scored between 25 and 40, you have some reservations about the collections process. A rating below 25 indicates you would be better suited for a position not associated with collections.