



# Customer Service Survey

(Demonstration Pattern-NOT FOR ACTUAL USE)

## *Confidential Report*

**Jeri Sample**

October 17, 2002

**LEADERSHIP  STRATEGIES**

**Maximizing People Results** <sup>TM</sup>

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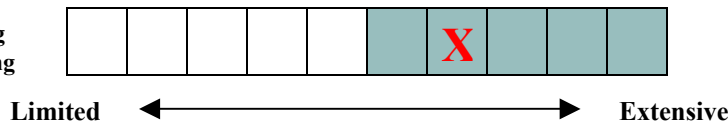
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**Knowledge**

- Limited Understanding
- Requires More Training



- Extensive Understanding
- Requires Less Training

**Assertiveness**

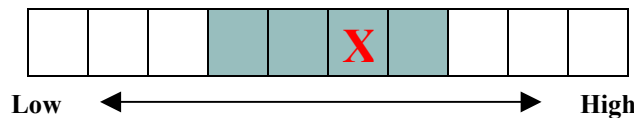
- Reserved
- Retiring
- Quiet



- Persuasive
- Confident
- Outgoing

**Persistence**

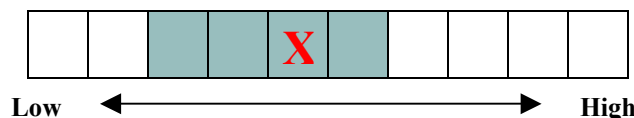
- Wavers easily
- Undecided
- Sensitive to rejection



- Persevering
- Unwavering
- Emotionally tough

**Empathy**

- Results-focused
- Task-oriented
- Goal specific



- People-focused
- Relationship-oriented
- Empathic

**Drive**

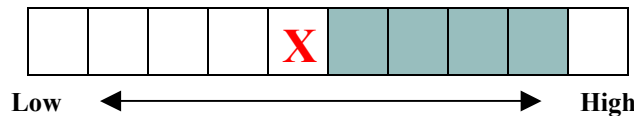
- Low competitive
- Unassuming
- Wishes to please



- High competitive
- Aggressive
- Opportunistic

**Organization**

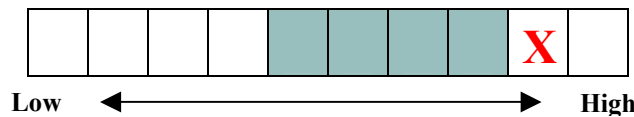
- Disorganized
- Prefers variety
- Creative focus



- Organized
- Conforms to procedures
- Routine-focused

**Maturity**

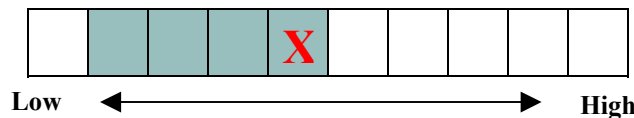
- Unconventional
- Impetuous
- Temperamental



- Sound judgement
- Stable
- Tolerant

**Creativity**

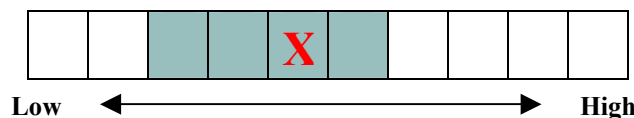
- Structured
- Systematic
- Specific



- Inventive
- Unique
- Innovative

**Incentive**

- Security
- Pragmatic
- Internal



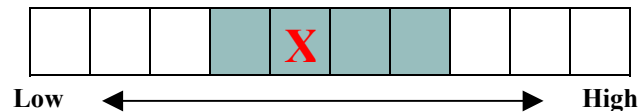
- Recognition
- Feedback
- External

### Knowledge



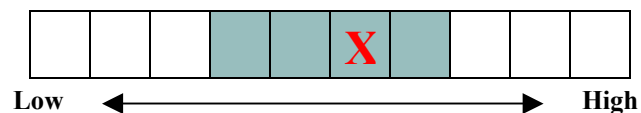
Ms. Sample scored in the above-average range on the Customer Service Survey. This score indicates strong basic skills and aptitudes in the area of customer service, which, if developed to full potential, could make her a valuable representative. Other things being equal, she is presently able to educate customers about products and services and listen for unstated needs. Capitalizing on her assets might be more a matter of providing her with actual experience rather than with focused training.

### Assertiveness



- She can effectively present ideas, especially those strongly supported.
- Is accepting of re-direction from others skilled in customer relations.
- Asks for input from others, then makes independent decisions.

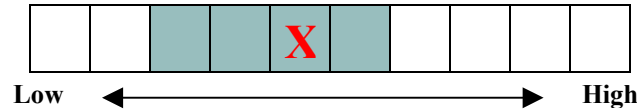
### Persistence



- Is reliable and dependable about commitments to clients.
- She is conscientious about following through on projects with customers.
- Is a stable, reliable member of a customer relations team.

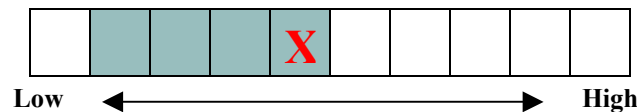
The shaded bars represent the range of characteristics typically found in the role of Customer Service Representatives in your organization. The "X's" indicate this individual's scores.

### Empathy



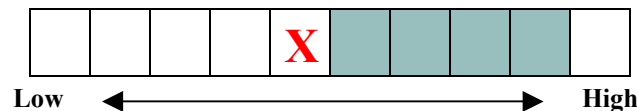
- Tries to balance viewpoints to reach a resolution that benefits both customer and company.
- Attempts to tactfully resolve conflicts with customers.
- Cooperates with others to achieve customer service goals.

### Drive



- Tries to balance short term costs against long term results in customer satisfaction.
- She is motivated to achieve results once a project with a customer has begun.
- Leads and directs subordinates in a team effort to build solid customer loyalty.

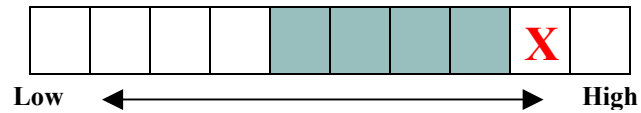
### Organization



- She may fluctuate between orderly work and disorganization.
- Prioritizes work to provide more effective service to clients.
- Uses company protocol to structure customer service planning, but may also make adaptations.

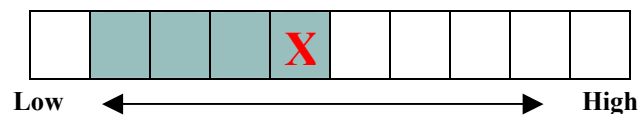
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### Maturity



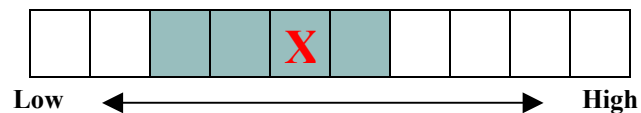
- She is able to keep situations with customers in perspective.
- She may be a little too tolerant of a customer's suggestion for change in service provided.
- May occasionally seem a little too consistent in providing customer service.

### Creativity



- Sees the value in challenging conventional practices to achieve growth in the customer base.
- She is interested in developing innovative skills for better client service.
- Is willing to try new methods and approaches to assure customer satisfaction.

### Incentive



- She is self-motivated in customer service matters, but also energized by potential public reward.
- Both external reward and internal need motivate performance in customer service.
- Incentives should include both public praise and tangible rewards.

The shaded bars represent the range of characteristics typically found in the role of Customer Service Representatives in your organization. The "X's" indicate this individual's scores.

## SUITABILITY RATINGS

Ms. Sample's overall suitability match to the Customer Service Survey pattern is 92%.

### TO THE CLIENT:

The decision to hire or promote an individual should be made on the basis of a complete employee selection system comprising many factors. The Profiles International, Inc. evaluation component (this report) should be used as a decision support tool in the context of the selection system appropriate for your organization. The rating system is designed to provide a comparison between the candidate's results and the pool of Profiles' reference data. In order to maximize the effectiveness of this evaluation, the report should always be used in the broader context of identifying this individual's training, management, and development needs. When using this report for decision-making, its contents should only be used as the basis for one-third of any decision. Profiles is only responsible for the contents of this report and is not liable for any unauthorized disclosure or misuse of the information contained herein.

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