Customer Service Profile™
Selection Report

Sally Sample
CONFIDENTIAL
Assessment Taken: 09.28.2020 Printed: 09.07.2023

This report is provided by:
Great People Management, LLC
Serving Clients Nationwide
KENOSHA, WI 53142
704-528-2460

PXT Select Authorized Partner:
If you have any questions about this report,
contact Tatyana St. Germain
Tatyana@GreatPeopleWin.com
704-528-2460
GREAT PEOPLE = GREAT RESULTS

INTRODUCTION

Service to the customer is a part of the job for virtually every employee. Proficiency in providing this service is related to an individual's Behavioral Traits, basic Proficiencies, and their own perspective on providing customer service.

This report reflects the responses provided by Sally Sample when she completed the Customer Service Profile assessment. The information is presented in the following four parts:

- **Summary Graph -** a graphical representation of her scores on each scale of the Selection Report.
- **Behavioral Traits -** six behavioral traits that have demonstrated relevance to providing effective customer service are discussed in light of her scores on each of the scales.
- **Considerations for Interviewing -** on the scales where Ms. Sample scored outside of the Performance Model, suggestions for interviewing are provided to assist in the selection process.
- **Company Service Perspective -** the degree of alignment between the individual's perspective on providing service to the customer and that expressed by the company.

Please consult the User's Guide for additional information on using these results when working with Sally. As discussed in the User's Guide for this product, the results from this, or any, assessment should never make up more than a third of the final decision in placements.

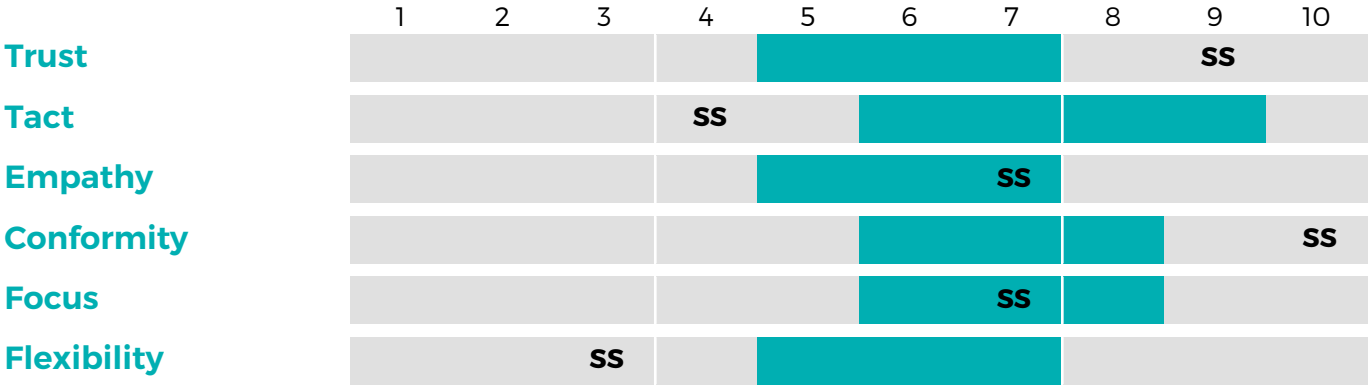
© by John Wiley & Sons, Inc. All rights reserved. Reproduction in any form, in whole or in part, is prohibited.

SUMMARY GRAPH

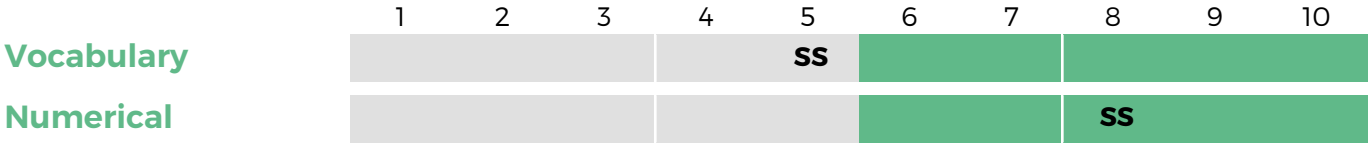
When viewing the scales on this page and the next, the darker shading represents the Job Performance Model for the role of Widget Bender ***SAMPLE FOR CSP***. The initials indicate the individual's score.

Distortion for this assessment is within the acceptable range.

BEHAVIORAL TRAITS



PROFICIENCIES



Sally Sample has an Overall Job Match of **65%** for the position of Widget Bender ***SAMPLE FOR CSP***

© by John Wiley & Sons, Inc. All rights reserved. Reproduction in any form, in whole or in part, is prohibited.

BEHAVIORAL TRAITS

Six behavioral traits have demonstrated relevance to providing effective customer service. These characteristics are presented here with the scores for Ms. Sample. Behavioral Considerations for each scale relate to her actual scores. Note that the statements presented for each end of the scales help identify the extremes of the characteristic. The initials indicate where Sally scored and the comments below each scale reflect what might be expected of her.

TRUST

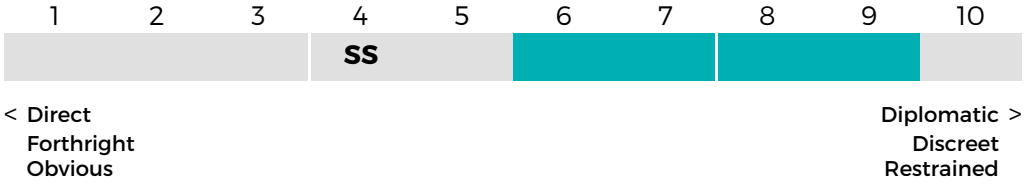
Tendency to hold an unquestioning belief that the motives of others are honorable

Behavioral Considerations

Ms. Sample can be rather trusting at times. She genuinely wants to believe that what others say is true and authentic, possibly regardless of evidence to the contrary. She may not be suspicious of another person's motives and she strongly feels that most people are honest.

TACT

Tendency to state a position without unnecessarily offending others



Behavioral Considerations

She can seem inconsiderate regarding the feelings of others as shown by her relatively low level of tact. This may be due to a number of different factors but, whatever the reasons, she may often comment in a less than tactful or diplomatic fashion. Alternatively, situations that call for a direct interpersonal style are suitable for Sally.

© by John Wiley & Sons, Inc. All rights reserved. Reproduction in any form, in whole or in part, is prohibited.

EMPATHY

Tendency to understand another's situation and feelings

< Detached
Distant
Indifferent

Compassionate >
Sensitive
Understanding

Behavioral Considerations

Ms. Sample generally finds it easy to be sympathetic, understanding and compassionate, to the point of allowing herself to become personally involved in solving the needs of customers. She has a strong need to be helpful to those with whom she has contact.

CONFORMITY

Tendency to comply with the rules and those in authority

< Free-spirited
Independent
Inventive

Compliant >
Conventional
Traditional

Behavioral Considerations

She generally believes in, and is obedient to, the norms of a group or organization. Sally is a strong believer in following the orders or instructions of those in authority. She is apparently one who will adhere to all known rules and regulations expected of employees in this position.

© by John Wiley & Sons, Inc. All rights reserved. Reproduction in any form, in whole or in part, is prohibited.

FOCUS

Tendency to stay on target regardless of distractions

< Distractible
Inefficient
Preoccupied

Attentive >
Efficient
Purposeful

Behavioral Considerations

Sally demonstrates a relatively strong level of concentration when allowed the opportunity. Only an exceptionally distracting environment should cause her to stray from her focus. A change of priorities should not be too disrupting for her, if she is given the time to gather her faculties and head in the new direction.

FLEXIBILITY

Tendency to explore new approaches to doing things

< Cautious
Inflexible
Uncompromising

Accepting >
Adaptable
Enjoys new approaches

Behavioral Considerations

She indicates a preference for routine or repetitious tasks that remain unchanged over time. New ways of doing things are rather disconcerting for her and are probably avoided whenever possible. She may be most effective providing service to the customer if the rules and procedures are clearly defined.

© by John Wiley & Sons, Inc. All rights reserved. Reproduction in any form, in whole or in part, is prohibited.

CONSIDERATIONS FOR INTERVIEWING

Ms. Sample scored outside the Performance Model in the areas listed below. Information and interview questions are provided to facilitate the selection process.

TRUST

Tendency to hold an unquestioning belief that the motives of others are honorable

Considerations For Interviewing

Ms. Sample has a score on the Trust Scale above the Performance Model for this position. The issue of interest is whether she is able to discern the motivations of others who may try to take advantage of her. Is too much trust in everyone's motivations a liability that she cannot overcome?

Interview Questions

- How do you feel about co-workers who think that most people are basically dishonest? Is there any truth to such an opinion?
  Interviewer's Notes

- Describe a recent situation in which you discovered that a customer was trying to take advantage of your good nature. Does this happen often?
  Interviewer's Notes

© by John Wiley & Sons, Inc. All rights reserved. Reproduction in any form, in whole or in part, is prohibited.

TACT

Tendency to state a position without unnecessarily offending others

Considerations For Interviewing

With a relatively low result on the Tact scale, Ms. Sample scores outside of the Performance Model for this position. Her willingness to adjust her behavior through training should be determined. Since the score is in the lower mid-range, it is possible that only some adjustment is required. Her readiness for training may be determined by interview questions.

Interview Questions

- When a customer requires a delicate touch, what methods do you usually employ? Would learning some new competencies be of interest to you?
  Interviewer's Notes

- Provide a recent example of your skill at dealing diplomatically with a customer. How do you feel about this kind of communication style, and what skills would you like to develop to improve in this area?
  Interviewer's Notes

© by John Wiley & Sons, Inc. All rights reserved. Reproduction in any form, in whole or in part, is prohibited.

CONFORMITY

Tendency to comply with the rules and those in authority

Considerations For Interviewing

Sally is highly motivated to conform to the traditions of an organization but her level of Conformity is higher than the Performance Model for this position. This implies that she may be overly challenged by opportunities to constructively make an exception to the rules. Questions could focus on whether she is overly rule-bound. A few typical questions may include:

Interview Questions

- How do you feel about those who bend the rules or take a casual attitude about procedures?
  Interviewer's Notes

- Describe a time when you deviated from the exact interpretation of a procedure to achieve success for the benefit of your team or an organization.
  Interviewer's Notes

© by John Wiley & Sons, Inc. All rights reserved. Reproduction in any form, in whole or in part, is prohibited.

FLEXIBILITY

Tendency to explore new approaches to doing things

Considerations For Interviewing

Ms. Sample has a score on the Flexibility scale outside the Performance Model for this position. Questions in the interview may need to focus on her willingness or ability to be more or less adaptable in her approach to sticking to procedure. Her willingness to try a new approach may need to be discerned.

Interview Questions

- Describe for me the importance of complying with procedures. What if a system seems obsolete or out-of-date? What should be done in that case?
  Interviewer's Notes

- Have you recently experienced the need to suggest a new way to do something at work? Tell me more about that experience.
  Interviewer's Notes

© by John Wiley & Sons, Inc. All rights reserved. Reproduction in any form, in whole or in part, is prohibited.

COMPANY SERVICE PERSPECTIVE

Sally was presented with fifty (50) questions relating to providing service to the customer. The company provided their answers to these same questions and these were compared to the answers Sally provided. Those questions where Sally had a different response are shown below along with her answers.

Sally provided responses that aligned with those of the company at a rate of **46%.**

Perspectives that conflict	Her answers
Certain technical questions should be referred to an internal expert or supervisor.	No
Customers don't care how many people they have to talk to as long as they get the answers they need.	Yes
Customers don't care whether I refer to them by name, as long as they receive good service.	Yes
Customers expect me to be friendly no matter how busy I am.	No
I should follow up with customers to see that they are satisfied with the service I gave them.	No
I can't solve all of a customer's problems; some concerns have to be referred to others or left alone.	No
If a customer wants to chat, I should let them.	No
If I hear a customer speaking badly about our business, I should defend the company.	No
If our product is high quality, customers will come back even if my service is below average.	Yes
I should wait until several people complain about a problem before trying to correct its cause.	Yes
I should give customers what they ask for even if I don't think it will be right for them in the long run.	Yes
It is often possible to satisfy a customer by explaining why he or she is wrong.	No
It isn't necessary to suggest complementary services or products; customers know what they want when they contact us.	Yes
Departmental policies are less important than what I think is best for the customer.	Yes
Once I have a customer's requests fulfilled, I immediately help the next customer waiting.	No

© by John Wiley & Sons, Inc. All rights reserved. Reproduction in any form, in whole or in part, is prohibited.

Perspectives that conflict	Her answers
Some customers simply cannot be satisfied.	No
Sometimes I hesitate to let customers know about other products and services since their time is valuable and shouldn't be wasted.	Yes
The more I know about our products and services, the more my customers will trust me.	No
There are times when I should have a supervisor speak to the customer.	No
When a customer asks to speak to the supervisor, the customer relationship can't be salvaged.	Yes
When a customer tells me that I am wrong, I should defend my opinion.	Yes
When calling my supervisor for help, I don't need to let the customer know what's going on.	Yes
If a conversation with a customer is going too long, I should find the most expedient way to break free; others need my attention too.	No
If my supervisor helps me with a customer, I should discuss how the customer was handled so I can learn from the situation.	No
Once their initial request is handled, I should ask the customer if there's anything else I can do.	No
With customers who can't be satisfied by my service, there's no point in finding someone else to address their needs.	Yes
Solving a customer's problem in a professional manner should be more important than sympathizing with their personal situation.	No

© by John Wiley & Sons, Inc. All rights reserved. Reproduction in any form, in whole or in part, is prohibited.