

# Customer Service + Detailed Report

## Candidate name:

Sample Candidate



**Percentile: 9%**

**✘ Not Recommended**

## Disclaimer

Information enclosed on these pages is confidential in nature and is intended only for the person(s) to whom it pertains or other authorized individuals.

You must not rely on the information in the report as an alternative to certain advice from an appropriately qualified professional. If you have any specific questions about any specific matter you should consult an appropriately qualified professional.

## Instructions

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. Please note that the assessment components included in this solution report are not weighted equally. Some of the components are broad measures of behavior and some are more narrow. Competencies denoted by an asterisk (\*) are measures of narrow behaviors. While these behaviors are important to the overall score, they are not weighted as heavily when compared to other components in this solution. Our research indicates this weighting best predicts job performance. If you would like more information about this report (including scoring) or other products that SHL offers, please contact your account representative.

### Issue Resolution

This measures the tendency to engage in behaviours that guide the customer toward issue resolution. This includes identifying customer needs, educating the customer, offering mutually acceptable solutions, ensuring issue resolution, and anticipating future issues.



**The candidate is generally likely to understand or confirm a customer's stated need, but may not always identify or address underlying causes. He/she is generally likely to explain options to the customer before making recommendations or taking action and these solutions will generally comply with policies/procedures. The candidate is likely to effectively resolve the current issue, but may fail to confirm the solution satisfies the customer or anticipate likely issues the customer may face in the future.**

### Service Orientation

This measures the tendency to engage in behaviours such as taking ownership of customer issues, advocating for the customer, and engaging the customer using appropriate tone, positive language, sensitivity, and respect.



**The candidate is likely to take personal accountability for customer issues, conveying a genuine interest in assisting the customer, and confidently reassuring the customer that he/she will do whatever is possible to fully resolve the issue. The candidate is likely to communicate in a way that engages the customer by framing issues positively, demonstrating respect and empathy, and making the customer feel valued.**

### Understands Others \*

This measures the extent to which the candidate observes and analyses behaviour to understand others' reactions and perspectives.



**This candidate is likely to try and understand the behaviour of others and show some awareness of others' points of view.**

### Listens Attentively \*

This measures the extent to which the candidate listens patiently and attentively.



**This candidate may interrupt others at inappropriate times, preferring to be the one doing the talking. They may be too quick to form an opinion.**

### Acts Ethically \*

This measures the extent to which the candidate upholds certain behavioural standards regardless of external pressure or competing agendas.



**This candidate is likely to uphold principles that conform to accepted standards, but may vary on which standards to uphold depending on the situation.**

### Creates a Positive Impression \*

This measures the extent to which the candidate manages own behaviour to create a positive impression.



**This candidate is likely to be concerned about their appearance and put forth the effort to make a good impression, but prefer to act more 'real' in less formal situations.**

### Analyses Information \*

This measures the extent to which the candidate identifies key factors and integrates information to understand data or situations.

This score is a composite that includes the scores from both the behavioural assessment and the cognitive ability test.



**This candidate may avoid tasks that involve analysing information, find it challenging to do so, or are slow to make progress while doing so.**

### Learns Quickly \*

This measures the extent to which the candidate picks up new information and techniques easily.

This score is a composite that includes the scores from both the behavioural assessment and the cognitive ability test.



**This candidate may have difficulty absorbing new information, and need time for contemplation before fully understanding it.**

### Works to High Quality Standards \*

This measures the extent to which the candidate completes every task with a high degree of quality.



**This candidate may not be conscious of the quality of their work, and can be satisfied with a task even if everything is not done properly.**

### Adapts to Cultural Differences \*

This measures the extent to which the candidate is interested in and relates well with people from different cultures.



**This candidate is likely to function well in groups that are diverse in terms of gender, race, or culture, but may not always accommodate for these differences when there is conflict.**