

## Candidate Information

**Candidate :** Sample Candidate

**Email :** candidate\_email@mail.com

**Assessment Profile:**

**Project Name:** Customer Service Rep.

**Completion Date:** 04-30-2018

**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.

## Entry Level Customer Service (Retail and Contact Center)

### Instructions

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that SHL offers, please contact your account representative.

**Overall Score**



**Percentile**

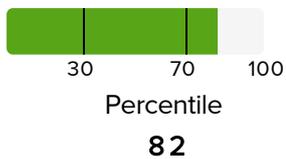
**68**

**Recommended**

## Details

### Customer Focus

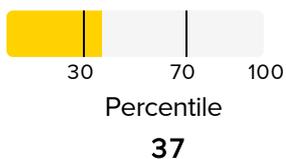
This is a measure of the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences; being patient; tolerating rude customers calmly; and searching for information or products for customers.



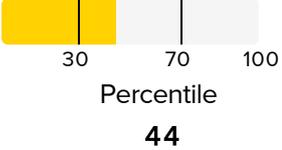
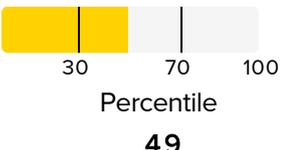
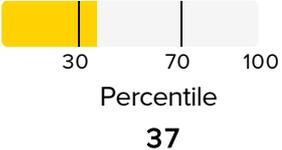
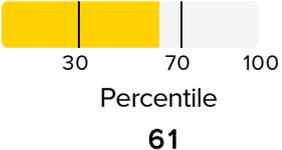
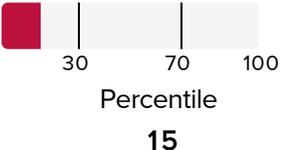
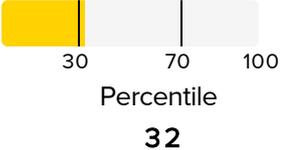
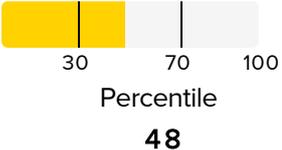
**The candidate is likely to be competent and courteous by communicating effectively, showing persistent enthusiasm in customer interactions, and giving customers full attention. The candidate is also likely to tolerate rude customers calmly, find solutions for customer problems, and remain cheerful throughout the workday.**

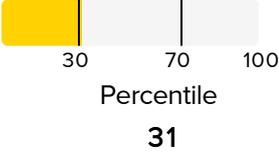
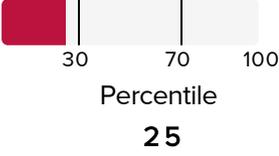
### Understands others

This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.



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

<p>Listens effectively</p>	<p>This measures the extent to which the candidate listens patiently and attentively.</p>
 <p>30 70 100 Percentile <b>44</b></p>	<p><b>This candidate tends to listen to others with minimal interruption. They try to understand others' points of view before forming an opinion.</b></p>
<p>Shows courtesy</p>	<p>This measures the extent to which the candidate is patient, polite and respectful.</p>
 <p>30 70 100 Percentile <b>49</b></p>	<p><b>This candidate is likely to treat most everyone with courtesy, patience, politeness and respect.</b></p>
<p>Maintains good working relationships</p>	<p>This measures the extent to which the candidate puts effort into developing good relationships with others.</p>
 <p>30 70 100 Percentile <b>37</b></p>	<p><b>This candidate is likely to put effort into developing good work relationships and act in ways that will strengthen work relationships.</b></p>
<p>Creates a positive impression</p>	<p>This measures the extent to which the candidate manages own behavior to create a positive impression.</p>
 <p>30 70 100 Percentile <b>61</b></p>	<p><b>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.</b></p>
<p>Adapts to change</p>	<p>This measures the extent to which the candidate accepts and adapts to changes without difficulty.</p>
 <p>30 70 100 Percentile <b>15</b></p>	<p><b>This candidate may be uncomfortable with changes in their work environment, and take longer to adapt to new changes.</b></p>
<p>Copes with uncertainty</p>	<p>This measures the extent to which the candidate is productive when roles and situations are not clearly defined.</p>
 <p>30 70 100 Percentile <b>32</b></p>	<p><b>This candidate is likely to remain productive when faced with ambiguity in their role.</b></p>
<p>Controls emotions</p>	<p>This measures the extent to which the candidate keeps negative emotions under control.</p>
 <p>30 70 100 Percentile <b>48</b></p>	<p><b>As with most candidates, this candidate will likely be challenged by difficult situations and may at times have to work hard to hide their negative reactions.</b></p>

<b>Strives to achieve</b>	This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.
 <p>30 70 100 Percentile <b>31</b></p>	<p><b>This candidate is likely to set goals that are somewhat demanding but still achievable. They are likely to show good effort but may tend to focus on the most achievable goals.</b></p>
<b>Improves own performance</b>	This measures the extent to which the candidate seeks development opportunities in order to improve their own performance.
 <p>30 70 100 Percentile <b>25</b></p>	<p><b>This candidate may place little emphasis on improving their own performance and are more likely to pass over opportunities for development.</b></p>