



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 designed to give you information about your relative strengths and weaknesses on the competencies known to be important for success in this type of job. In addition, the report provides valuable on-the-job tips and suggestions to help you excel in the workplace.

The score that you receive describes how your responses compared against our database of responses consisting of your peers. The assessment that you have taken has been scientifically validated by up to 30 years of statistical data collection and analysis. People who score higher on the dimensions tend to perform better on the job in the key areas outlined in the report.

The developmental tips that you receive are intended to help you improve your skills for each specific competency. All of us, regardless of our scores, can improve our job performance by following appropriate developmental solutions and strategically focusing on areas that may require improvement. A commitment to personal improvement signifies initiative and developmental planning, both of which are important to job performance. Try using this feedback to formulate specific development plans that relate to your work goals and objectives. Don't try to do everything at once, as personal development does not happen overnight. If you score in the 'Red Zone', this may be an area where you want to focus your developmental efforts. Even if you score well it is still important for you to use the developmental tips to leverage your strength in this competency.

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.
	<p>You are likely to be competent and courteous by communicating effectively, showing persistent enthusiasm in customer interactions, and giving customers full attention. You are also likely to tolerate rude customers calmly, find solutions for customer problems, and remain cheerful throughout the workday.</p> <ul style="list-style-type: none"> • Be knowledgeable about your organization and its products, policies, practices, and procedures. • Be enthusiastic about serving customers and always 'go the extra mile' to meet their needs. • When you are a customer at other businesses, try to understand and analyze your own experiences as a customer and use this information to improve your customer service skills. • Listen to what sales people are saying about customer trends to anticipate new service requirements. • Learn what marketing campaigns are planned for the next period. • Read books and articles on customer service skills. • Volunteer to mentor or train new staff members. • Understand how your organization measures service quality and work to excel in those areas.
Understands others	This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.
	You are likely to try and understand the behavior of others and show some awareness of others' points of view.
Listens effectively	This measures the extent to which the candidate listens patiently and attentively.
	You tend to listen to others with minimal interruption. You try to understand others' points of view before forming an opinion.
Shows courtesy	This measures the extent to which the candidate is patient, polite and respectful.
	You are likely to treat almost everyone with courtesy, patience, politeness and respect.
Maintains good working relationships	This measures the extent to which the candidate puts effort into developing good relationships with others.
	You are likely to put effort into developing good work relationships and act in ways that will strengthen work relationships.
Creates a positive impression	This measures the extent to which the candidate manages own behavior to create a positive impression.
	You are likely to be concerned about your appearance and make a good impression.
Adapts to change	This measures the extent to which the candidate accepts and adapts to changes without difficulty.
	You may be uncomfortable with changes and need to work harder to adapt to new changes.

Copes with uncertainty	This measures the extent to which the candidate is productive when roles and situations are not clearly defined.
	You are likely to remain productive when faced with ambiguity in your role.
Controls emotions	This measures the extent to which the candidate keeps negative emotions under control.
	You will likely be challenged by difficult situations and may at times have to work hard to hide your reactions.
Strives to achieve	This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.
	You are likely to set goals that are somewhat demanding but still achievable and you put in good effort to complete them.
Improves own performance	This measures the extent to which the candidate seeks development opportunities in order to improve their own performance.
	You may place little emphasis on improving your own performance and may miss important opportunities to develop.