

Entry Level Customer Service Retail and Contact Center 7.1 (Americas) Detailed Report

Candidate name:

Sample Report



Percentile: 11%

✘ 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 authorised 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 behaviour. Please note that the assessment components included in this solution report are not weighted equally. Some of the components are broad measures of behaviour and some are more narrow. Competencies denoted by an asterisk (*) are measures of narrow behaviours. While these behaviours 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.

Customer Focus

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



The candidate is more likely than other candidates to act irritated by customers' requests. He/she may have a tendency to argue with customers if the customers do not agree with him/her. The candidate is likely to take a long time processing customers' transactions and finding information for customers.

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 effectively*

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



This candidate tends to listen to others with minimal interruption. They 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.



This candidate may miss opportunities to treat others with the highest respect.

Maintains good working relationships*

This measures the extent to which the candidate puts effort into developing good relationships with others.



This candidate may not place a high value on their work relationships and may be less likely to act in ways that strengthen these relationships over time.

Creates a positive impression*

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



This candidate may not be as concerned about how they appear to others, preferring to present themselves just as they are.

Adapts to change*

This measures the extent to which the candidate accepts and adapts to changes without difficulty.



This candidate is more likely to adapt their approach in light of changing demands; however, they may show some resistance to large or more frequent changes.

Copes with uncertainty*

This measures the extent to which the candidate is productive when roles and situations are not clearly defined.



This candidate is likely to remain productive when faced with ambiguity in their role.

Controls emotions*

This measures the extent to which the candidate keeps negative emotions under control.



This candidate may be more easily frustrated in challenging situations and find it difficult to hide these feelings from others.

Strives to achieve*

This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.



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.

Improves own performance*

This measures the extent to which the candidate seeks development opportunities in order to improve their own performance.



This candidate may place little emphasis on improving their own performance and are more likely to pass over opportunities for development.