



Candidate Information

Candidate : Sample Candidate

Email : candidate_email@mail.com

Assessment Profile:

Project Name: Office Clerk - Entry Level Customer Service (Gen)

Completion Date: 03-26-2018

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 (General)



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	<p>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>
	<p>You will generally meet customer needs and solve customer problems. However, you may also sometimes interrupt or fail to pay attention when customers speak and may socialize with a co-worker while helping customers. You may also forget to give customers special information, or fail to communicate clearly with customers.</p> <ul style="list-style-type: none"> • Be courteous and express appreciation for customers' business. • Actively listen to customers and identify customers' problems. • Make sure that you understand what customers need by summarizing what they said. • Clearly communicate factual information and suggestions to customers. • Suggest alternatives when what the customer wants cannot be found. • Call your manager or another store to find information or products to meet a customer's needs. • If you cannot help a customer, try to direct them to the right person or place for help. • Serve customers with an honest and open approach that stresses concern for meeting their needs. • Follow up on client messages and questions as quickly as possible.
Responsibility	<p>This measures the tendency to be aware of and follow company policies and procedures, including: working in an organized manner, returning from meals and breaks on time, and working when coworkers are not working.</p>
	<p>You are likely to be dependable and responsible on the job. You are likely to adhere to rules and show self-control and stability in behavior. You have a tendency to be careful while performing tasks and take responsibility for your work.</p> <ul style="list-style-type: none"> • Let your supervisor know that you are willing to be trained in more than one area. • Take time to look into anything that seems incorrect or out of place. • Clean up your workplace area, even if you did not make the mess. • When you have completed your assigned tasks, look for something else to do without being told. • Take the time to learn about work procedures that you are not familiar with. • Arrive early to get a head start on the day's work. • Look for key tasks where only one person knows the job. Ask the person to mentor you so that you can learn these tasks. • Maintain and regularly update a journal with your appointments and a 'to do' list.

Learning Potential	<p>This is a measure of the potential for success in jobs across industry type and functional area. Candidates' responses to questions regarding developmental influences, educational and work history, and related values and attitudes are compared with response profiles from successful employees. These items are significantly related to a traditional cognitive test of learning ability.</p>
	<p>Your responses regarding education and work-related experiences are similar to those with average learning ability. You should be able to learn work-related tasks, processes, and procedures during the allotted training period. You are likely to perform simple numerical calculations with ease, but may require assistance when dealing with more complex problems.</p> <ul style="list-style-type: none">• Be sure to ask questions when you are unclear on something.• Set extra time aside for learning particularly difficult procedures and processes. Practice these when you have time available.• When solving complex problems, list the pros and cons of each of your solutions.• Read through training material more than once to be sure that you have not missed anything.• After learning new work procedures and processes, try writing a short summary of what you have learned.