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Talent Management Psychologists

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**CUSTOMER SERVICE ASSESSMENT REPORT**

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The purpose of the assessment has been to provide further information to  
assist with the recruitment of:

**Mr. Sam Sample**

***On : Friday, 24 November 2006***

**Prepared By:**

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**Confidentiality**

This highly confidential document is provided to the client on the candidate named on the cover sheet on the basis that the need for this confidentiality is recognised, accepted and that such confidentiality will be strictly maintained.

It should therefore only be read by staff specifically involved with the selection, promotion or development of the person named, and stored securely with minimum access.

Should a report be required at a later date, it can be obtained without further cost, from PsychPress archives.

**Objectives**

The report on the candidate's capabilities has been done based on several assessment materials used to provide objective information about the competencies which might be required for the specific position.

**Cross validation of Outcomes**




This report provides objective information on candidate's capabilities. We recommend supplementing it with other information obtained from other sources like interviews or other reports.

The following report has been based on a scientifically validated profile providing elements of insight or understanding into Mr. Sample's behavioural style. The profile is intended to provide you with a point of reference from which you can objectively assess Mr. Sample's customer service potential and work suitability.

The report includes eight factors which were found to be crucial to a successful customer service provider.

## 1. Customer Service Core Competencies Scores

Competency	%ile	
Effectiveness under Pressure	68	<p>Below Average      Average      Above Average      Superior</p> <p><b>Above Average</b></p>
Social Skills	95.8	<p>Below Average      Average      Above Average      Superior</p> <p><b>Superior</b></p>
Goal Orientation	80.6	<p>Below Average      Average      Above Average      Superior</p> <p><b>Above Average</b></p>
Planning Skills	43.3	<p>Below Average      Average      Above Average      Superior</p> <p><b>Below Average</b></p>
Interpersonal Skills	93.1	<p>Below Average      Average      Above Average      Superior</p> <p><b>Superior</b></p>

Competency	%ile	
<b>Routine &amp; Consistency Seeking</b>	<b>63.8</b>	
<b>Humility in Service</b>	<b>87.7</b>	
<b>Team Player</b>	<b>88.1</b>	

## Overall Customer Service Index

Based on the assessment results, Mr. Sample's overall fit for customer service position is **Superior** with a CSI score at the **90.1 Percentile**.



Mr. Sample's performance on the measure of customer service performance is Superior compared to Australian customer service providers. The next section details Mr. Sample's customer service strengths and weaknesses.

## 2. Customer Service Style Profile

### Effectiveness under pressure

A tendency to remain calm under pressure and maintain self-control This attribute measures one's ability to interact well with customers as well as colleagues even in trying or adverse conditions. Typically higher scorers tend to remain objective and not become upset by other people, "take most things in their stride" and remain even-tempered.

The results suggest that Mr. Sample will remain calm and operate well under difficult or adverse conditions in comparison to Australian customer service providers. The result reflects a very strong ability to resolve customer service issues even when under extreme pressure such as managing demanding customers, resolving customer service issues and dealing with customers' complaints. Mr. Sample also has the ability to engage comfortably in dialogue with customers and be extremely patient and helpful in providing service even under severe pressure in trying circumstances.

### Social Skills

A tendency to have a positive and outgoing demeanour, as well as enjoying interacting with customers and working collaboratively with colleagues.

The results suggest that Mr. Sample has very strong social skills in comparison to Australian customer service providers. This result indicates that Mr. Sample will maintain excellent social interactions with others even in difficult situations such as when customers are constrained by time or when dissatisfied. Mr. Sample reports feeling comfortable and confident to engage with others, paving the way for strong relationships with both customers and team members.

### Goal Orientation

This scale measures one's tendency to work towards set customer service goals, make decisions to achieve those goals on a consistent basis, and show determination to complete their job properly to provide a high quality customer service experience.

The results suggest that Mr. Sample regards achieving strong customer service as a high priority in comparison to Australian customer service providers. This result reflects a high commitment to achieve customer satisfaction. Mr. Sample is expected to invest considerable efforts to attend fully to customers' needs. As Mr. Sample is goal and result oriented, it is expected that during challenging customer service situations such as handling customer complaints, he will directly confront the issue to keep the customer satisfied.

### **Planning Skills**

A tendency to have well-organised customer service habits, be very orderly when approaching customer service activities, follow a systematic approach in doing things and do things according to a schedule.

The results suggest that Mr. Sample finds working in a planned and organised manner to be of lower priority in comparison to Australian customer service providers. He will generally find planning ahead as a challenging activity which may hinder their ability to attend to customers needs in an organised and timely fashion. Mr. Sample's planning skills may cause him to become flustered when communicating with customers, hindering the ability to establish and maintain positive customer relations. Mr. Sample's lower preference for managing service delivery in an organised manner is likely to adversely impact customer service through lack of forward planning.

### **Interpersonal Skills**

This scale measures the tendency to demonstrate care and concern, as well as interest in customers needs. It also measures one's generosity to assist customers and convey friendliness and build rapport with customers.

The results indicate that Mr. Sample will respond in a very understanding and friendly manner with customers and colleagues, in comparison to that of Australian customer service providers, ensuring that customers' needs are understood and their expectations exceeded. Mr. Sample is likely to be extremely patient and is very effective in communicating with customers, which will facilitate the development of strong customer relationships. The result also suggests that Mr. Sample is able to maintain relationships with customers in difficult contexts, such as responding to or managing customer dissatisfaction. This attribute will assist in projecting a positive customer service image for the organisation.

### **Routine & Consistency Seeking**

This scale measures the tendency to prefer and seek consistency and a routine, rather than variety in work.

The results suggest that Mr. Sample likes routine and stable work environments as much as the average Australian customer service providers. Mr. Sample will remain more comfortable and satisfied following routine customer service policies and procedures, than most other Australian customer service providers. He would be expected to generally be consistent in the level and content of service provided to all customers. Mr. Sample would be expected to offer a similar level of service to all customers regardless of the customer being the first or the last for the work period, but will require some variety to maintain this level of service. Mr. Sample is also expected to generally feel comfortable using organisational guidelines and recommended approaches to manage relationships with all customers.

### **Humility in Service**

This scale measures one's tendency to want to be recognised and not be humble for their work achievements.

The results suggest that Mr. Sample places less importance on others recognising their achievements in comparison to Australian customer service providers. Mr. Sample's efforts to provide customer service are almost independent of recognition factors such as customers' or superiors' praise and acknowledgement. He will not tend to prefer engaging in activities that provide higher personal recognition when these contradict the attendance of the customer's needs. In circumstances where Mr. Sample must make a choice between tasks involving customer service or tasks that will provide personal recognition, he will not be affected by the desire to achieve strong recognition.

### **Team Player**

This scale measures one's tendency to seek to become a leader and not be comfortable being a member of a team, group or organisation.

The results suggest that Mr. Sample will place strong importance on being a member of the team and company in comparison to Australian customer service providers. He will be very comfortable working co-operatively as a member of the company and the customer service team. Mr. Sample is expected to identify with the organisation and accept 'the way things are done' in the organisation and in customer service policies. Mr. Sample would be expected to work collaboratively with others and is also expected to represent the organisation very positively.



**The following interview questions may assist with further clarification of the issues raised above :**

- Could you describe a situation where you provided service in a much tensed environment? What was the tension? How did you manage the service? What was the customer reaction?
  - Evaluate ability to work under pressure
  
- Give an example of a project or a task where it was important to plan ahead. What strategies did you use? What was the outcome?
  - Evaluate organizational, planning and strategic thinking
  
- Could you describe a situation where you had a conflict between the company's and your view of what service should have been provided. What was the situation? What did you decide and why? What was the outcome?
  - Evaluate importance of personal recognition as a posed to satisfying customers' needs
  
- Describe a project or a job where you where required to perform a routine task. What was the situation? How did you feel about performing that task?
  - Evaluate ability to operate within a work environment which requires undertaking routine tasks

## **General Information for Interpreting Report findings:**

### **Objective Information**

This report provides objective information on the candidate's abilities.

### **Educated Decision Making**

The candidate's performance is compared with a relevant population group to assist in achieving effective Human Capital decision making.

### **Interpreting results**

The results are presented in terms of a percentile (%) score for each test administered. A percentile is a score equal to or below which a certain percentage of the members of a selected sample group fall. Percentile scores can be misleading if small differences between individuals' scores are interpreted as implying significant differences in work performance.

### **Population norms**

Candidate's specific scores can be compared to a relevant Australian adult sample as a reference group or to a relevant sample from ones organisation.

### **Score ranges**

PsychPress uses a basic score range for ability percentile scores:  
85th - 100th percentile – Superior performance  
71st - 84th percentile – Above Average performance  
51st - 70th percentile – Average performance  
0 - 50th percentile – Below Average performance