



**Customer Service Survey**

***Confidential Report***

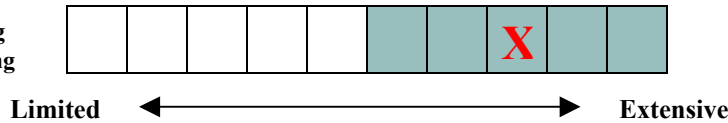
**Jill Sample**

Saturday, December 29, 2001

**LMI's Center for Effective Organizations**  
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**Knowledge**

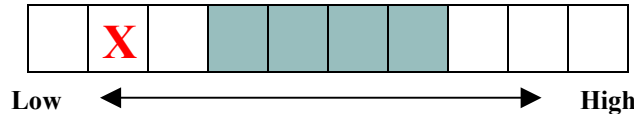
- Limited Understanding
- Requires More Training



- Extensive Understanding
- Requires Less Training

**Assertiveness**

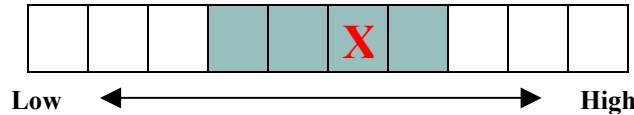
- Reserved
- Retiring
- Quiet



- Persuasive
- Confident
- Outgoing

**Persistence**

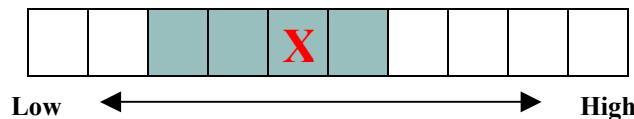
- Wavers easily
- Undecided
- Sensitive to rejection



- Persevering
- Unwavering
- Emotionally tough

**Empathy**

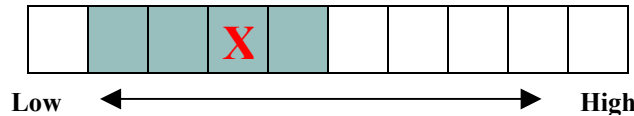
- Results-focused
- Task-oriented
- Goal specific



- People-focused
- Relationship-oriented
- Empathic

**Drive**

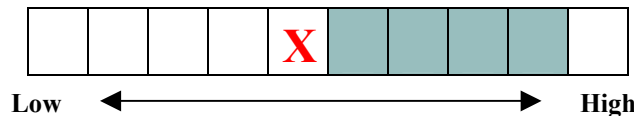
- Low competitive
- Unassuming
- Wishes to please



- High competitive
- Aggressive
- Opportunistic

**Organization**

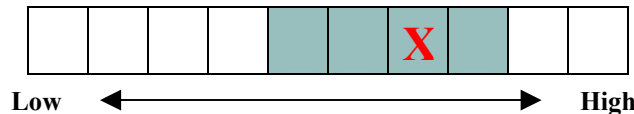
- Disorganized
- Prefers variety
- Creative focus



- Organized
- Conforms to procedures
- Routine-focused

**Maturity**

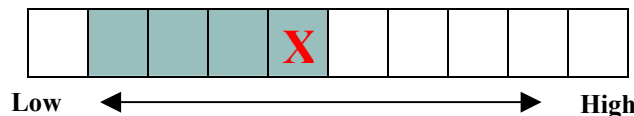
- Unconventional
- Impetuous
- Temperamental



- Sound judgement
- Stable
- Tolerant

**Creativity**

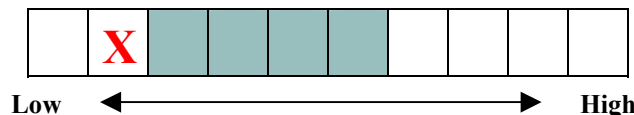
- Structured
- Systematic
- Specific



- Inventive
- Unique
- Innovative

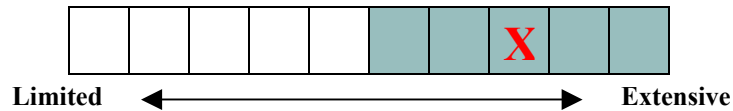
**Incentive**

- Security
- Pragmatic
- Internal



- Recognition
- Feedback
- External

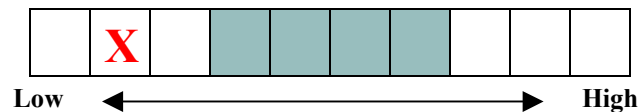
### Knowledge



Ms. Sample scored in the above-average range on the Customer Service Survey. She has a very solid foundation in the techniques and skills currently considered effective for this type of position. She should be able to establish rapport with the customer, make it a point to be helpful, and will go out of her way to ensure all the customer's problems, even unstated ones, have been resolved. She will need very little training in order to assume the responsibilities of this position.

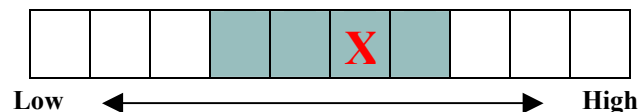
The results of the “CUSTOMER SERVICE KNOWLEDGE” area are calculated by the number of correct answers in the CUSTOMER SERVICE KNOWLEDGE section of the survey. For a list of questions that were answered incorrectly, refer to the back section of this report.

### Assertiveness



- She is a quiet observer in groups addressing client matters.
- Checks out customer service techniques with others before committing to a course of action.
- Is dependent on others for guidance in identifying customer needs.

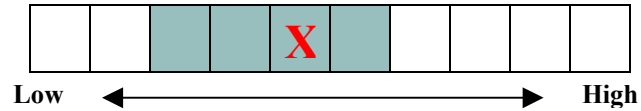
### Persistence



- She is conscientious about following through on projects with customers.
- Is a stable, reliable member of a customer relations team.
- Is reliable and dependable about commitments to clients.

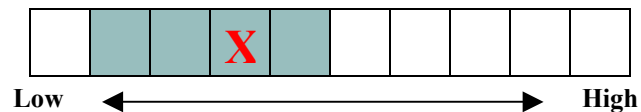
The shaded bars represent the range of characteristics typically found in the role of Customer Service Representatives in your organization. The “X’s” indicate this individual’s scores.

### Empathy



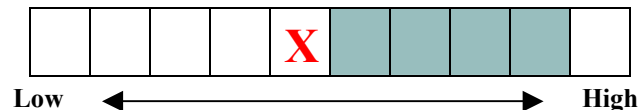
- Tries to balance viewpoints to reach a resolution that benefits both customer and company.
- Cooperates with others to achieve customer service goals.
- Attempts to tactfully resolve conflicts with customers.

### Drive



- Takes a methodical approach to evaluating opportunities and in reacting to changes in client needs.
- She will maintain a steady work pace while managing for consistency in the delivery of service to customers.
- Serves as a resource for others who need assistance in handling customer requests.

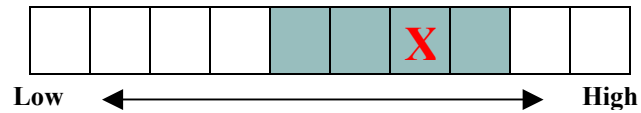
### Organization



- Uses company protocol to structure customer service planning, but may also make adaptations.
- She may fluctuate between orderly work and disorganization.
- Prioritizes work to provide more effective service to clients.

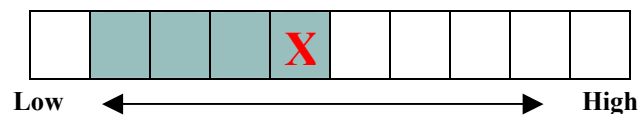
The shaded bars represent the range of characteristics typically found in the role of Customer Service Representatives in your organization. The "X's" indicate this individual's scores.

### Maturity



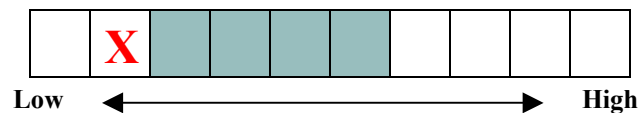
- She will recognize the strengths and limitations of a customer service team.
- Can separate important facts from irrelevant information when making customer decisions.
- Looks beyond the immediate situation for direction in streamlining client services.

### Creativity



- Is willing to try new methods and approaches to assure customer satisfaction.
- She is interested in developing innovative skills for better client service.
- Sees the value in challenging conventional practices to achieve growth in the customer base.

### Incentive



- She is a self-starter in addressing customer needs.
- Is motivated by tangible, practical rewards to expand services to customers.
- Overcomes obstacles to achieve good results with clients.

The shaded bars represent the range of characteristics typically found in the role of Customer Service Representatives in your organization. The "X's" indicate this individual's scores.

## **SUITABILITY RATINGS**

Ms. Sample's overall suitability match to the Customer Service Survey pattern is 85%.

### **TO THE CLIENT:**

The decision to hire or promote an individual should be made on the basis of a complete employee selection system comprising many factors. The Profiles International, Inc. evaluation component (this report) should be used as a decision support tool in the context of the selection system appropriate for your organization. The rating system is designed to provide a comparison between the candidate's results and the pool of Profiles' reference data. In order to maximize the effectiveness of this evaluation, the report should always be used in the broader context of identifying this individual's training, management, and development needs. When using this report for decision-making, its contents should only be used as the basis for one-third of any decision. Profiles is only responsible for the contents of this report and is not liable for any unauthorized disclosure or misuse of the information contained herein.

## INCORRECT ANSWERS

The following is a list of the questions that were answered incorrectly in the **CUSTOMER SERVICE KNOWLEDGE** section of this survey. The correct T/F answer is located immediately following each question in ().

- 7. My department's standards are less important than what I think is best for them. (F)
- 13. Most unhappy customers will never be satisfied regardless of what you do for him or her. (F)
- 14. Your job is to solve your customer's problems, not to be a sympathetic ear. (T)
- 18. Many customers have unreasonable expectations. (F)
- 24. I try to encourage people who seem interested in buying something to come in to visit versus talking to them on the phone. (F)
- 32. If a customer calls on the phone, I should stop whatever I am doing and deal with him or her immediately. (F)
- 37. All customers should be treated the same; no customer is more important than any other. (T)
- 39. If I am dealing with a customer and an irate customer interrupts, I should immediately deal with the irate customer. (F)
- 42. Sometimes you have to disagree with a customer. (T)
- 43. I should always ask my customers what they expect before serving them. (F)
- 46. Sometimes disagreeing with a customer will lead to better results for all concerned. (T)
- 48. I cannot be expected to know about every product we carry. (F)
- 53. Customer service is primarily a sales function. (F)
- 63. I think that it is important to chat with my customers for a few minutes before getting down to business. (F)