

Profiles[™] International
Customer Service Profile



Confidential Individual Report

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Building and Retaining the High Performance Workforce

Introduction

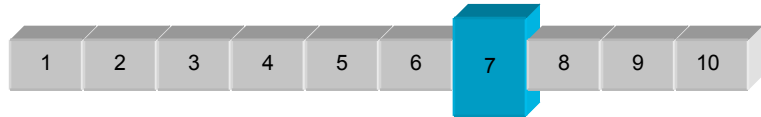
This report reflects the responses provided by you when completing the Customer Service Profile assessment. The information is presented in the following parts:

- **Behavioral Characteristics**— six behavioral characteristics that are important factors for success in providing service to customers.
- **Proficiencies**— a view of basic proficiency in mathematics and vocabulary.

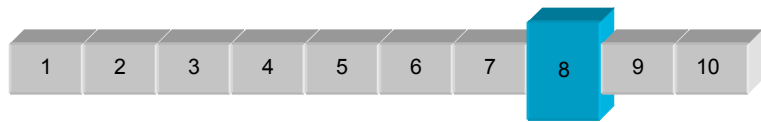
Summary of Behavioral Characteristics

The larger box indicates your score on each scale.

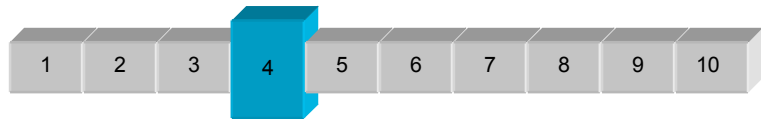
Trust – Tendency to hold an unquestioning belief that the motives of others are honorable



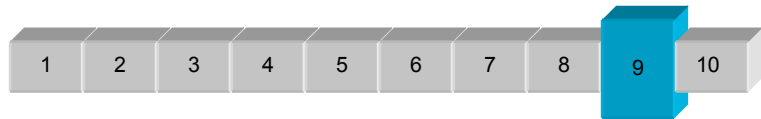
Tact – Tendency to state a position without unnecessarily offending others



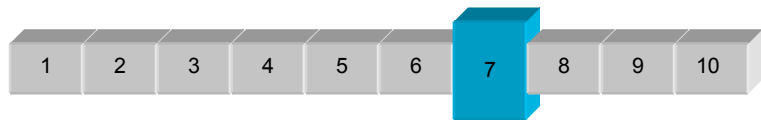
Empathy – Tendency to understand another's situation and feelings



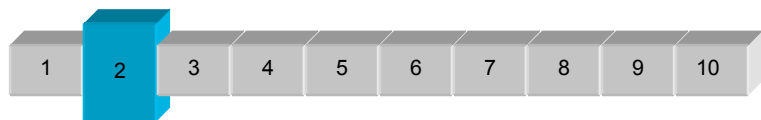
Conformity – Tendency to comply with the rules and those in authority



Focus – Tendency to stay on target regardless of distractions

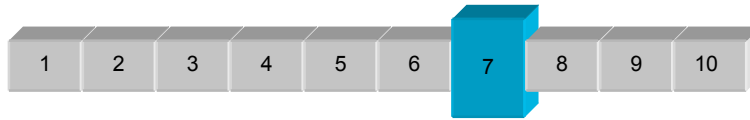


Flexibility – Tendency to explore new approaches to doing things



Behavioral Characteristics

Trust

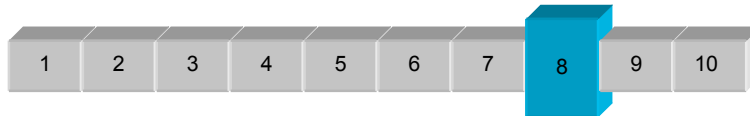


Your Score 7

Comments on Trust

You do not appear to be a skeptic. You generally believe that customers' motives are generally honorable and worthy of your trust. You probably take others at face value and are not wary of their intentions unless something appears reasonably suspicious.

Tact

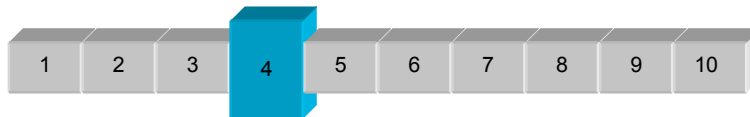


Your Score 8

Comments on Tact

You apparently try to be careful with your comments when serving the needs of customers. You probably think about how your remarks may be interpreted. You are likely to be regarded as a tactful and considerate individual by customers most of the time.

Empathy

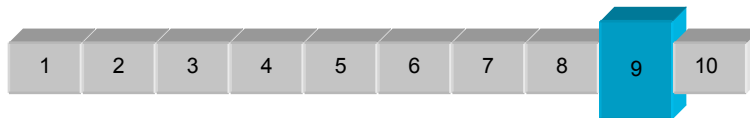


Your Score 4

Comments on Empathy

You may find the needs of an emotional customer difficult to understand at times. You may prefer to avoid discussion of personal matters when customers bring them up, which can make dealing with especially indiscreet customers somewhat frustrating. A more detached approach seems to suit you best.

Conformity



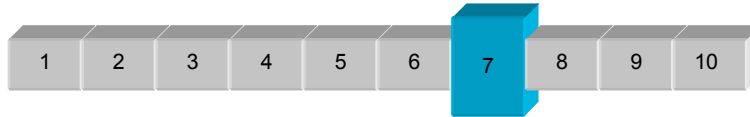
Your Score 9

Comments on Conformity

You generally believe in, and abide by, the norms of a group or organization. You are a strong believer in following the orders or instructions of those in authority. You are apparently one who will follow the rules and regulations with respect and devotion.

Behavioral Characteristics (cont'd)

Focus

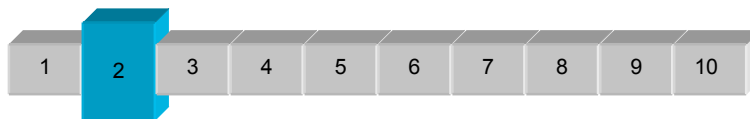


Your Score 7

Comments on Focus

You demonstrate a strong level of concentration when allowed the opportunity. Only an exceptionally distracting environment may cause you to stray from your focus. The advantage here is that your focus is not so strong as to be completely inflexible. Therefore, a change of priorities should not be too disrupting for you, assuming you have the time to regroup and then work toward the new goal.

Flexibility



Your Score 2

Comments on Flexibility

You do not appear to be interested in unusual ideas when you have already mastered good methods of doing things in previous training experiences. When the established ways have proven to be reliable, you are less likely to experiment with other solutions.

Proficiencies

Proficiencies are divided into two areas as shown below. The larger box indicates your score.

