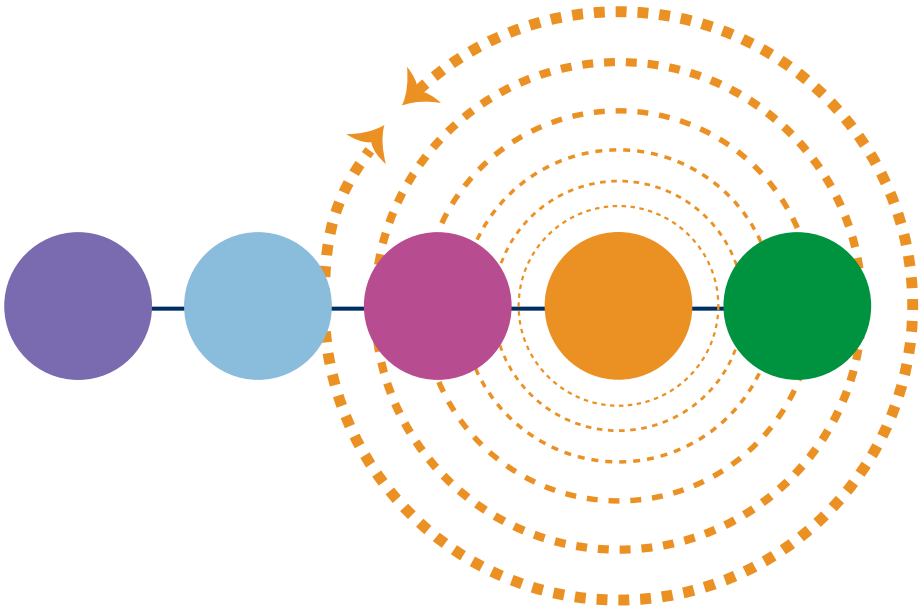


Customer Service Report Sample Candidate



Customer

Strengths



About this Report

This report is based upon the Customer Strengths assessment, which explores an individual's strengths in critical work areas.

The results are based on a comparison with a group of 383 applicants for Customer Service roles and are presented on a 1 to 10 Sten scale.

Since the questionnaire is a self-report measure, the results reflect the individual's self perceptions. Nevertheless, our extensive research has shown it to be a valid measure of how people will operate in the workplace.

It should be remembered that the information contained in this report is potentially sensitive and every effort should be made to ensure that it is stored in a secure place.

The information contained within this report is likely to remain valid for 12 to 24 months, depending upon circumstances.

The report was produced using Saville Consulting software systems. It has been derived from the results of an assessment completed by the respondent, and reflects the responses they made.

This report has been generated electronically. Saville Consulting do not guarantee that it has not been changed or edited. We can accept no liability for the consequences of the use of this report, howsoever arising.

The application of this assessment is limited to Saville Consulting employees, agents of Saville Consulting and clients authorised by Saville Consulting.



Customer Service Profile

The following report summarises Sample Candidate's areas of greater and lesser potential based on Saville Consulting's extensive international database linking Saville Consulting Strengths to work performance. Sample Candidate's Ratings Acquiescence is 5 and their Consistency of Rankings is 5.

Area	Potential	
Solving Problems Identifying Needs Understanding Customer Needs (1); Analysing Information (2)		Extremely Low higher potential than about 1% of the comparison group
	Problem Handling Providing Solutions (4); Gaining Expertise (1)	
Influencing People Customer Influence Positive Impact (7); Being Friendly (5)		Average higher potential than about 60% of the comparison group
	Being Assertive Leading Others (5); Motivating People (7)	
Adapting Approaches Being Flexible Handling Pressure (8); Staying Positive (8)		Very High higher potential than about 95% of the comparison group
	Teamworking Being Attentive (8); Supporting People (8)	
Delivering Results Being Dependable Being Organised (7); Maintaining Standards (3)		Average higher potential than about 40% of the comparison group
	Results Focused Taking Action (6); Pursuing Targets (5)	



Customer Service Potential Indicators

The following report summarises Sample Candidate's greater or lesser potential against key performance indicators which underpin effectiveness across different customer service roles.

Indicator	Potential
Meeting Customer Needs e.g. Establishing Needs; Being Responsive; Ensuring High Quality Delivery	 Extremely Low higher potential than about 1% of the comparison group
Handling Incoming Calls e.g. Handling High Call Volumes; Engaging Customers; Answering Enquiries	 High higher potential than about 90% of the comparison group
Making Outgoing Calls e.g. Making Calls Confidently; Handling Call Rejection; Achieving Call Objectives	 High higher potential than about 90% of the comparison group
Establishing Additional Sales Opportunities e.g. Identifying New Opportunities; Recommending Additional Services; Upselling Effectively	 Low higher potential than about 10% of the comparison group
Handling Challenging Customers e.g. Understanding Concerns; Maintaining Composure; Finding Resolutions	 Very High higher potential than about 95% of the comparison group
Team Leadership e.g. Making Decisions; Giving Direction; Motivating Customer Service Staff	 Average higher potential than about 40% of the comparison group