

Date: Aug 6, 2008



Name: Jane Sample
ID: 275620



Customer Service Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



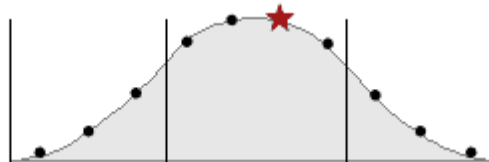
Faster Processing
Needs Intellectual Challenge

- Jane acquires new information at an average rate of speed
- Customer Service roles that require moderate problem solving skills are best
- Environments where the product or service are very simplistic may not provide enough challenge to avoid boredom

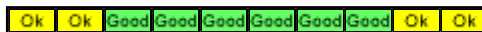
Question: Give me an example of a difficult problem you solved for a customer. What was the situation?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable

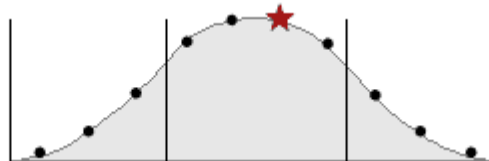


- A good balance of planning and being able to react to customers
- Jane will usually be thorough but at the same time be prepared for interruptions from customers

Question: Tell me about a time when you were helping a customer but someone else needed something urgently. What did you do?

Tough Minded

Cooperative
Agreeable



Direct
Determined

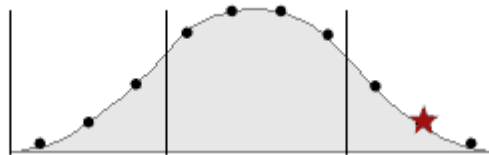


- Customers will usually view Jane as pleasant and likeable
- Usually takes direction well and at the same time provides direction to others when necessary
- Will be comfortable with moderate up-selling efforts

Question: Tell me about a time when you handled a customer situation that seemed impossible to deal with. What happened?

Conventional (Rules)

Open to New Experience
Flexible



Consistent
Structured

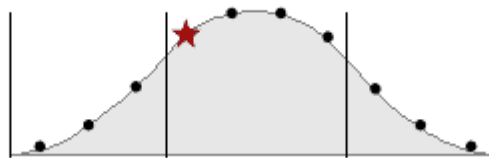


- Jane prefers a working environment that is structured and predictable
- Tends to be consistent and follow the procedures closely
- Difficulty working in an environment where they are expected to think outside of the box versus utilize predictable solutions

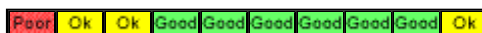
Question: Describe a time when you had to begin working and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

Extroversion

Reserved
Listener



Outgoing
Talker

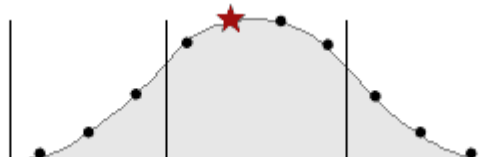


- Usually will greet the customers in a friendly manner
- Has a good balance between talking and listening to the customer and their needs

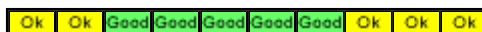
Question: Describe a time when you had to continually greet customers in an upbeat manner. How did you stay enthusiastic?

Stable

Sensitive
Anxious



Calm
Stress Resistant

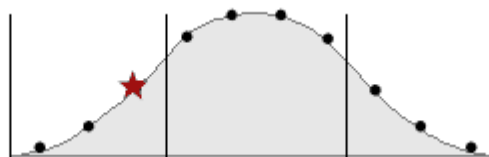


- Jane usually handles pressure and stress well unless it is extreme
- Typically has a balanced sense of urgency with customers
- Able to handle most difficult customers unless these situations are highly stressful and frequent

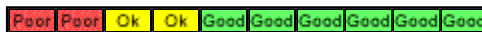
Question: Describe a time when you had to deal with multiple demands from several customers at the same time. What did you do?

Team

Individualistic
Competitive



Collaborative
Win-Win



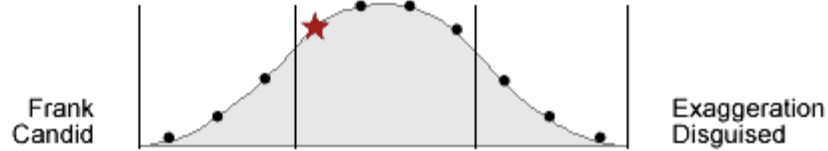
- May have difficulty working within a team
- Jane is typically self-motivated and very competitive
- May be too quick to push customers to agree to something if they are being paid individual

commissions

- May not be collaborative with internal team or co-workers

Question: Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

Good Impression (Social Desirability)



- Jane has responded with a moderate level of exaggeration, but still within acceptable levels

Overall 89%

Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

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Name: Jane Sample
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Customer Service Interview Questions

General Reasoning (Cognitive)

Question: Give me an example of a difficult problem you solved for a customer. What was the situation?

Question: How do you keep motivated to continue dealing with the same types of customer issues over and over again?

Question: Give me an example of a position that had many routine responsibilities. How did you handle that?

Conscientious (Organization)

Question: Tell me about a time when you were helping a customer but someone else needed something urgently. What did you do?

Question: Give me an example of a purchase that a customer made but then they immediately changed their mind. How did you handle it?

Question: Give me an example of how you keep track of the details of a customer's request.

Tough Minded

Question: Describe a time when you were able to help a customer because you had been friendly with them.

Question: Tell me about a time when you handled a customer situation that seemed impossible to deal with. What happened?

Question: Give me an example of when you were instructed to up-sell a customer on more products than what they needed. What happened?

Conventional (Rules)

Question: Describe a time when you had to begin working and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

Question: How have you handled a situation where there was no procedure in place?

Question: Tell me about a time a good customer wanted something that was not consistent with policy. What did you do?

Extroversion

Question: Describe a time when you had to continually greet customers in an upbeat manner. How did you stay enthusiastic?

Question: Give me an example of when you have lost a customer because you couldn't meet their needs.

Question: Tell me how you choose between what the customer wants versus what you would like to them to have.

Stable

Question: Tell me about a time when you had to handle a last minute request from a customer after their order had already been processed?

Question: Describe a time when you had to deal with multiple demands from several customers at the same time. What did you do?

Question: Give me an example of how you have dealt with a very upset customer on the phone.

Team

Question: Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

Question: Give me an example of a time when a coworker needed your help with a customer. What was the situation and how did you handle it.

Question: Give me an example of when you gave great service to a customer and you were actually praised for it in front of the team. How did your coworkers respond?

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