



SELECT for **Personal Services**

Select for Personal Services
helps identify care providers who:

Enjoy The Service Role

Exceed Customer Expectations

Foster New And Repeat Business

Work Cooperatively With Others

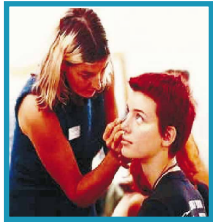
Demonstrate Integrity And A Positive Work Ethic

Show Composure Under Stress

Enjoy Talking With The Customer



SELECT for Personal Services



IDENTIFY

positive service providers:

- ▶ Hair Stylists
- ▶ Barbers
- ▶ Cosmetologists
- ▶ Make-up Artists
- ▶ Photographers
- ▶ Salon Service Providers

MEASURES

key dimensions of the service personality:



Positive Service Attitude

Favorable view of customers and the service role

Energy Level

Active and productive

Frustration Tolerance

Emotionally optimistic and resilient

Accommodation to Others

Willing to meet the needs of other people

Acceptance of Diversity

Tolerates others different from self

Social Comfort

Enjoys interacting with people

Integrity

Strong work ethic

The Survey is....

Simple to administer and score

Short (15 minute administration time)

Easy to customize and validate for your organization

Internet Ready for greater flexibility



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