



Report designed for

Sally Sample

CONFIDENTIAL

Customer Service Profile™ Individual Report

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Message to Sally Sample

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

- **Behavioral Characteristics** – six behavioral characteristics that are important factors for success in providing service to customers.

Behavioral Characteristics

Trust

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

- You seem to be very trusting of the motives of people in general, especially those customers with whom you make personal contact. You appear to genuinely believe that customers are honest and their comments or complaints are authentic.

Tact

Tendency to state a position without unnecessarily offending others

- You can be rather outspoken regardless of the sensitivities of others. You may comment in a less than tactful or diplomatic fashion when you feel that being direct and to the point is a better option.

Empathy

Tendency to understand another's situation and feelings

- You generally find it easy to be empathetic, understanding and compassionate to the point of sometimes allowing yourself to become sympathetic for the needs of a customer. You have a strong need to be helpful to customers with whom you have contact.

Conformity

Tendency to comply with the rules and those in authority

- 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.

Focus

Tendency to stay on target regardless of distractions

- 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

Tendency to explore new approaches to doing things

- You indicate a preference for consistent tasks that generally remain unchanged over time. Arbitrarily novel ways of doing things can be rather unnecessary and are probably avoided whenever possible. You will be most effective in your work when the rules and procedures are clearly defined.