

Date: Mar 2, 2006

Name: Julie Testing
ID: 137903

Customer Service Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



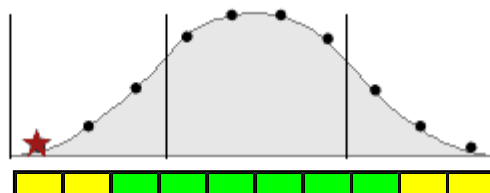
Faster Processing
Needs Intellectual Challenge

- Julie acquires new information slower than average
- Better suited for Customer Service roles that are programmed and do not require complex or quick problem solving
- Julie should be allowed additional time to learn the product or service including hands-on training

Question: Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and what did you do?

Conscientious (Organization)

Carefree
Impulsive



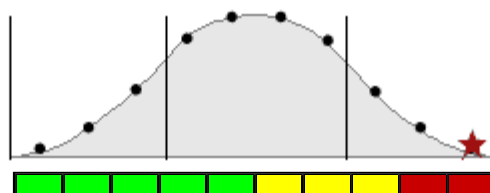
Detail Oriented
Dependable

- Easy going nature may cause Julie to overlook important details
- Julie generally handles interruptions better than most people
- Better suited to Customer Service situations that do not require a detailed or thorough approach
- Important to have systems or procedures in place that force Julie to fill out forms or computer screens when details are critical and must be captured

Question: Describe a time when you lost track of some details for a customer and it caused a problem. What did you do?

Tough Minded

Cooperative
Agreeable



Direct
Determined

- Some customers may view Julie as pushy and confrontational
- Tends to be tough minded and may be argumentative with customers particularly when there is a difference of opinion
- Tends to be comfortable up-selling other services
- Given their preference to be in control, Julie may not take direction well

Question: Tell me about a time when you became impatient with a customer because they were being unreasonable. What happened?

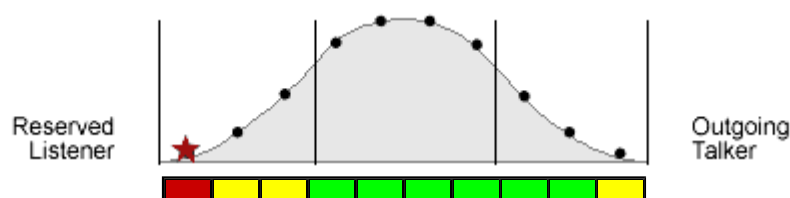
Conventional (Rules)



- Julie 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



- Tends to be reserved and quiet and prefer minimal interaction with people
- May not be quick to greet customers with a friendly manner
- Doesn't typically mind working alone for long periods of time

Question: Tell me how you handle customers who like to chat with you even though you need to move on to the next customer.

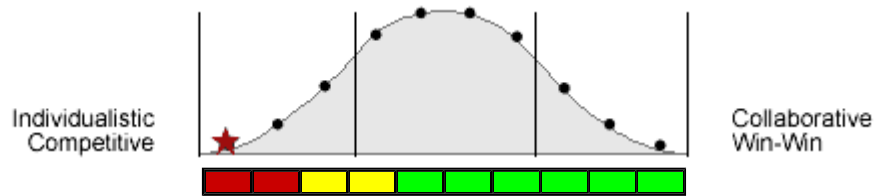
Stable



- Better suited to Customer Service roles that require a high level of sensitivity to customer needs
- May have difficulty dealing with the day-to-day stress that can be a normal part of providing Customer Service particularly to difficult customers
- In times when customers are continually demanding, Julie may have a tendency to overreact and become anxious

Question: Describe a time when you became very irritated with a customer and lost your cool. What happened?

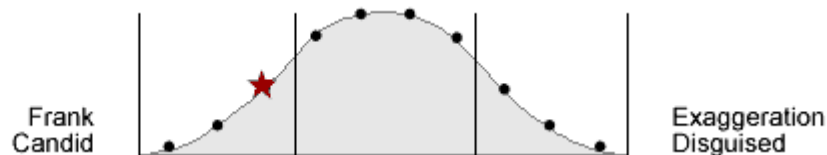
Team



- May have difficulty working within a team
- Julie 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)



- Julie's responses have been frank and open

*The participant has scored
in the "red zone" in 3 areas.

Overall
46% *

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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Customer Service Interview Questions

General Reasoning (Cognitive)

Question: Tell me about a time when you were expected to solve problems for customers even though you had not been properly trained. How did you deal with it?

Question: Give me an example of when you have been able to think quickly to solve a problem for a customer.

Question: Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and what did you do?

Conscientious (Organization)

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

Question: Give me an example of how you have followed up with a customer who asked for additional details on a product.

Question: Describe a time when you lost track of some details for a customer and it caused a problem. What did you do?

Tough Minded

Question: Tell me about a time when you became impatient with a customer because they were being unreasonable. What happened?

Question: Give me an example of a time when you provided good service to a customer even though you were having a bad day. How did you do it?

Question: Tell me about a time when you disagreed with a supervisor about how a customer situation should be handled. What did you do?

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: Tell me how you handle customers who like to chat with you even though you need to move on to the next customer.

Question: Give me an example of a time that a customer praised you for your ability to listen to them. What was the situation?

Question: Tell me about a time at work when you needed to take a break and get away from people for a while. What was it like?

Stable

Question: Tell me about a time when a customer was very upset and was being unreasonable. What did you do?

Question: Give me an example of how you have dealt with a lot of stress in your job every day. What did you do?

Question: Describe a time when you became very irritated with a customer and lost your cool. What happened?

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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