

Customer Service Job Fit Report for Sonny Sample

Overall: 82%

The participant has scored in the "red zone" in 1 area

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



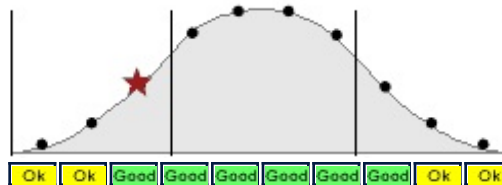
Faster Processing
Needs Intellectual Challenge

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

Question: Tell me about a time when you were asked to do something you had limited experience with. What happened?

Conscientious (Organization)

Carefree
Impulsive



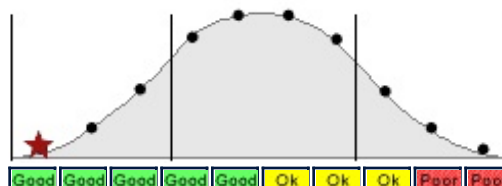
Detail Oriented
Dependable

- Sonny generally handles interruptions better than most people
- Easy going nature may cause Sonny to overlook important details
- Important to have systems or procedures in place that force Sonny to fill out forms or automated fields when details are critical and must be captured

Question: Describe a time when you felt like you responded too quickly to a customer issue. What happened?

Tough Minded

Cooperative
Agreeable



Direct
Determined

- Sonny will likely be able to build rapport with customers and be seen as likeable and easy going

Success Performance Solutions

800-803-4303

- May have difficulty with up-selling efforts unless those efforts can be very low key and gentle
- Eagerness to cooperate and to make the customer happy may create unnecessary returns or discounts

Question: Tell me about a time when your willingness to go above and beyond for a customer may not have been in the best interest of your company. What happened?

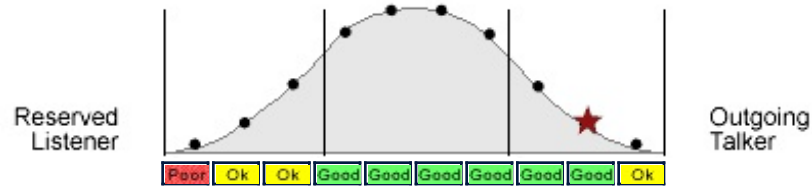
Conventional (Rules)



- Sonny may not consistently follow service policies and procedures tending to treat each customer somewhat differently
- Better suited for environments that require creativity and flexibility in their approach to customer issues
- Be sure to spend extra time training Sonny and reinforcing policies and procedures on a regular basis

Question: Describe a time when you were rewarded for trying something new at work. What was the situation?

Extroversion



- Typically a cheerful talker who enjoys interacting with the customers
- If the process requires Sonny to listen carefully to customers, a formal system should be utilized to ensure that details and important items are captured
- Sonny may take more time than necessary with each customer due to the need for social interaction; some customers may get frustrated at the level of chattiness

Question: Tell me about a time when you misunderstood what a customer wanted because you did not listen carefully to understand their needs.

Stable

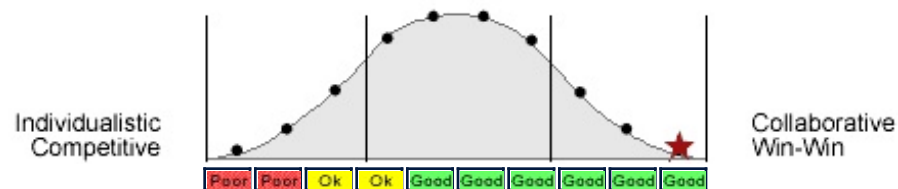


- Generally able to handle the stress that is inherent in providing good customer service

- Sonny is typically calm under pressure and able to handle difficult customers with poise
- Customers may see Sonny's calm nature as a lack of sense of urgency
- Important to be clear with deadlines and objectives to avoid procrastination

Question: Give me an example of a time when you were able to remain calm and while dealing with an irate customer.

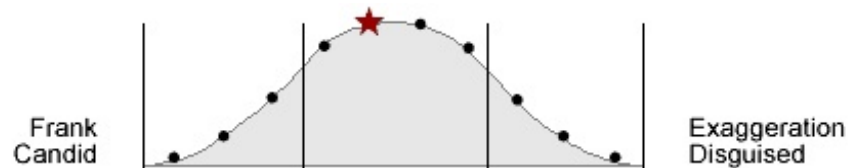
Team



- Sonny tends to be loyal and interested in creating a win for the team
- Prefers team rewards and is generally less motivated by individual recognition
- May be quick to try and make other team members happy even when it is not warranted

Question: Tell me about a time when you were recognized individually for going above and beyond for a customer. How did it feel?

Good Impression (Social Desirability)



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

Report Generated On 10/12/2012 by Lori Allison
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