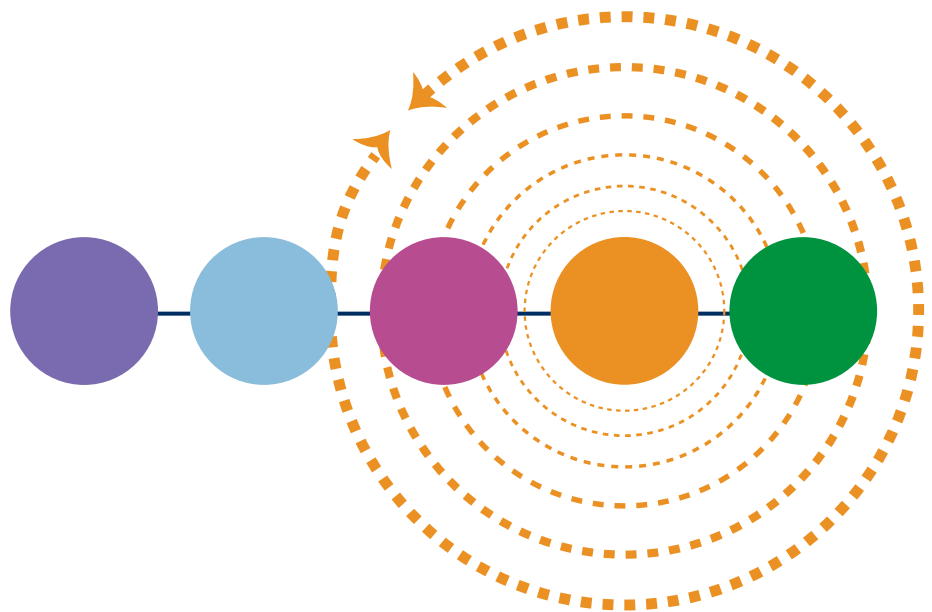


Customer Service Report Fiona Sample



Customer
Strengths



About this Report

This report is based upon the Customer Strengths assessment, which explores an individual's strengths in critical work areas.

The results are based on a comparison with a group of 383 applicants for Customer Service roles and are presented on a 1 to 10 Sten scale.

Since the questionnaire is a self-report measure, the results reflect the individual's self-perception. Our extensive research has shown this to be a good indicator of how people are likely to operate in the workplace. Nevertheless, due consideration must be given to the subjective nature of using an individual's self-perception in the interpretation of these data.

It should be remembered that the information contained in this report is potentially sensitive and every effort should be made to ensure that it is stored in a secure place.

The information contained within this report is likely to remain a good reflection of the individual's self-perception for 12-24 months, depending upon circumstances.

The report was produced using Saville Assessment software systems. It has been derived from the results of an assessment completed by the respondent, and reflects the responses they made.

This report has been generated electronically. Saville Assessment do not guarantee that it has not been changed or edited. We can accept no liability for the consequences of the use of this report, howsoever arising.

The application of this assessment is limited to Saville Assessment employees, agents of Saville Assessment and clients authorised by Saville Assessment.



Customer Service Profile

The following report summarises Fiona Sample's areas of greater and lesser potential based on Saville Assessment's extensive international database linking Saville Assessment Strengths to work performance. Fiona Sample's Ratings Acquiescence is 2 and their Consistency of Rankings is 9.

	Area	Potential	
Solving Problems	Identifying Needs Understanding Customer Needs (8); Analysing Information (7)	8	High higher potential than about 90% of the comparison group
	Problem Handling Providing Solutions (10); Gaining Expertise (6)	10	Extremely High higher potential than about 99% of the comparison group
Influencing People	Customer Influence Positive Impact (1); Being Friendly (1)	1	Extremely Low higher potential than about 1% of the comparison group
	Being Assertive Leading Others (3); Motivating People (4)	3	Low higher potential than about 10% of the comparison group
Adapting Approaches	Being Flexible Handling Pressure (3); Staying Positive (1)	1	Extremely Low higher potential than about 1% of the comparison group
	Team Working Being Attentive (8); Supporting People (2)	5	Average higher potential than about 40% of the comparison group
Delivering Results	Being Dependable Being Organised (7); Maintaining Standards (3)	4	Fairly Low higher potential than about 25% of the comparison group
	Results Focused Taking Action (10); Pursuing Targets (5)	8	High higher potential than about 90% of the comparison group



Customer Service Potential Indicators

The following report summarises Fiona Sample's greater or lesser potential against key performance indicators which underpin effectiveness across different customer service roles.

Indicator	Potential
Meeting Customer Needs e.g. Establishing Needs; Being Responsive; Ensuring High Quality Delivery	 Fairly High higher potential than about 75% of the comparison group
Handling Incoming Calls e.g. Handling High Call Volumes; Engaging Customers; Answering Enquiries	 Extremely Low higher potential than about 1% of the comparison group
Making Outgoing Calls e.g. Making Calls Confidently; Handling Call Rejection; Achieving Call Objectives	 Extremely Low higher potential than about 1% of the comparison group
Establishing Additional Sales Opportunities e.g. Identifying New Opportunities; Recommending Additional Services; Upselling Effectively	 Average higher potential than about 40% of the comparison group
Handling Challenging Customers e.g. Understanding Concerns; Maintaining Composure; Finding Resolutions	 Average higher potential than about 40% of the comparison group
Team Leadership e.g. Making Decisions; Giving Direction; Motivating Customer Service Staff	 Average higher potential than about 40% of the comparison group