Customer Service

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Introduction

This report provides information about a candidate’s potential fit for the position of customer service representative. Customer service representatives typically perform the following activities:

- Communicate with customers about products or services.
- Create and modify customer account information.
- Place customer orders.
- Address customer inquiries and complaints.
- Determine charges for products or services.
- Collect payments or make billing arrangements.

This report includes information on the candidate’s potential to perform these types of activities, based on an assessment of the candidate in four key areas:

- Verbal Ability
- Numerical Ability
- Speed and Accuracy
- Work Style Compatibility

Research by the Department of Labor has found that the abilities and work styles measured in this assessment are important for successful performance as a customer service representative. Customer service representatives with a high level of the abilities assessed are able to communicate effectively with customers (Verbal Ability), manipulate quantitative information related to sales and billing (Numerical Ability), and accurately handle detail-oriented tasks in a fast-paced environment (Speed and Accuracy). Similarly, customer service representatives with certain work styles (e.g., Dependability, Stress Tolerance, Adaptability/Flexibility) are able to meet the demands and expectations of the role.

For more information on use of this report for employee selection, please consult the User's Guide for Occupational Solution: Customer Service Representative.
Overall Fit

Score Interpretation

The overall fit score is based on a combination of abilities and work styles that are critical for a customer service representative.

This candidate’s overall fit score is in the high (green) range. Based on this score, it is likely that the candidate is a good fit for a customer service representative position.
Ability Summary

This candidate obtained an overall ability percentile score of 95. The overall ability score includes performance on tests of verbal, numerical, and speed and accuracy abilities. This score indicates an overall level of general ability required to handle the intellectual tasks required in a customer service role.

This candidate’s score is in the high (green) range. Compared to other customer service representatives, this candidate is likely to perform tasks requiring verbal ability, numerical reasoning and computation, and perceptual speed and accuracy with a high level of effectiveness.
Ability Details

Verbal
Is likely to struggle in activities that require verbal abilities.

Score
Vocabulary 49
Reading Comprehension 85
Grammar 87

Numerical
May have difficulty performing tasks requiring numerical reasoning and accurate computation using basic math abilities.

Score
Numerical Reasoning 92
Estimation 89
**Speed and Accuracy**

May have difficulty performing tasks that require accurate attention to detail and quick ordering, coding, and/or retrieval of alphabetical and numerical information (e.g., spreadsheets, customer lists, account information).

Is likely to excel in activities that require accurate attention to detail and quick ordering, coding, and/or retrieval of alphabetical and numerical information (e.g., spreadsheets, customer lists, account information).
This candidate obtained a Work Style Compatibility percentile score of 64. This score indicates that the candidate is a good fit based on the work styles required for successful performance as a customer service representative.

Score Interpretation

This candidate obtained a Work Style Compatibility percentile score of 64. This score indicates that the candidate is a good fit based on the work styles required for successful performance as a customer service representative.
Work Styles

**Dependability**
May be inconsistent or casual about fulfilling job and work obligations.

**Attention to Detail**
Is likely to prefer tasks and issues that require a more global focus to those that require high attention to detail.

**Integrity/Rule-Following**
Is not likely to demonstrate strict adherence to rules and regulations across situations.

**Independence**
Is likely to have to rely on others to define tasks and procedures; may not deal effectively with ambiguity; may prefer working under close supervision.

**Conscientiousness**
Is likely to consistently fulfill job and work obligations.

**Attention to Detail**
Enjoys and is likely to excel at tasks that require a strong focus on detail and a need for thoroughness.

**Integrity/Rule-Following**
Is likely to demonstrate strict adherence to rules and regulations and to do things "by the book."

**Independence**
Prefers freedom to guide self with little or no supervision and develop own way of doing things; deals effectively with ambiguity; very high scores may be uncomfortable with supervision.
Work Styles

Persistence
May not persist when faced with difficulties or obstacles, or when success seems unlikely.

Achievement Orientation
Is likely to be highly persistent on the job, even when faced with difficulties or obstacles, or when success seems unlikely.

Candidate Percentile: 90

Initiative
Is likely to have little interest in volunteering for or taking on new work responsibilities or challenges.

Enjoys taking on new or additional work responsibilities and challenges.

Candidate Percentile: 62

Cooperation
May not be consistently pleasant, good-natured, or cooperative.

Is likely to consistently demonstrate a pleasant, good-natured, and cooperative attitude with others on the job.

Candidate Percentile: 42

Concern for Others
May miss opportunities to demonstrate sensitivity, caring, and support for others on the job.

Is highly sensitive to the needs and feelings of others and highly supportive; very high scores may hesitate to deliver tough messages.

Candidate Percentile: 15
Work Styles

Self-Control
May not maintain composure as consistently as peers; may be prone toward open displays of emotion.

Adaptability/Flexibility
Is not likely to enjoy or look forward to change or variety in the workplace.

Stress Tolerance
May have little tolerance for criticism, or for stress imposed by other people or circumstances.

Unlikely Virtues
Unlikely Virtues
Acknowledged self-limitations in responses; not concerned about making a positive impression.

Note. The Work Style scores should be interpreted with caution if the Unlikely Virtues percentile score is higher than or equal to 95.