
Customer Service

Name: John Sample

Date of Testing: 01/07/2011

Organization: Pearson Sample Corporation

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:

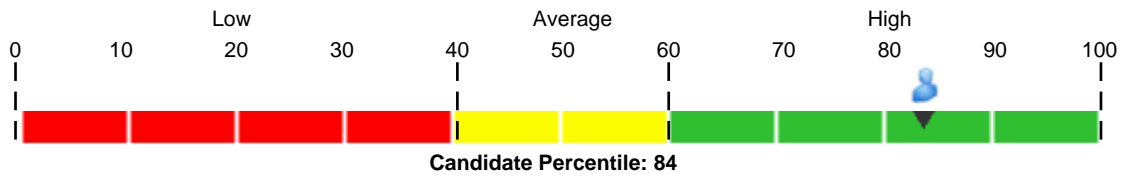
- Verbal Ability
- Numerical Ability
- Speed and Accuracy
- Work Style Compatibility

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

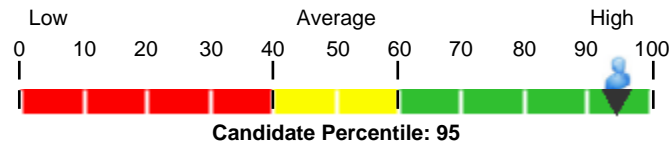


Score Interpretation

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



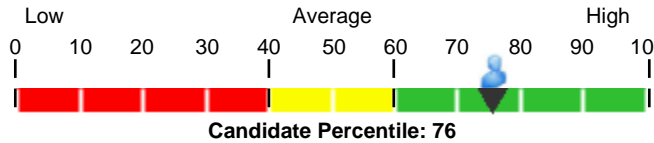
This candidate obtained an overall ability percentile score of 95. The overall ability score includes performance on tests of verbal, numerical, and speed and accuracy abilities. This score indicates an overall level of general ability required to handle the intellectual tasks required in a customer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



Is likely to excel in activities requiring verbal abilities.

Score

Vocabulary

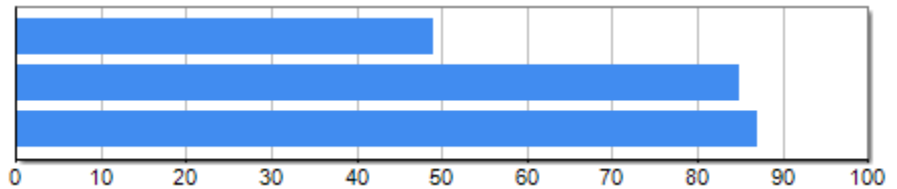
49

Reading Comprehension

85

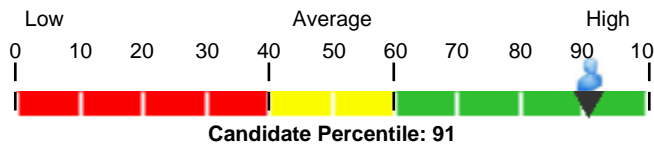
Grammar

87



Numerical

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



Is likely to excel in activities requiring numerical reasoning and accurate computation using basic math abilities.

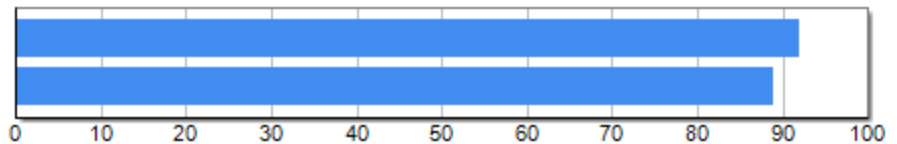
Score

Numerical Reasoning

92

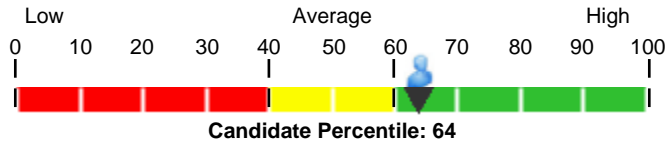
Estimation

89



Work Style Compatibility

Low compatibility with the work styles required for success as a customer service representative.



High compatibility with the work styles required for success as a customer service representative.

Score Interpretation

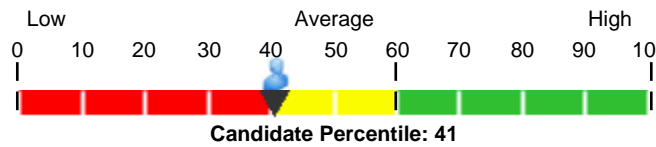
This candidate obtained a Work Style Compatibility percentile score of 64. This score indicates that the candidate is a good fit based on the work styles required for successful performance as a customer service representative.

Work Styles

Conscientiousness

Dependability

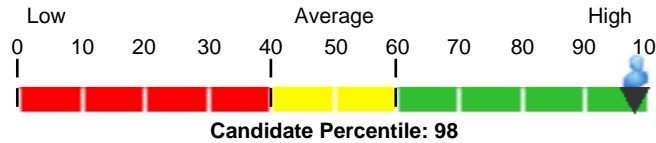
May be inconsistent or casual about fulfilling job and work obligations.



Is likely to consistently fulfill job and work obligations.

Attention to Detail

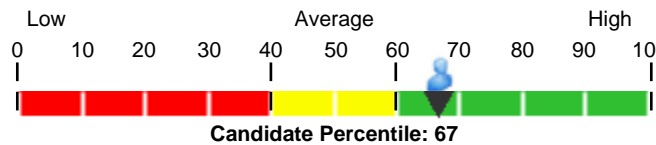
Is likely to prefer tasks and issues that require a more global focus to those that require high attention to detail.



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

Integrity/Rule-Following

Is not likely to demonstrate strict adherence to rules and regulations across situations.

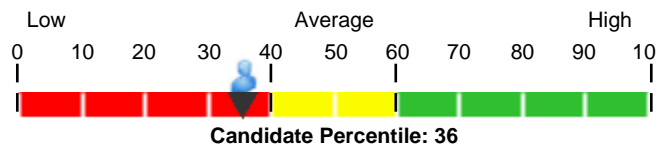


Is likely to demonstrate strict adherence to rules and regulations and to do things "by the book."

Independence

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.



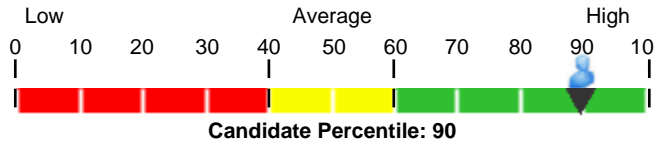
Prefers freedom to guide self with little or no supervision and develop own way of doing things; deals effectively with ambiguity; very high scores may be uncomfortable with supervision.

Work Styles

Achievement Orientation

Persistence

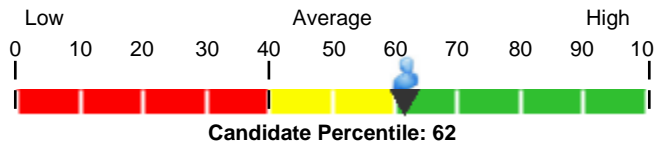
May not persist when faced with difficulties or obstacles, or when success seems unlikely.



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

Initiative

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

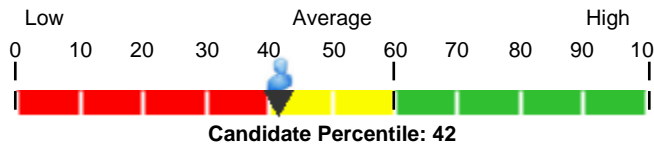


Enjoys taking on new or additional work responsibilities and challenges.

Interpersonal Orientation

Cooperation

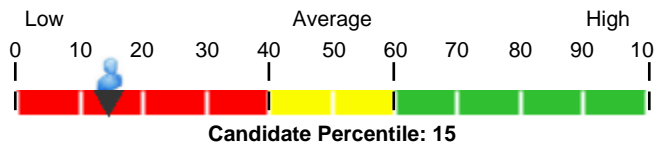
May not be consistently pleasant, good-natured, or cooperative.



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

Concern for Others

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



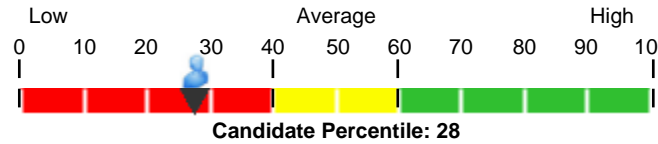
Is highly sensitive to the needs and feelings of others and highly supportive; very high scores may hesitate to deliver tough messages.

Work Styles

Adjustment

Self-Control

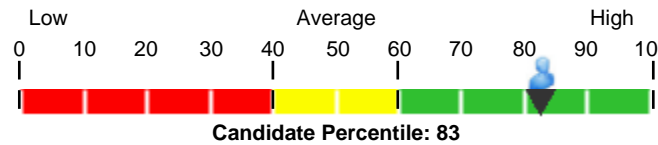
May not maintain composure as consistently as peers; may be prone toward open displays of emotion.



Is likely to maintain composure and control anger, even in very difficult situations.

Adaptability/Flexibility

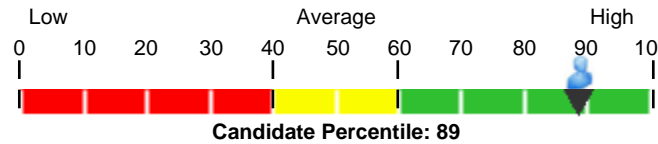
Is not likely to enjoy or look forward to change or variety in the workplace.



Enjoys and looks forward to change and variety in the workplace.

Stress Tolerance

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

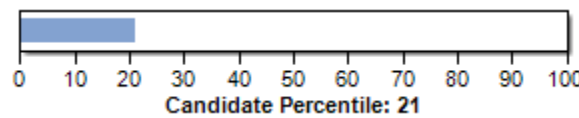


Is likely to accept criticism well and remain calm even when facing high pressure or stress imposed by other people or circumstances.

Unlikely Virtues

Unlikely Virtues

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



Minimized self-limitations in responses; appears 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.