

# Customer Service Performer

Assessment On: John Henderson  
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Position: Customer Service Technician

Company: ABC Inc.  
Report Type: Customer Service Rep

Assessment Date: 5/9/2000

# Customer Service Performer

**Name:** John Henderson

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**Page:** 1

## Basic Math

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① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

MATH SKILLS measures the general knowledge of arithmetic an individual possesses. Mr. Henderson's knowledge of general arithmetic is superior. He can be expected to add, subtract or multiply with the speed and degree of accuracy required of a position that requires exceptional knowledge of general arithmetic.

## Numerical Perception

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① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

NUMERICAL PERCEPTION measures an individual's accuracy in handling numeric and alphabetic data. Mr. Henderson's superior Numerical Perception score indicates that he can process data quickly and correctly.

## Energy

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① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

ENERGY measures the individual's stress and drive level, and ability to deal with people and customers when under pressure. Mr. Henderson has an excellent energy and drive level and can handle job and customer pressure and stress well.

## Flexibility

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① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

FLEXIBILITY measures an individual's attitude toward ethics, honesty, reliability and dependability. This trait relates to handling customers' needs, as well as job and employer requirements and procedures. Mr. Henderson is oriented to be flexible and adaptable, yet normally ethical and willing to adhere to the policies and procedures of the company, especially as they relate to job requirements and dealing with people and customers.

## Organization

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① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

ORGANIZATION measures an individual's mental orientation to plan and organize his life events and job requirements. John is not oriented to be organized and will need guidelines in organizing job requirements, as well as dealing with customers.

## Communication

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① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

COMMUNICATION measures an individual's desire to comfortably communicate verbally with people. John is an extremely outgoing and sociable individual who communicates well with people, but may waste time in too much people interaction.

### Emotional Dev

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① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

EMOTIONAL DEVELOPMENT measures an individual's ego, self-confidence and self-esteem. Mr. Henderson is a very self-assured individual with a high degree of patience for himself and others. He is normally able to deal with fellow workers and even the most demanding and difficult customers in a very patient manner.

### Assertiveness

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① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

ASSERTIVENESS measures an individual's desire to interact with fellow workers and customers in a cooperative manner, rather than attempting to control a situation. John is an assertive individual who prefers to be in control. He will not hesitate to handle confrontations or conflict with fellow workers or customers in a candid, open manner. At times, since he is so assertive, he may appear uncooperative or overly demanding.

### Competitiveness

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① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

COMPETITIVENESS measures whether an individual desires to participate as a team member or be individually responsible for results. John is an individualistic achiever who enjoys being individually responsible for results. While he will work as part of a team to some degree and will desire to provide good service to customers, he also enjoys the challenge of individual competition with others and being recognized as a personal achiever.

### Mental Toughness

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① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

MENTAL TOUGHNESS measures an individual's mental and emotional sensitivity. Mr. Henderson is a tough-minded person who is able to handle setbacks, criticisms and complaints. Being tough-minded, however, he may at times not appear sensitive to or concerned about his fellow workers or customers' needs.

### Questioning /Probing

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① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

QUESTIONING/PROBING measures an individual's innate orientation to explore the "real reason" for people's actions or objectives. John tends to accept most information at face value, but will do a moderate amount of questioning and probing to better determine real motives or objectives.

### Motivation

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① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

MOTIVATION measures an individual's desire for job security rather than recognition, incentives and change. Mr. Henderson is highly recognition, incentive and change oriented. He needs change, growth and recognition to remain content in a position. If these needs are not met, he could become a turnover risk.

**Name:** John Henderson  
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**Page:** 3

## ----- Validity Scales -----

### Distortion

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Mr. Henderson is a secure person who is not afraid to admit his weaknesses. He is also good at assessing his strengths. He tends to be open and frank, with these assessment results having a high degree of accuracy.

### Equivocation

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

He has scored within our acceptable equivocation range.

## ----- History of Dishonesty -----

- \* NO SIGNIFICANT HISTORY OF STEALING
- \* NO SIGNIFICANT HISTORY OF DRUG ABUSE

**This report is confidential and is an opinion based on test results and other available data. In the selection process it may count up to one third (1/3) of the decision process along with the interview, reference check, education and experience.**

<b>Mental Aptitudes - for Customer Service Rep position</b>			
		1 2 3 4 5 6 7 8 9	
BASIC MATH	Low Skills	[ . . . . . ]	X High Skills
NUMERICAL PERCEPTION	Imprecise	[ . . . . . X ]	Accurate
<b>Personality Dimensions - for Customer Service Rep position</b>			
		1 2 3 4 5 6 7 8 9	
ENERGY	Restless	[ X . . . . . ]	Calm
FLEXIBILITY	Flexible	[ . . . X . . . . . ]	Rigid
ORGANIZATION	Disorganized	X [ . . . . . ]	Planful
COMMUNICATION	Reserved	[ . . . . . ]	X Interactive
EMOTIONAL DEV	Impatient	[ . . . . . ]	X Tolerant
ASSERTIVENESS	Cooperative	[ . . . . . ]	X Authoritative
COMPETITIVENESS	Team Player	[ . . . . . ]	X Individualist
MENTAL TOUGHNESS	Sensitive	[ . . . . . ]	X Tough
QUESTIONING /PROBING	Trusting	[ X . . . . . ]	Skeptical
MOTIVATION	Security	[ . . . . . ]	X Recognition

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Validity Scales - for Customer Service Rep position											
		1	2	3	4	5	6	7	8	9	
DISTORTION	Frank Answer	[ . . . . . X . . . . . ]									Exaggerates
EQUIVOCATION	Choose Alter.	[ . . . . . . . . . X . . . ]									Choose Middle

**STANINE:** The STANINE is a system of measurements which divides the population into nine parts.

**NOTE:** Areas with dots and brackets ([.....]) are of primary importance with the dots and brackets reflecting the most desirable range for an individual to score in to have those characteristics. Areas without dots and brackets are secondary areas that provide additional information regarding the individual.

**AREAS OF CONCERN -** Scores of 1 or 2 in any of the following dimensions: *Energy, Flexibility, Emotional Development or Mental Toughness* are areas of concern.