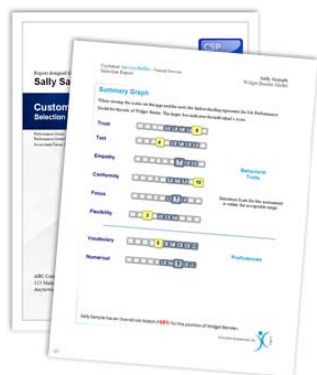


Customer Service Profile™



Customer Service Profile™ is a tool for shaping and communicating your company’s “Customer Service Perspective.” It also provides a comparison of an employee’s or candidate’s behavioral traits, proficiencies, and their perspective on Customer Service to your company’s standards.

DEFINES	Client customer service practices and the alignment of an employee or candidate to those practices
MEASURES	<p>A. Employee or Candidate’s Customer Service Perspective</p> <p>B. Individual’s Behavioral Characteristics:</p> <ul style="list-style-type: none"> • Trust • Empathy • Focus • Tact • Conformity • Flexibility <p>C. Individual’s Proficiencies:</p> <ul style="list-style-type: none"> • Vocabulary • Numerical
TIME TO TAKE	45 minutes
CUSTOMIZABLE	<p>Develop unique Company Service Perspective</p> <p>Develops Performance Models by department</p>
INDUSTRY VERSIONS	<ul style="list-style-type: none"> • General • Hospitality • Health Care • Financial Services • Retail
REPORTS	<ul style="list-style-type: none"> • Selection Report • Coaching Report • Company Service Perspective • Individual Report • Candidate Report • Customer Service Alignment
VALIDATION STUDIES	2003, 2006, 2008, 2009
ADMINISTRATION	Internet or Paper/Pencil
SCORING	Internet