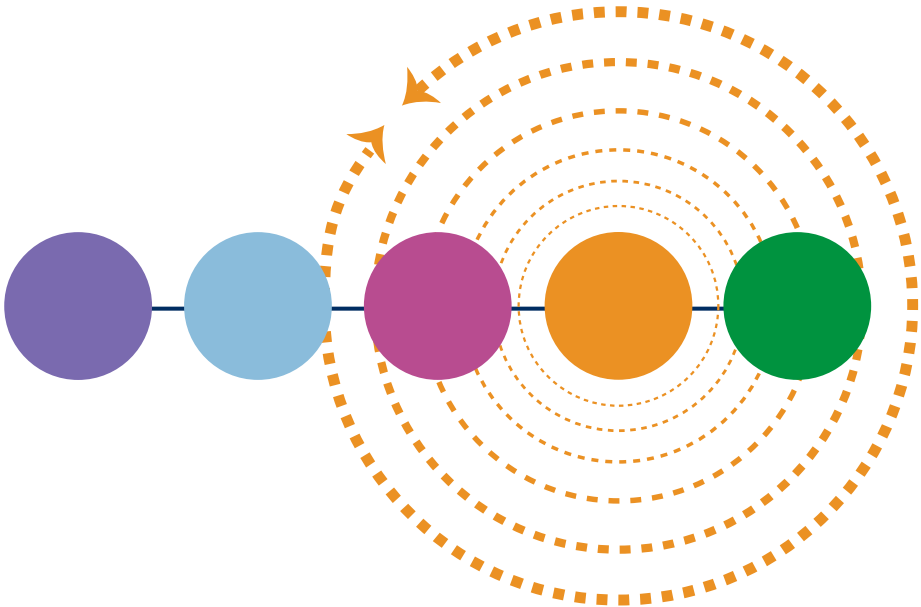


Customer Service Report for Sample Candidate



Customer

Strengths



About this Report

This report is based upon the Saville Consulting Customer Strengths assessment, which explores an individual's self-perceived talents in critical work areas.

The results are based on a comparison with a group of 177 individuals holding 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 perceptions. Nevertheless, our extensive research has shown it to be a valid measure of how people will operate in the workplace.

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 valid for 12 to 24 months, depending upon circumstances.

The report was produced using the Saville Consulting Oasys system. 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 Consulting 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 Consulting employees, agents of Saville Consulting and clients authorised by Saville Consulting.



Customer Service Profile

The following report summarises Sample Candidate's areas of greater and lesser potential based on Saville Consulting's extensive international database linking Saville Consulting Strengths to work performance.

Area	Potential
Identifying Needs Understanding Customer Needs (2); Analysing Information (5)	3
Problem Handling Providing Solutions (6); Gaining Expertise (3)	3
Customer Influence Positive Impact (6); Being Friendly (3)	4
Being Assertive Leading Others (5); Motivating People (8)	7
Being Flexible Handling Pressure (2); Staying Positive (7)	5
Teamworking Being Attentive (8); Supporting People (4)	7
Being Dependable Being Organised (5); Maintaining Standards (2)	3
Results Focused Taking Action (5); Pursuing Targets (6)	6



Customer Service Potential Indicators

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

Indicator	Potential
Meeting Customer Needs Establishing Needs; Being Responsive; Ensuring High Quality Delivery	Extremely Low higher potential than about 1% of the comparison group
Handling Incoming Calls Handling High Call Volumes; Engaging Customers; Answering Enquiries	Average higher potential than about 60% of the comparison group
Making Outgoing Calls Making Calls Confidently; Handling Call Rejection; Achieving Call Objectives	Fairly Low higher potential than about 25% of the comparison group
Establishing Additional Sales Opportunities Identifying New Opportunities; Recommending Additional Services; Upselling Effectively	Average higher potential than about 60% of the comparison group
Handling Challenging Customers Understanding Concerns; Maintaining Composure; Finding Resolutions	Very Low higher potential than about 5% of the comparison group
Team Leadership Making Decisions; Giving Direction; Motivating Customer Service Staff	High higher potential than about 90% of the comparison group