

SAMPLE REPORT: CUSTOMER SERVICE ASSESSMENT

This is a sample of the PsyMax Solutions Customer Service Report.
This report is instantly delivered via the internet
after a candidate completes the
Customer Service Work Style Assessment® inventory.

Customer Service Work Style Assessment®



Confidential Candidate Results About
Pat McDonald

Customer Service Representative
ABC Corporation

Assessed on: 06.26.2007

SAMPLE



Assessing People • Maximizing Performance
A Max-Ventures Portfolio Company

Good hiring decisions rely on detailed information from multiple sources. What you learn about a candidate based on the results of this assessment should always be evaluated in conjunction with other information such as prior job experience, work credentials, and information from references. Furthermore, results should be handled in a confidential manner consistent with your organization's human resource policies. Store this document in a secure place whether it is in print or electronic format. Shred and/or delete the document when no longer needed.



WORK STYLE RESULTS

The PsyMax Solutions Customer Service Work Style Assessment® inventory assesses candidate performance in core work style areas. Scores for each of these areas are provided below, along with an overall work style score.

WORK STYLE	CANDIDATE'S LEVEL
Customer Service - Is service-oriented and actively looks for ways to help people; attends to customer needs in a pleasant and friendly manner.	Very Low 
Conscientious - A dependable, careful, and thoughtful work approach, with a high level of effort and dedication in completing work assignments.	Very Low 
Cooperation & Teamwork - A willingness to work with others to achieve common goals and be part of a group; willingness and interest in assisting customers as a regular work function.	High 
Courtesy & Tact - An individual's tendency toward treating others with respect as well as saying and doing the right thing at the right time.	Average 
Detail Oriented - The completion of tasks with particular attention shown to the details of projects or work; a meticulous approach to task performance, including careful inspection or analysis of objects, printed material, proposals, or plans.	Low 
Empathy - A demonstrated concern for the needs of others by helping and assisting them.	Very Low 
Initiative - Accomplishment of tasks by responding quickly/taking immediate action (urgency).	Average 
Planning & Problem-Solving - Organizing work and setting priorities/objectives; monitoring and evaluating progress; use of sound judgment to develop and evaluate alternatives, recommend solutions, and make decisions.	Low 

OVERALL WORK STYLE SCORE

Pat McDonald 's overall work style scores were considered to be in the Very Low range.





INTERVIEW SUGGESTIONS FOR WORK STYLE BEHAVIORS

An effective interview is a good way to determine how well a candidate meets your organization's needs. Consider using the following questions to target key areas for the given position. Be sure to confirm candidate strengths and probe further about potential candidate weaknesses for work style behaviors that matter most for this job.

During the interview, ask for examples to get specific information about past experiences and behaviors. Be sure to ask follow-up questions when you require additional information from the candidate.

For those job-related interview questions below that you choose to apply, place a checkmark (✓) in the appropriate box representing your interpretation of the candidate's response. Also, be sure to take notes throughout your interview to support your ratings.

Customer Service						
<i>Is service-oriented and actively looks for ways to help people; attends to customer needs in a pleasant and friendly manner.</i>						
Candidate's Level: Very Low						
• Describe a time when you had to help an upset customer. Why was the customer upset? What did you do to resolve the situation?	<input type="checkbox"/>					
• What does the saying "The customer is always right" mean to you? Provide a personal example to illustrate your point.	<input type="checkbox"/>					
• Describe a time when you went out of your way to help a customer and provided excellent service.	<input type="checkbox"/>					
• What does Customer Service mean to you. Please give some examples of what you believe are excellent customer service. What would be an example of very poor customer service. Has this ever been done to you? How did you handle it?	<input type="checkbox"/>					
Comments:						

	LOW	AVERAGE	HIGH			
Conscientious						
<i>A dependable, careful, and thoughtful work approach, with a high level of effort and dedication in completing work assignments.</i>						
Candidate's Level: Very Low						
• Would you consider yourself a dependable employee? Why? What behaviors do you engage in that make you reliable?	<input type="checkbox"/>					
• How important are deadlines to you? What do you do to ensure that you will meet deadlines? How often have you missed a deadline? What was the reason?	<input type="checkbox"/>					
• Do you generally follow through on your commitments? Describe a time when it was difficult for you to keep a work commitment. Describe the situation and what you did to address it?	<input type="checkbox"/>					
• Give an example of a time when you decided to "cut your losses" and abandon a task or project at work. Why did you do it, and what were the results?	<input type="checkbox"/>					
Comments:						



	LOW	AVERAGE	HIGH
Cooperation & Teamwork <i>A willingness to work with others to achieve common goals and be part of a group; willingness and interest in assisting customers as a regular work function.</i>			
Candidate's Level: High			
• Tell us about an unsuccessful team of which you were a member. What, if anything, could you have done differently?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Tell us about a successful team of which you were a member. What made that team outstanding? What did you contribute?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• What qualities should one have to be an effective team member?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• When you have been in charge of tasks or projects, how have you balanced your workload with that of others? Do you prefer to do most of the work, to delegate, or blend the two? Why?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• How do you establish and maintain effective working relationships with others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			

Courtesy & Tact <i>An individual's tendency toward treating others with respect as well as saying and doing the right thing at the right time.</i>			
Candidate's Level: Average			
• Give an example of how you denied a customer's request. What went into the decision, and how did you present the denial? How did the customer react?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• If a coworker asked for information that you could not provide due to confidentiality, how would you respond? What if the person were an executive?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Describe when you had to work with a difficult person. How did you handle the person? What would you have done differently?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• How do you communicate with others? What kind of person do you have difficulty talking to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			

Detail Oriented <i>The completion of tasks with particular attention shown to the details of projects or work; a meticulous approach to task performance, including careful inspection or analysis of objects, printed material, proposals, or plans.</i>			
Candidate's Level: Low			
• How do you ensure that tasks or projects are successful? What indicators do you use to measure effectiveness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Routine or repetitious tasks often lead to mistakes. How do you stay on track with this type of work? Give an example of such a work task and what you did to ensure your work was correct.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Some say to triple-check your work, while others say that in anything, a few things (20 percent) are vital and many (80 percent) are trivial. Where do you stand? Why?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• How do you track your work assignments to ensure their timely completion? How do you keep track of what others are doing? What do you do when work falls behind?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			



	LOW	AVERAGE	HIGH
Empathy <i>A demonstrated concern for the needs of others by helping and assisting them.</i>			

Candidate's Level: Very Low

- | | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <ul style="list-style-type: none"> Explain how you have identified and addressed individual differences in customers. How did you provide personalized service? | <input type="checkbox"/> |
| <ul style="list-style-type: none"> Give an example of how you dealt with a customer or coworker who had views with which you strongly disagreed. What did you do to reach a common ground? | <input type="checkbox"/> |
| <ul style="list-style-type: none"> Describe a situation in which you had to fulfill a request from an irate customer or coworker. What did you do to ensure that the request was fulfilled and the person not made angrier? | <input type="checkbox"/> |

Comments:

Initiative <i>Accomplishment of tasks by responding quickly/taking immediate action (urgency).</i>
--

Candidate's Level: Average

- | | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <ul style="list-style-type: none"> Describe the type of work environment that you prefer. Do you prefer to be busy all of the time, or do you prefer a slower-paced environment? Please explain. | <input type="checkbox"/> |
| <ul style="list-style-type: none"> Tell me about a time you initiated a project at work. Please be specific. Did you enjoy this process? | <input type="checkbox"/> |
| <ul style="list-style-type: none"> Describe a time when you had to take quick action at work. Specifically, tell me what you did and what was the outcome? | <input type="checkbox"/> |
| <ul style="list-style-type: none"> How have you looked for and taken on new work challenges or assignments independently? How did you ensure that the work was needed and on target? | <input type="checkbox"/> |

Comments:

Planning & Problem-Solving <i>Organizing work and setting priorities/objectives; monitoring and evaluating progress; use of sound judgment to develop and evaluate alternatives, recommend solutions, and make decisions.</i>

Candidate's Level: Low

- | | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <ul style="list-style-type: none"> What do you do when something "slips through the cracks?" Give an example of how you minimized the negative effects of an oversight. | <input type="checkbox"/> |
| <ul style="list-style-type: none"> What steps do you go through when solving a problem or making a decision? | <input type="checkbox"/> |
| <ul style="list-style-type: none"> Describe the best decision you ever made at work. Describe the worst decision. What would you do differently? | <input type="checkbox"/> |
| <ul style="list-style-type: none"> Describe a time when you had to make a work decision under pressure. What was the outcome? Would you do it the same way again? | <input type="checkbox"/> |

Comments: