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## Customer Service (Retail)

**Sam Sample**

**Report Generated: 24-09-2020**



## Introduction

This report is confidential and is intended solely for the person responsible for assessing Sam Sample, who completed the Customer Service (Retail) on 23/09/2020.

The test is designed to assess areas of critical importance for success in the role of a customer service advisor. The competencies assessed are defined below.

## Customer Service Competencies

**Communicating:** Communicates clearly and convincingly with others, especially customers.

**Collaborating:** Supports and encourages others in an effort to maximise team performance.

**Understanding Customers:** Carefully builds an understanding of customer needs and priorities.

**Showing Initiative:** Takes ownership and action for tasks and situations where they have the authority to do so.

**Dealing with Challenge:** Effectively manages challenging situations and difficult individuals.

The results of the test are valid for 12 months and should be kept confidential.

## Profile

The following summarises Sam's performance on the Customer Service SJT. It provides:

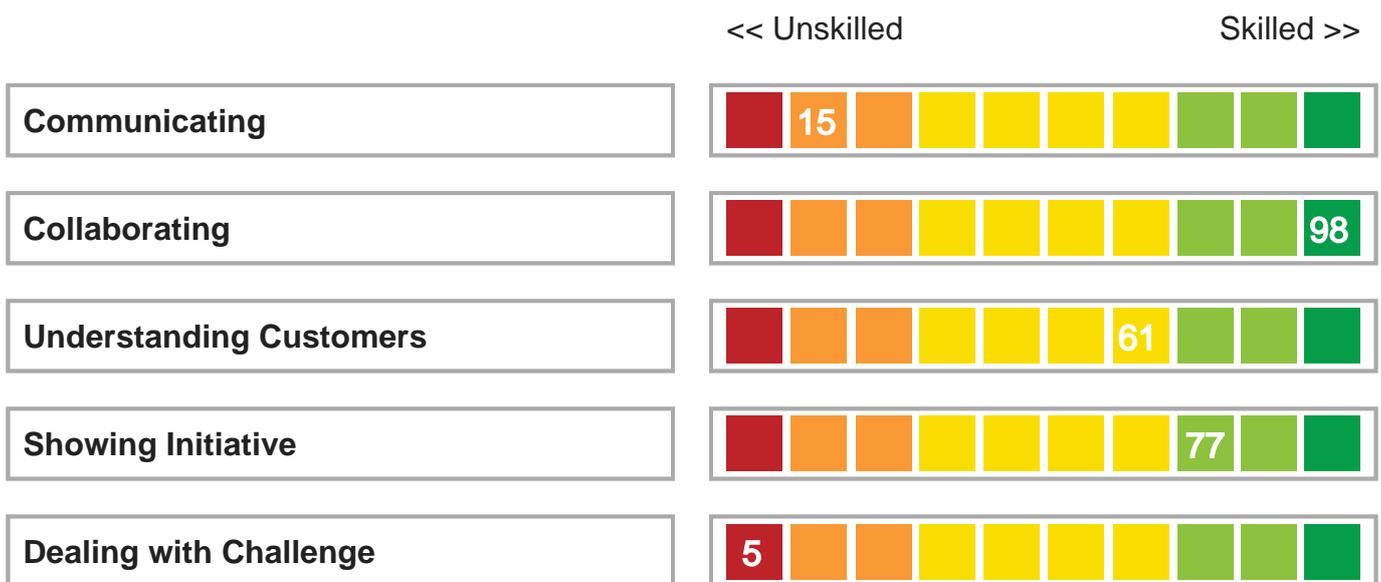
- An overall score, expressed as a percentile based on an individual's responses to all questions.
- A percentile score for each of the competencies assessed



The score suggests Sam is a poor fit for the role.

## Customer Service SJT Competencies

The scores shown below are Sam's percentiles for each of the competencies.



## Performance

The following provides a detailed description of Sam's performance, evaluating his/her responses for each competency as skilled, proficient or unskilled.

### Skilled

Sam is skilled at **Collaborating**. He/she presents as working effectively with others in an effort to maximise team performance and actively encouraging collaboration. He/she is also assertive and convincing when communicating and will respond calmly and fluently with challenging individuals.

Sam is likely to be skilled at **Showing Initiative**. He/she presents as someone who is likely to take clear ownership and accountability for important tasks. He/she is also likely to adopt a sense of urgency and work at an appropriate pace to ensure the timely delivery of his/her responsibilities.

### Proficient

Sam is proficient at **Understanding Customers**. He/she is likely to seek a sufficient amount of information from customers to establish their needs before making decisions. He/she is also likely to take ownership of customer related issues and seek a positive resolution.

### Unskilled

Sam is likely to be unskilled at **Communicating**. His/her communication with customers is likely to be functional but may also appear overly transactional. He/she may lack clarity or conviction when communicating and is likely to defer to others if the situation seems challenging or unclear.

Sam is unskilled at **Dealing with Challenge**. He/she can struggle to effectively manage his/her own performance, and may become flustered or frustrated under pressure to perform. He/she is also somewhat reluctant or hesitant to deal with difficult situations or challenging individuals.