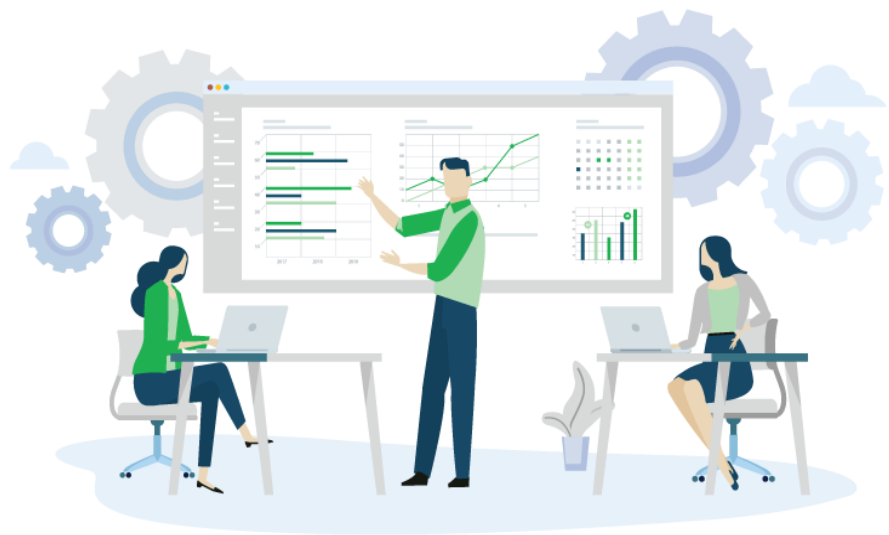


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# Simone Sample

Customer Service Roles

## Customer Service Competency Report



## Report Information

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This report has been generated using results from the Test Partnership Customer Service Roles, which analyses a person's personal preferences, motives, and behavioural tendencies.

This report presents personality scales based on the candidate's own responses to behavioural questions. Research has shown that the self-reporting measures used in this questionnaire are a valid measure of how people behave in the workplace.

Scales have been generated by comparing the candidate's responses with the responses of thousands of other people, to give a comparison of personality traits in the form of sten scores.

Sten scores of 4, 5, 6, or 7 are considered to be within an 'average' range for the comparison group, whilst higher and lower sten scores suggest stronger and weaker preferences compared with the comparison group. It is important to note that low sten scores do not necessarily mean poor performance; they just mean a low tendency to exhibit that particular personality trait. Indeed in some roles it is preferable to display low tendencies towards certain personality traits.

The information contained in this report is confidential and should be stored securely.

The information in this report is likely to remain valid for up to 24 months from the date of taking the questionnaire.

### Disclaimer

This report has been computer-generated and it cannot be guaranteed that this report has not been changed or adapted from the original computer-generated output. If the test was completed without supervision, the identity of the test-taker cannot be guaranteed.

Test Partnership accept no liability for the consequences of the use of this report.

## Report Sections

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### Full Personality Scales

This section gives a detailed view of the candidate's full personality profile presented on 20 scales. By providing a spectrum of personality traits, it's possible to focus on particular aspects of the candidate's personality.

### Summary Personality Profile





Since it's sometimes impractical or unnecessary to analyse every one of the personality traits contained in the first section, this summary profile recasts the candidate's personality traits in an aggregated, more tailored format for alternative interpretation.

### Summary Personality Profile Report





These pages act as narrative to support the Summary Personality Profile section. The report describes how the candidate's responses relate to each of the summary markers, and what their preferences indicate in practice.

## Full Personality Scales Report





### Communication and Listening

<p><b>Assertive</b> An individual's propensity to take control of social situations and feel comfortable speaking their mind.</p>		<p>Average</p>
<p><b>Outgoing</b> An individual's affinity with others, warmth towards strangers and interest in interpersonal communication.</p>		<p>Well below average</p>
<p><b>Positive Expression</b> An individual's awareness and recognition of positive emotion, feeling able to express this to others.</p>		<p>Below average</p>
<p><b>Sociable</b> An individual's preference for group membership, participation in crowds and taking centre stage.</p>		<p>Above average</p>





## Organised and Thorough

<p><b>Diligence</b> An individual's propensity to follow the rules, uphold procedure and fulfil their obligations.</p>		Well below average
<p><b>Discipline</b> An individual's likelihood to remain productive and maintain focus during necessary day-to-day tasks.</p>		Well above average
<p><b>Initiative</b> An individual's propensity towards proactivity, starting tasks autonomously without procrastination.</p>		Average
<p><b>Methodical</b> An individual's attention to detail and their propensity to conduct tasks in a meticulous way.</p>		Well below average





## Positivity and Optimism

<p><b>Cheerful</b> An individual's propensity towards optimism, positive thinking and an enthusiastic outlook on life.</p>		Well below average
<p><b>Emotional Awareness</b> An individual's level of emotional awareness, recognition and understanding of what they feel and why.</p>		Well below average
<p><b>Energetic</b> An individual's likelihood to remain highly active, keep busy and live their life at a fast pace.</p>		Well below average
<p><b>Positivity</b> An individual's propensity to feel at ease with themselves and maintain a positive outlook.</p>		Below average

## Providing Great Service

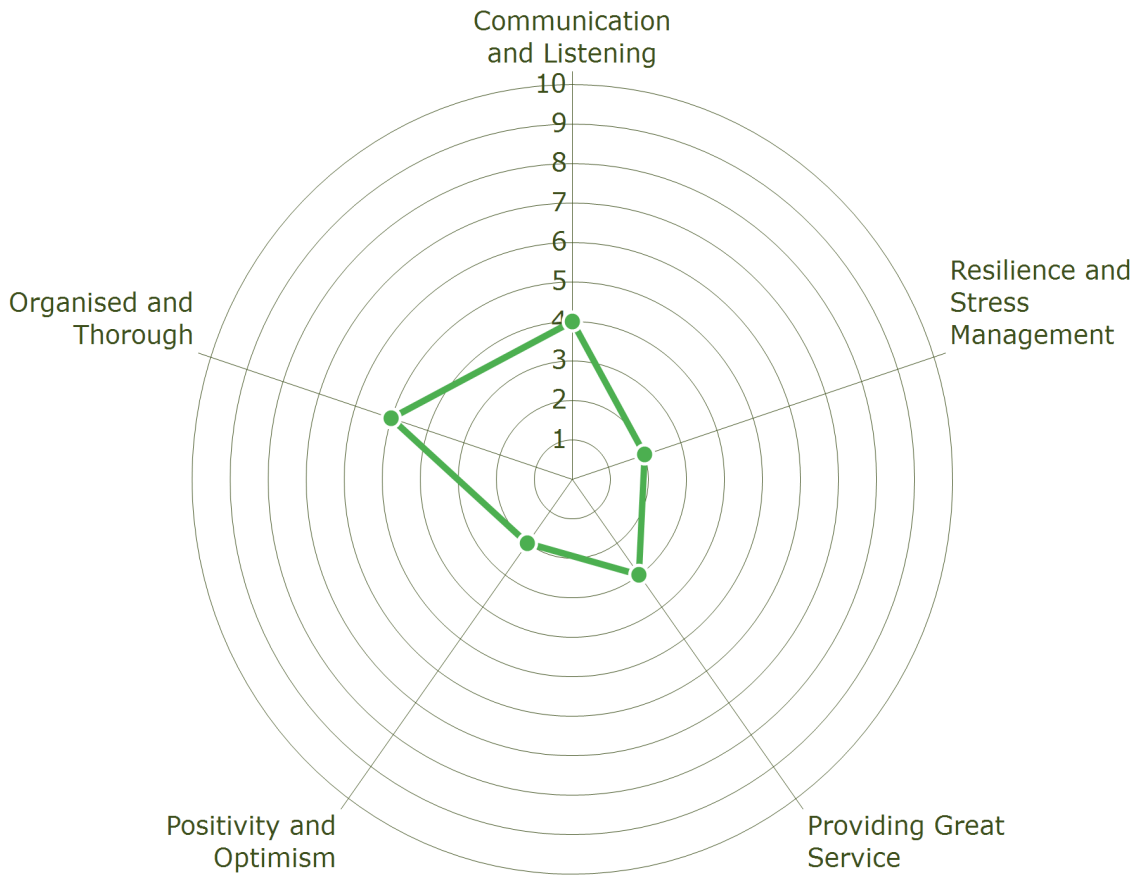
<p><b>Altruistic</b> An individual's genuine and selfless concern for others, without expecting benefit or reciprocation.</p>		Well below average
<p><b>Cooperative</b> An individual's propensity to avoid confrontation, cause upset or offence to other people.</p>		Average
<p><b>Empathetic</b> An individual's concern for others' well-being, readily empathising with their situations, challenges and feelings.</p>		Well below average
<p><b>Sympathetic</b> An individual's attitude towards those in need, feeling a sense of responsibility for the well-being of others.</p>		Below average

## Resilience and Stress Management

<p><b>Collected</b> An individual's emotional consistency, rarely experiencing mood swings or negative emotional reactions.</p>		<p>Above average</p>
<p><b>Confidence</b> An individual's level of belief concerning their capability to overcome obstacles, setbacks and deterrents.</p>		<p>Well below average</p>
<p><b>Self-Directed</b> An individual's likelihood to feel in control, rarely feeling powerless over their life's direction.</p>		<p>Well below average</p>
<p><b>Self-Esteem</b> An individual's perceived self-worth, concerning positive self-image and recognition of their own worth.</p>		<p>Well below average</p>



# Summary Personality Profile



## Communication and Listening

Score: **4**

Communication and Listening relates to a customer service professional's proclivity towards interpersonal communication. It determines how comfortable they are with both speaking and listening, particularly in a goal-directed way.

Effective communication and listening are crucial in customer service roles for several reasons. Communication is important because it allows customer service representatives to clearly and accurately convey information to customers. This is important for providing accurate and effective assistance to customers, as well as for preventing misunderstandings or errors. Clear communication can also help to improve the overall customer experience, as customers are more likely to feel heard and understood.

Listening is also important in customer service roles because it allows representatives to fully understand a customer's issue or request. This is crucial for providing accurate and effective assistance, as well as for preventing misunderstandings or errors. Additionally, when a customer service representative actively listens to a customer, they are able to better understand the customer's perspective and provide a solution that is satisfactory for both the customer and the company.

Effective communication and listening can help to build trust and credibility with customers. When a customer service representative is able to clearly and accurately convey information and actively listen to a customer, the customer is more likely to trust and have confidence in the service they are receiving. This can ultimately lead to increased customer satisfaction and retention.

Good communication and listening skills are also important for resolving complaints and conflicts. When a customer service representative is able to effectively communicate and listen, they are more likely to be able to find a solution that is satisfactory for both the customer and the company. This can help to prevent negative reviews, and improve customer satisfaction and retention.

Lastly, effective communication and listening can help to build a good reputation for the company. When customers have a positive experience with a customer service representative who is able to effectively communicate and listen, they are more likely to share their experience with others and recommend the company to their friends and family. This can lead to increased brand loyalty and ultimately increased revenue for the company.

In conclusion, effective communication and listening are crucial in customer service roles because they allow representatives to clearly and accurately convey information, fully understand customer's issues and requests, build trust and credibility with customers, improve the overall quality of service provided by the company, resolve complaints and conflicts, and ultimately lead to increased customer satisfaction, retention, and revenue for the company.

This score indicates an average level of the Communication and Listening competency, relative to the chosen norm group for this assessment.

## Organised and Thorough

Score: **5**

Organised and Thorough relates to a customer service professional's propensity to remain focused, diligent, and proactive. It also ensures that customer service professionals pay attention to detail, displaying a careful approach to tasks.

Being organised and thorough in customer service roles is important for several reasons. First, it allows customer service representatives to efficiently handle a high volume of customer inquiries and requests. When a customer service representative is organised, they are able to quickly access the information they need to assist customers, rather than wasting time searching for it. This means that customers can be helped more quickly, which can improve customer satisfaction and retention.

Being thorough is also important for customer service representatives, as it ensures that all of the customer's needs are met. When a customer service representative takes the time to fully understand a customer's issue or request, they are better equipped to provide a solution. This can help to prevent customers from becoming frustrated or dissatisfied with the service they receive. Additionally, being thorough can also help to prevent errors or mistakes, which can save time and resources in the long run.

Another important reason why being organised and thorough is important in customer service roles is that it helps to build trust and credibility with customers. When a customer service representative is able to quickly and effectively assist a customer, the customer is more likely to trust and have confidence in the service they are receiving. Additionally, when a customer service representative is thorough in their assistance, they are able to provide a more complete and accurate solution, which can further build trust and credibility.

Furthermore, being organised and thorough in customer service roles is important because it also helps to improve the overall quality of service provided by the company. When customer service representatives are well-trained and organised, they are better equipped to provide accurate and timely assistance to customers. This can help to improve customer satisfaction and retention, which can ultimately lead to increased revenue for the company.

In conclusion, being organised and thorough in customer service roles is crucial for providing efficient and effective assistance to customers, building trust and credibility, and improving the overall quality of service provided by a company. It can help representatives to handle a high volume of customer requests and inquiries, providing accurate and complete solutions, and ultimately leading to increased customer satisfaction, retention and revenue for the company.

This score indicates an average level of the Organised and Thorough competency, relative to the chosen norm group for this assessment.

## Positivity and Optimism

Score: **2**

Positivity and Optimism relates to a customer service professional's propensity to remain positive, cheerful, and energetic. It also determines how warm and inviting they will appear to their customers, leaving a long lasting impression.

Positivity and optimism are important in customer service roles for several reasons. First, having a positive attitude can help customer service representatives to better handle difficult or frustrated customers. When a customer service representative is able to maintain a positive and optimistic outlook, they are more likely to be able to de-escalate a situation and find a resolution that is satisfactory for both the customer and the company.

Additionally, a positive attitude can also help to prevent customer service representatives from becoming overwhelmed or burned out by the demands of their job.

Secondly, positivity and optimism can help to improve the overall customer experience. When a customer service representative is positive and upbeat, they are more likely to make the customer feel heard, understood and valued. This can lead to increased customer satisfaction, which can ultimately lead to increased customer retention and revenue for the company.

Thirdly, positivity and optimism can help to improve the overall work environment for customer service representatives. When customer service representatives are able to maintain a positive attitude, they are more likely to enjoy their work and have better relationships with their colleagues and supervisors. This can lead to improved morale and productivity, which can ultimately benefit the company.

Moreover, Positivity and optimism can help in building a good reputation for the company. When customers have a positive experience with a customer service representative, they are more likely to share their experience with others and recommend the company to their friends and family. This can lead to increased brand loyalty and ultimately increased revenue for the company.

Lastly, Positivity and optimism can help in building a better relationship with the customers. When a customer service representative is positive and optimistic, they are more likely to make the customer feel heard, understood, and valued. This can lead to increased customer satisfaction and in turn, lead to increased customer retention, which can ultimately lead to increased revenue for the company.

In conclusion, positivity and optimism are important in customer service roles because they can help to improve the overall customer experience, the work environment, and the company's reputation. They can help representatives to handle difficult situations, make customers feel valued, increase morale and productivity, improve customer satisfaction, and ultimately increase revenue for the company.

This score indicates a low level of the Positivity and Optimism competency, relative to the chosen norm group for this assessment.

## Providing Great Service

Score: **3**

Providing Great Service relates to a customer service professional's propensity to connect with their customers, understand their challenges, and to make their customers' needs their number one priority.

Providing great service is essential in customer service roles because it is the foundation for building and maintaining positive relationships with customers. This is especially important in today's competitive business environment, where customers have many options to choose from and can easily take their business elsewhere if they are not satisfied. Great customer service starts with a positive and friendly attitude. This means being approachable, responsive, and willing to help customers with their needs. It also means being empathetic and understanding when customers are frustrated or upset, and working to find a resolution that will make them happy.

Another important aspect of providing great service is being knowledgeable about the products or services that are being offered. This means being able to answer customer questions and provide information about features and benefits, as well as troubleshoot any issues that may arise. It also means keeping up-to-date with new products or services and changes to existing ones.

Effective communication is also a key component of providing great service. This includes being able to clearly and effectively convey information, as well as actively listening to and understanding customer needs. It also means being responsive and timely in addressing customer concerns, and following up to ensure that their needs have been met. Providing great service also means being reliable and dependable. This means following through on commitments and meeting customer expectations. It also means going above and beyond what is expected to exceed customer expectations and create a positive experience.

Finally, providing great service means valuing customer feedback and using it to improve the customer experience. This means actively seeking customer feedback and using it to identify areas of improvement, as well as regularly monitoring customer satisfaction and taking action to address any issues.

In conclusion, providing great service is vital in customer service roles as it is the foundation for building and maintaining positive relationships with customers. This includes having a positive and friendly attitude, being knowledgeable, having effective communication, being reliable and dependable, being adaptable and flexible, and valuing customer feedback. With great customer service, companies can build customer loyalty, increase customer retention and ultimately improve their bottom line.

This score indicates a low level of the Providing Great Service competency, relative to the chosen norm group for this assessment.

## Resilience and Stress Management

Score: **2**

Resilience and Stress Management relates to a customer service professional's propensity to remain emotionally consistent, optimistic, and in-control during periods of stress. It also acts as a buffer against the negative effects of stress related health outcomes, such as burnout.

Resilience and Stress Management are important traits for customer service representatives because it enables them to handle difficult situations, bounce back from setbacks, and maintain a positive attitude in the face of stress and adversity.

Customer service roles can be challenging and demanding, with representatives often facing difficult customers, tight deadlines, and high pressure situations. Resilience helps employees to remain calm, focused, and composed in the face of these challenges, which allows them to provide better service to customers. By remaining calm during stressful times, they are better able to remain composed and express a positive attitude, improving the customer experience and helping to avoid conflict with difficult customers.

Resilient employees are able to maintain a positive and proactive approach to their work, even in the face of difficult situations. They are able to stay motivated, find creative solutions to problems, and maintain a sense of perspective. This allows them to provide better service to customers, as they are able to think on their feet, adapt to changes, and find ways to meet customer needs.

Resilience and Stress Management also helps employees to handle stress more effectively, which can lead to better overall health and well-being. Resilient employees are more likely to have better mental and physical health outcomes, which can lead to fewer sick days and better overall job performance. Organisations must recognise the negative impact of adverse stress related health outcomes, as the health and wellbeing of customer service staff is far more important than the performance of the organisation, or the productivity of individual customer service representatives.

In summary, resilience is a vital trait for customer service representatives to possess. It enables them to handle difficult situations, bounce back from setbacks, and maintain a positive attitude in the face of stress and adversity. By fostering resilience through training, support, and opportunities for growth, companies can help their customer service representatives to provide better service to customers and maintain their own well-being.

This score indicates a low level of the Stress Management competency, relative to the chosen norm group for this assessment.