



Confidential Individual Report

for

Thomas Sample

2011-02-15

Synergistic Outcomes

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Introduction

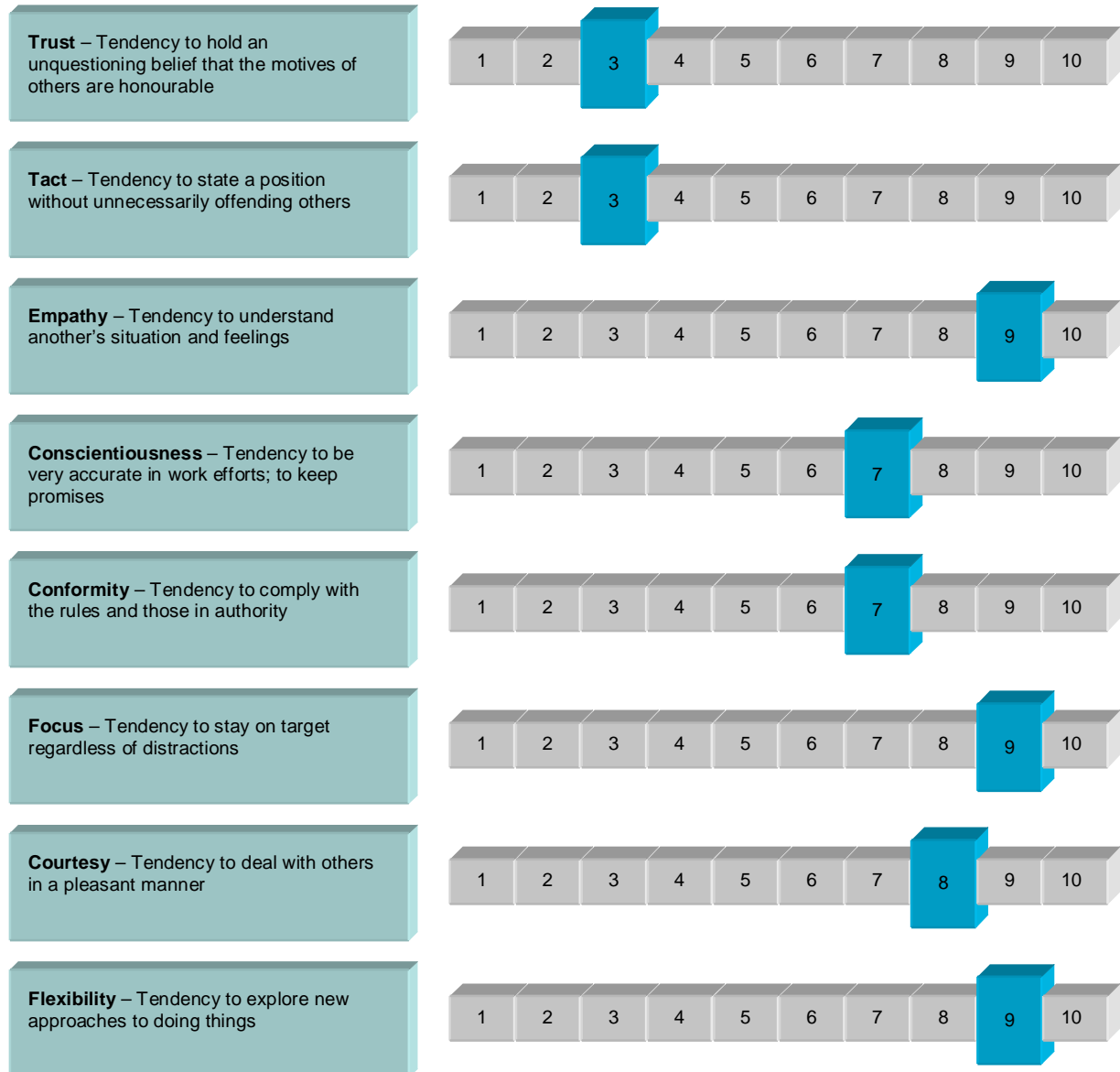
This report reflects the responses provided by you when completing the Customer Service Perspective assessment. The information is presented in the following parts:

- Ø **Behavioural Characteristics** - eight behavioural characteristics that are important factors for success in providing service to customers.
- Ø **Proficiencies** - a view of basic proficiency in mathematics and vocabulary.

Customer Service Perspective

Summary of Behavioural Characteristics

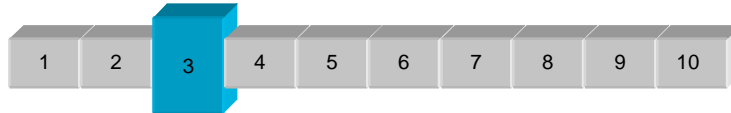
The larger box indicates your score on each scale.



Customer Service Perspective

Behavioural Characteristics

Trust

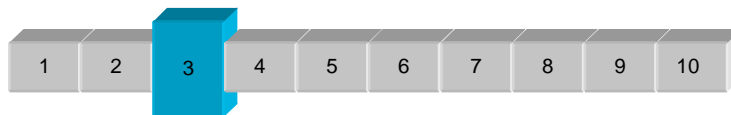


Your Score 3

Comments on Trust

Typically, trusting a dissatisfied customer before having any proof of the problem may be rather difficult for you. You may have the opinion that most customers who have a problem should not be trusted unless proven otherwise.

Tact

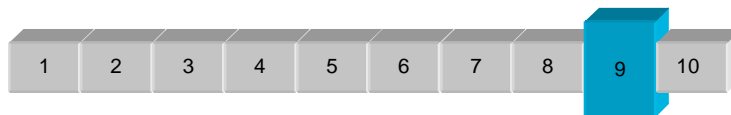


Your Score 3

Comments on Tact

You can be rather outspoken despite the sensitivities of others. You may comment in a less than tactful or diplomatic fashion when you feel that being direct and to the point is a better option.

Empathy

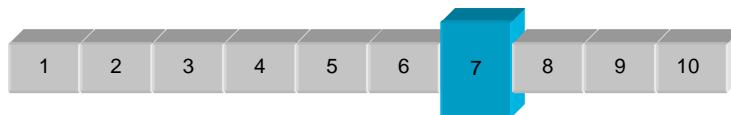


Your Score 9

Comments on Empathy

You are a kind and compassionate person who may even sacrifice your own interests in an effort to be helpful. You may become exceptionally involved in helping customers with their concerns.

Conscientiousness



Your Score 7

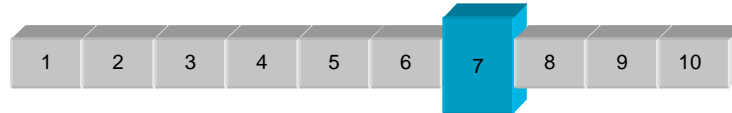
Comments on Conscientiousness

You appear to be a conscientious person who will not back off from keeping commitments or promises made to supervisors or customers unless prevented by circumstances beyond your control. You are one who undertakes tasks in a careful, dedicated manner.

Customer Service Perspective

Behavioural Characteristics (cont'd)

Conformity

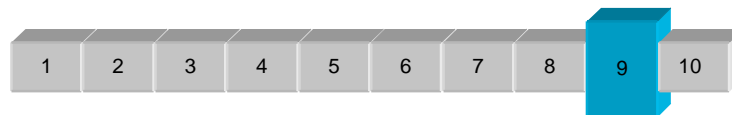


Your Score 7

Comments on Conformity

You are not one to question authority often. You express a view implying that others should abide by the rules and regulations of the organisation where they work.

Focus

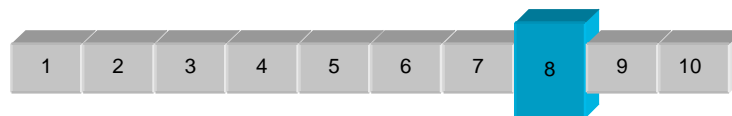


Your Score 9

Comments on Focus

You have very strong powers of concentration. You seldom allow anything to interfere with your current task until completed. You demonstrate an outstanding ability to stay focused and it is difficult to interrupt or distract you from your primary goal.

Courtesy

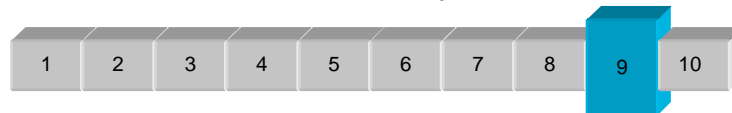


Your Score 8

Comments on Courtesy

In general, you appear to be quite courteous. You are likely to avoid getting into arguments or confrontations; listening carefully to another's needs and speaking courteously is far more probable. You are likely to speak in a civil and often compassionate manner. You may even like to understand the needs and feelings of the customer before speaking your mind.

Flexibility



Your Score 9

Comments on Flexibility

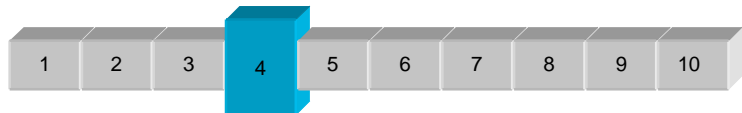
You seem to take pleasure in the invention of new ideas, concepts and ways of improving upon how to get things done. You seem to possess an innovative attitude.

Customer Service Perspective

Proficiencies

Proficiencies are divided into two areas as shown below. The larger box indicates your score.

Vocabulary – Understanding the meaning of words when used in sentences



Numerical – Understanding basic mathematical concepts and working with numerical problems

