



Confidential Placement Report

for

Thomas Sample

Generic Admin Candidate

2011-02-15

Synergistic Outcomes

3 Moore Palms

323 Moore Road, Glenwood

Durban, kzn 4001

27 31 201 7917

Pattern Date: 2010-07-09

Introduction

Service to the customer is a part of the job for virtually every employee. Proficiency in providing this service is related to an individual's Behavioural Characteristics, basic Proficiencies and their own perspective on providing customer service.

This report reflects the responses provided by Thomas Sample when he completed the Customer Service Perspective assessment. The information is presented in the following five parts:

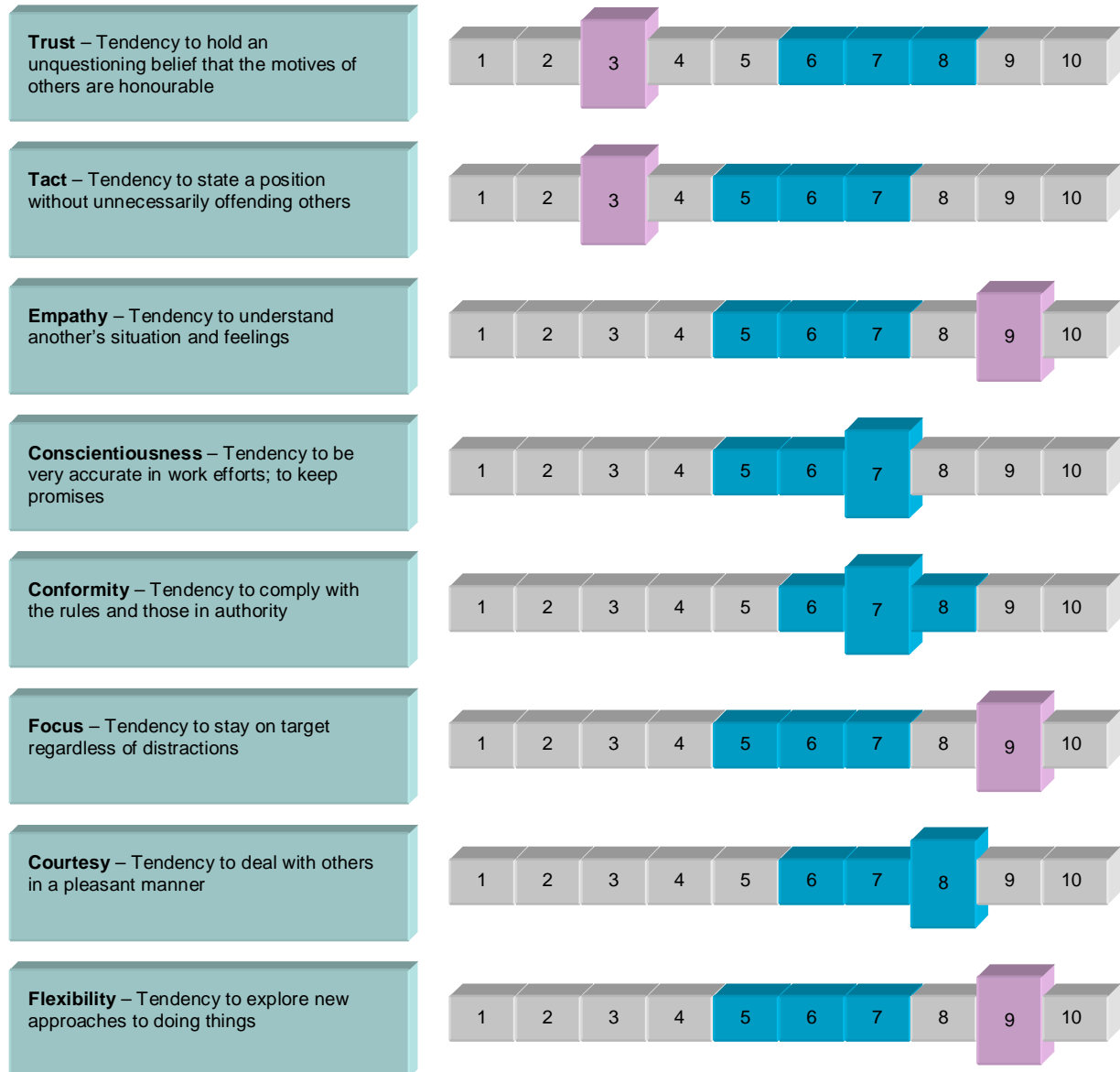
- Ø **Behavioural Characteristics** - eight behavioural characteristics that are important factors for success in providing service to customers.
- Ø **Proficiencies** - a view of basic proficiency in mathematics and vocabulary.
- Ø **Job Match Percent** - the degree of match to the Job Match Pattern in both of the Proficiencies and the eight Behavioural Characteristics.
- Ø **Company Service Perspective** - the degree of alignment between the individual's perspective on providing service to the customer and that expressed by the company.
- Ø **Considerations for Interviewing** - on the scales where Mr. Sample scored outside of the Job Match Pattern, suggestions for interviewing are provided to assist in the selection process.

Please consult the User's Guide for additional information on using these results in working with Thomas.

Customer Service Perspective

Summary of Behavioural Characteristics

The darker shading represents the Job Match Pattern for the role of Generic Admin Candidate. The larger box indicates his score.



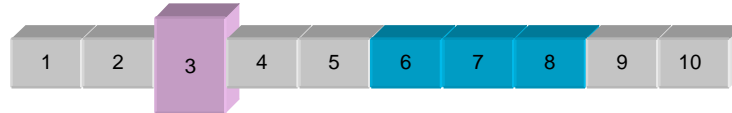
The Distortion Score on this assessment is 9. The Distortion Scale deals with how candid and frank the respondent was while taking this assessment. The range for this scale is 1 to 10, with higher scores suggesting greater candor.

Customer Service Perspective

Behavioural Characteristics

Trust

- Wary
- Vigilant
- Sceptical



- Unquestioning
- Uncritical
- Optimistic

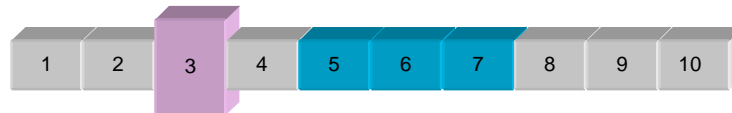
Pattern 6-8 Score 3

Comments on Trust

Trusting the motives of a dissatisfied customer before having any proof of the problem may be rather difficult for Mr. Sample most of the time. He may have the attitude that most customers who have a problem should not be trusted until or unless proven otherwise.

Tact

- Direct
- Obvious
- Forthright



- Discrete
- Diplomatic
- Restrained

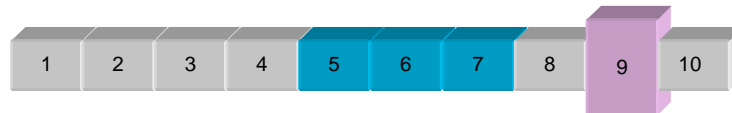
Pattern 5-7 Score 3

Comments on Tact

He can be inconsiderate regarding the feelings of others. This may be due to a lack of understanding for a customer's needs but, whatever the reasons, he may often comment in a less than tactful or diplomatic fashion.

Empathy

- Detached
- Indifferent
- Distant



- Understanding
- Compassionate
- Sensitive

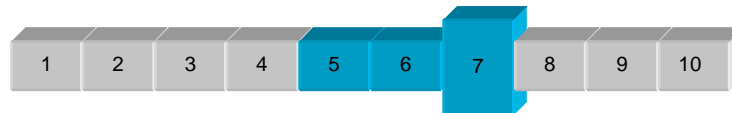
Pattern 5-7 Score 9

Comments on Empathy

Sometimes Mr. Sample may allow himself to become overly involved in attempting to help customers with their concerns. He is a very kind, compassionate person who may even sacrifice his own interests, at times, in an effort to be helpful. He may need to develop customer service skills that include knowing how much to give in the way of service in a practical manner.

Conscientiousness

- Imprecise
- Casual Attitude
- Lackadaisical



- Meticulous
- Particular
- Accountable

Pattern 5-7 Score 7

Comments on Conscientiousness

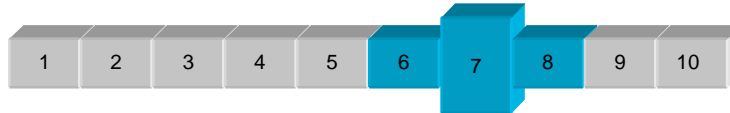
Thomas appears to be a conscientious person who will not back off from keeping commitments or promises made to supervisors or customers unless prevented from doing so by circumstances beyond his control. He is one who undertakes tasks in a careful, dedicated manner, which should seem apparent to his customers.

Customer Service Perspective

Behavioural Characteristics (cont'd)

Conformity

- Inventive
- Free-spirited
- Independent



- Traditional
- Compliant
- Conventional

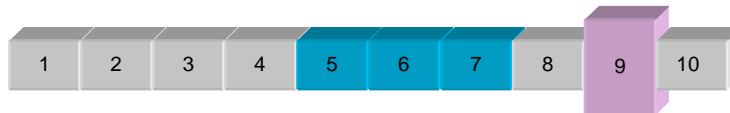
Pattern 6-8 Score 7

Comments on Conformity

Mr. Sample is not one to question authority often. He expresses a view implying that one should comply with the rules and regulations of those organisations of which he is an employee. He generally honors a majority of most standards, while taking an independent attitude if truly necessary.

Focus

- Distractible
- Preoccupied
- Inefficient



- Attentive
- Purposeful
- Efficient

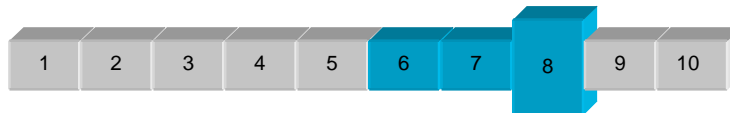
Pattern 5-7 Score 9

Comments on Focus

Mr. Sample has rather strong powers of concentration. He seldom allows anything to interfere with his current priorities until completed. He demonstrates an excellent ability to stay focused and it is difficult to interrupt or distract him from accomplishing the task at hand.

Courtesy

- Forward
- Brash
- Impolite



- Polite
- Civil
- Well-mannered

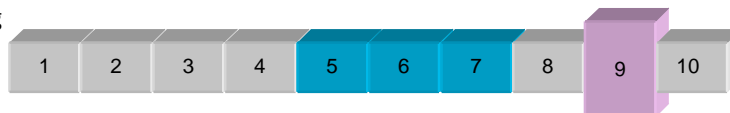
Pattern 6-8 Score 8

Comments on Courtesy

Thomas appears to be quite friendly in general. He enjoys talking with just about anyone and will probably make efforts to speak to a customer in soothing, friendly tones. He is apt to avoid getting into arguments or confrontations; listening carefully to a customer's needs and speaking courteously is far more likely.

Flexibility

- Uncompromising
- Inflexible
- Cautious



- Adaptable
- Accepting
- Enjoys new approaches

Pattern 5-7 Score 9

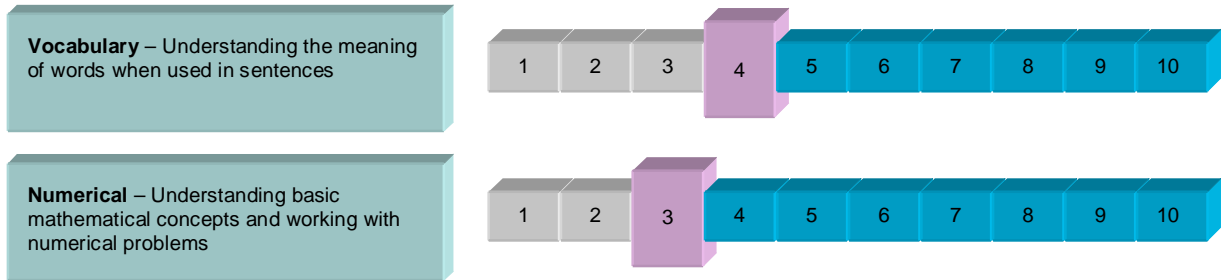
Comments on Flexibility

He is so highly open to change that others may consider it a challenge to keep up with him when he suggests new approaches for work accomplishments. He relishes the generation of new ideas, concepts and methods of improving upon how to get things done. He seems to possess quite an innovative attitude.

Customer Service Perspective

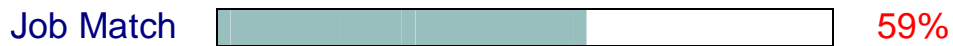
Proficiencies

The darker shading represents the Job Match Pattern for the role of Generic Admin Candidate. The larger box indicates his score.



Job Match Percent

The Job Match Percent reflects the consistency between the results for Mr. Sample and the Job Match Pattern for the **eight Behavioural Traits and the two Proficiencies**. For Thomas, the match to the position of Generic Admin Candidate is 59%.



Customer Service Perspective

Company Service Perspective

Forty-nine (49) questions related to providing service to the customer were presented to Thomas. The responses to these questions suggest his perspective of providing customer service. The answers provided by the company represent their perspective and are compared to the answers provided by Thomas. **The score indicates the percent of agreement between his responses and the answers provided by the company.**



In review of both the company perspective for providing good customer service and the view of Mr. Sample as expressed in his responses, **the following perspectives are in conflict. Some may represent issues that require your attention.**

PERSPECTIVES THAT CONFLICT

HIS ANSWER

There are times when my supervisor may need to speak to the customer.	Yes
Resolving problems starts and stops with me.	No
I can't solve all the problems a customer has; some things have to be referred on or left alone.	No
Some customers have better knowledge of the solution to a problem than I do.	Yes
My job is to fulfill the customer's request, even if I don't understand it, rather than waste their time asking questions.	Yes
Serving customers quickly is the most important thing to do.	Yes
Your job is to solve your customer's problem, not to be a sympathetic ear.	No
When a customer starts to complain about things you know are wrong about your company, it is time to stop agreeing with the customer and defend your company.	Yes
It is often possible to satisfy a customer by explaining why he or she is wrong.	No
Most customers will read a manual if you provide it for them.	Yes
I should never allow my customers to think they know more about my products than I do.	Yes
All customers should be treated the same; no one customer is more important than any other.	Yes
If I am dealing with a customer and an irate customer interrupts, I should immediately deal with the irate customer.	No
Customers don't like to be asked a lot of questions.	Yes
Sometimes you have to disagree with a customer.	No
Sometimes disagreeing with a customer will lead to better results for all concerned.	No

Customer Service Perspective

Some customers we just don't want.

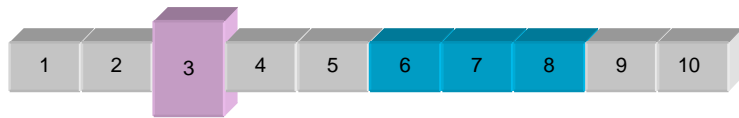
No

Customer Service Perspective

Considerations for Interviewing

The darker shading represents the Job Match Pattern for the role of Generic Admin Candidate. Mr. Sample scored outside the Job Match Pattern in the areas listed below. Information and interview questions are provided to facilitate the selection process.

Trust – Tendency to hold an unquestioning belief that the motives of others are honourable



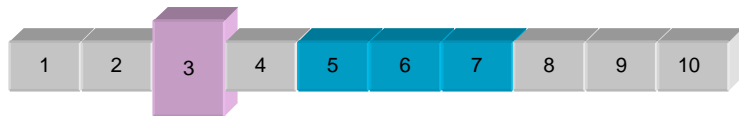
Pattern 6-8 Score 3

Considerations for Interviewing

Thomas has a score that is relatively low on the Trust scale and is outside the Job Match Pattern for this position. Interview questions should revolve around the theme of building upon his present attitudes concerning trust in the customer and his willingness to improve or adapt. A few typical questions may include:

- Most customers are not dishonest, but how often do you feel that they try to take advantage of customer service staff just to get what they want? What should be done about it?
- If you could enhance your ability to provide confident and trusting service to all customers, what goals would you set for yourself toward this objective?

Tact – Tendency to state a position without unnecessarily offending others



Pattern 5-7 Score 3

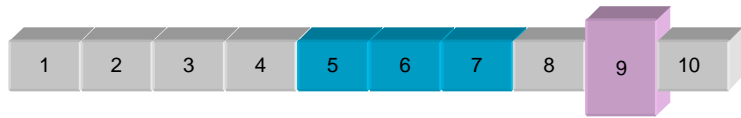
Considerations for Interviewing

With a relatively low result on the Tact scale, Mr. Sample scores outside of the Job Match Pattern for this position. His willingness to adjust his behaviour through training should be determined. Since the score is in the lower mid-range, it is possible that only some adjustment is required and his readiness for training may be determined by interview questions. A few typical questions may include:

- When a customer requires a delicate touch, so to speak, what methods do you usually employ? Would learning some new competencies be of interest to you?
- Provide a recent example of your skill at dealing diplomatically with a customer. How do you feel about this kind of mannerism, and what skills would you like to develop to improve in this area?

Customer Service Perspective

Empathy – Tendency to understand another's situation and feelings



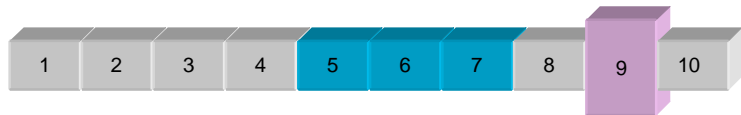
Pattern 5-7 Score 9

Considerations for Interviewing

Thomas achieved a score on the Empathy scale above the Job Match Pattern for this position. Therefore, the experiences Mr. Sample has had in dealing objectively with customers may need to be a focal point of his interview. Determining his ability to remain professionally detached when necessary can be informative. A few typical questions may include:

- Which can be the most frustrating experience for you: relating to the feelings of a customer or dealing with their needs in a purely objective and dispassionate way? Explain.
- Describe a situation in the past in which you handled an emotional person's significant customer service needs. Did you sense the emotional issues expressed and how did you approach them from a customer service perspective?

Focus – Tendency to stay on target regardless of distractions



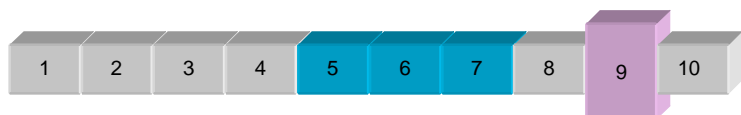
Pattern 5-7 Score 9

Considerations for Interviewing

Thomas has scored above the Job Match Pattern for this position. Determining the intensity of his concentration may be helpful. Whether he can redirect himself when required is of importance in these interview questions. A few typical questions may include:

- How would you describe your level of focus and concentration? What improvements would you pursue to enhance your performance in this area?
- Describe for me a previous experience in which you successfully redirected your attention from one priority to another due to the practical needs of the moment.

Flexibility – Tendency to explore new approaches to doing things



Pattern 5-7 Score 9

Considerations for Interviewing

Mr. Sample has accomplished a score quite high on the Flexibility scale. This score is above the Job Match Pattern for this position. Interviewing may need to emphasise his willingness to avert his tendency to change his methods simply for the sake of doing so. Some accommodation to the procedures of the workplace is likely to be required, so determining his readiness to do so could be revealed by his responses to interview questions. A few typical questions may include:

- Tell me about a recent situation in which you went along with the procedures required for the job, despite the fact that there was probably a better and easier way to reach an objective.
- What use does a procedure have if it's outdated? Give an example of how you have dealt with such a problem recently.