



Confidential Individual Report
for
Suzie Sample

Tuesday, November 16, 2004



**705-B Street Andrews Blvd.
Charleston, SC 29407
843-225-2840**

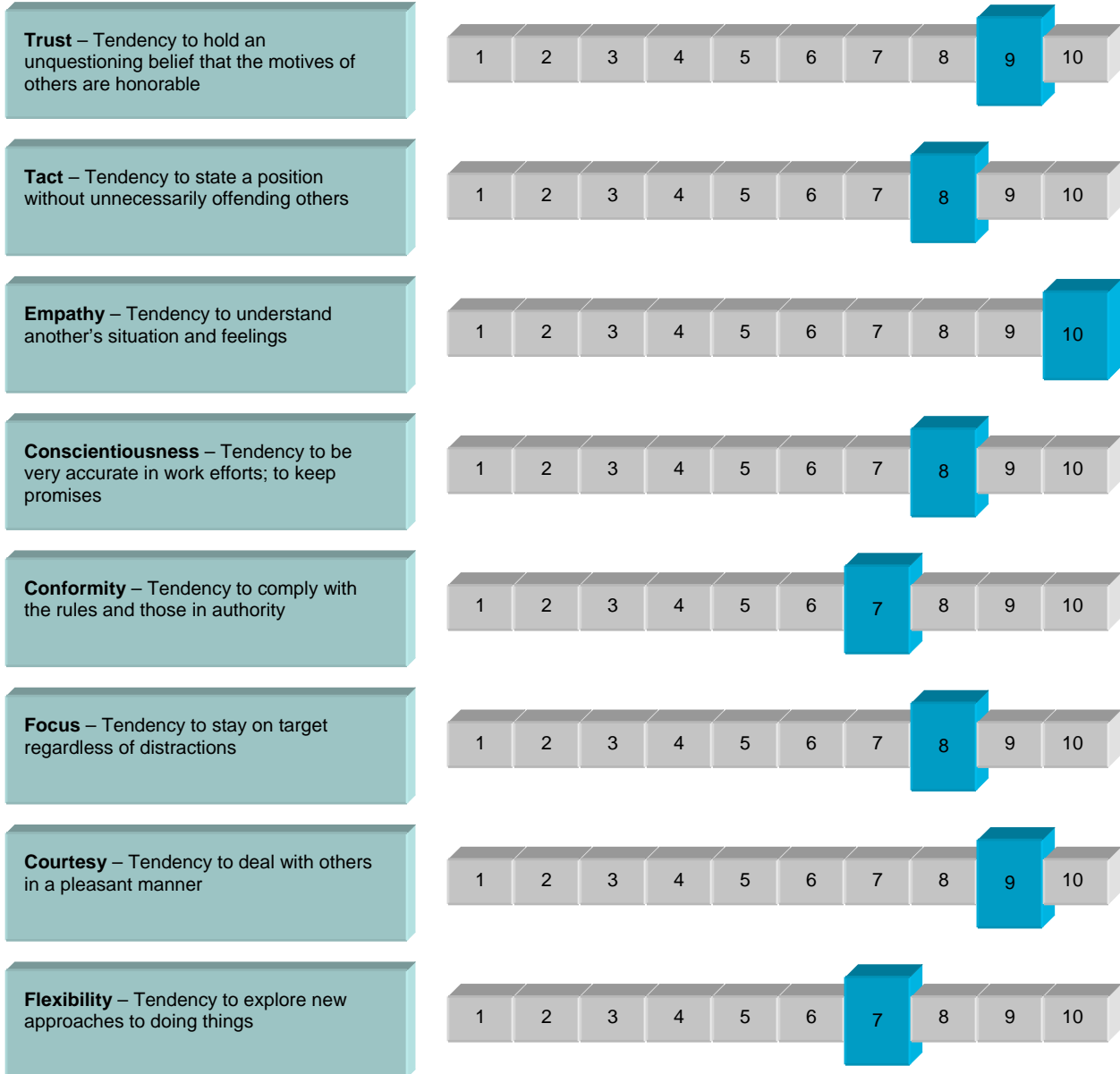
Introduction

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

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

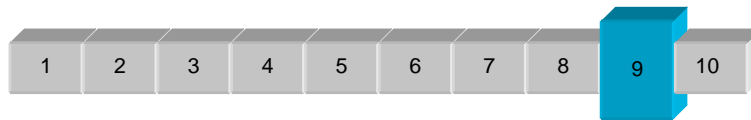
Summary of Behavioral Characteristics

The larger box indicates your score on each scale.



Behavioral Characteristics

Trust

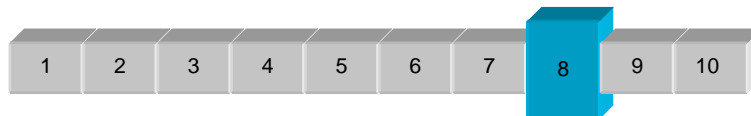


Your Score 9

Comments on Trust

You seem to be very trusting of the motives of people in general. You appear to genuinely believe that what others say is true and authentic, regardless of supposed evidence to the contrary.

Tact

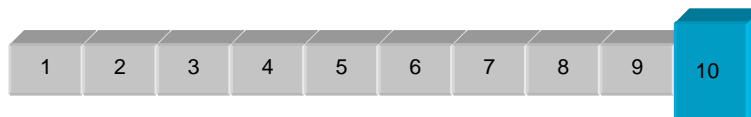


Your Score 8

Comments on Tact

You apparently try to be quite careful with your comments when serving the needs of customers. You probably think about how your remarks may be interpreted. You are likely to be regarded as a tactful and considerate individual by customers most of the time.

Empathy

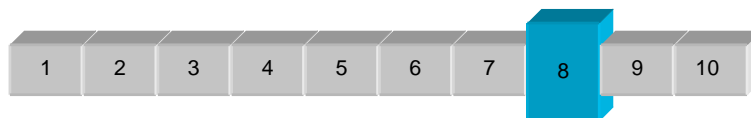


Your Score 10

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



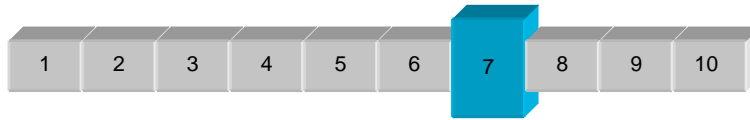
Your Score 8

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.

Behavioral Characteristics (cont'd)

Conformity

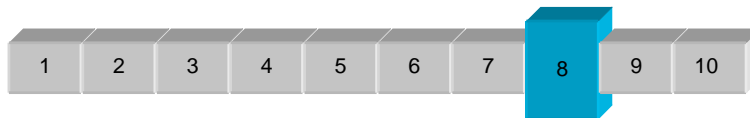


Your Score 7

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 organization where they work.

Focus

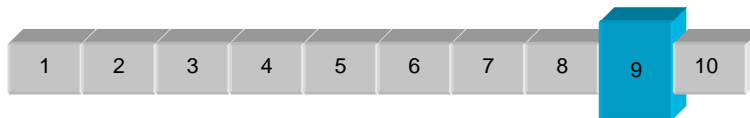


Your Score 8

Comments on Focus

You demonstrate a strong level of concentration when allowed the opportunity. Only an exceptionally distracting environment may cause you to stray from your focus. The advantage here is that your focus is not so strong as to be completely inflexible. Therefore, a change of priorities should not be too disrupting for you, assuming you have the time to regroup and then work toward the new goal.

Courtesy

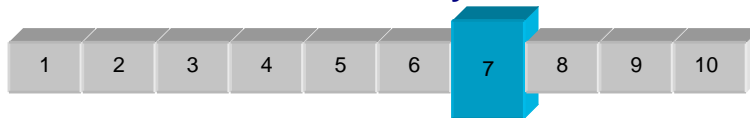


Your Score 9

Comments on Courtesy

You appear to be highly courteous to customers and co-workers. You are likely to speak in a civil and often compassionate manner. You may even strive to understand the needs and feelings of the customer before you state an opinion. You probably come across as a considerate listener.

Flexibility



Your Score 7

Comments on Flexibility

Normally quite interested in new ideas or procedures, you may enjoy thinking about how to improve upon most things. Finding different or new ways of serving customers' needs may be exciting for you.

Proficiencies

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

