

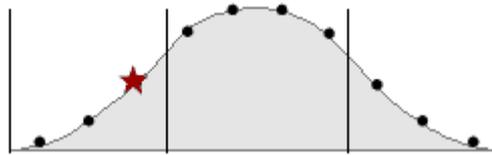
Date: Nov 22, 2005

Name: Mary Demo  
ID: 137274

## Customer Service Summary

### General Reasoning (Cognitive)

Slower Processing  
Accepts Simple & Repetitive Work



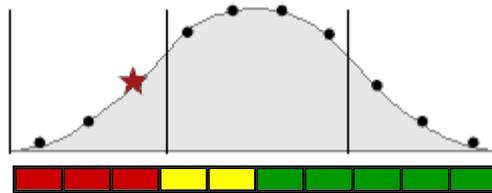
Faster Processing  
Needs Intellectual Challenge

- Mary acquires new information slower than average
- Better suited for Customer Service roles that are programmed and do not require complex or quick problem solving
- Mary should be allowed additional time to learn the product or service including hands-on training

**Question:** Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and what did you do?

### Conscientious (Organization)

Carefree  
Impulsive



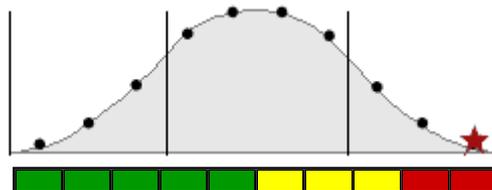
Detail Oriented  
Dependable

- Easy going nature may cause Mary to overlook important details
- Better suited to Customer Service situations where they are not required to keep track of details or to be thorough
- Important to have systems or procedures in place that force Mary to fill out forms or computer screens when details are critical and must be captured

**Question:** Describe a time when you lost track of some details for a customer and it caused a problem. What did you do?

### Tough Minded

Cooperative  
Agreeable

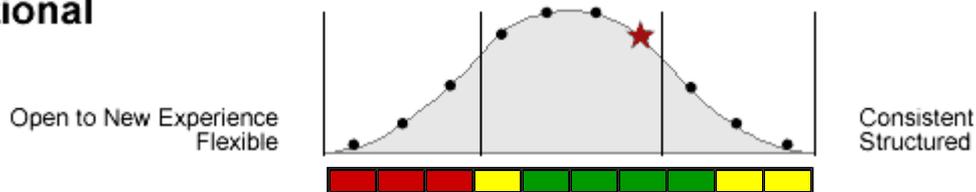


Direct  
Determined

- Customers may view Mary as pushy and confrontational
- Tends to be tough minded and may be argumentative with customers particularly when there is a difference of opinion
- Tends to be comfortable up-selling other services
- Given their preference to be in control, Mary may not take direction well

**Question:** Tell me about a time when you became impatient with a customer because they were being unreasonable. What happened?

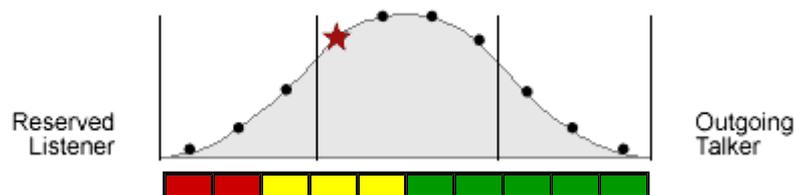
## Conventional (Rules)



- Mary can be consistent and follow service procedures, but also able to make exceptions when necessary
- Balanced sense of need for structure and for variety in the job
- Important to make sure that Mary knows which service policies can be flexible and which cannot

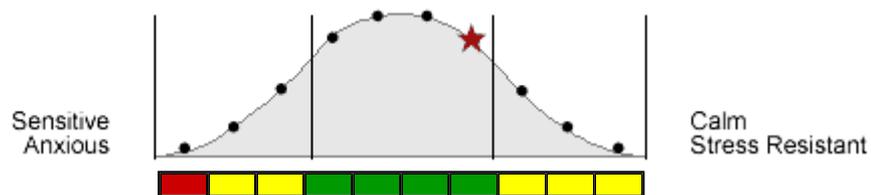
**Question:** Tell me when you have given a discount to a customer that was not approved. What was the situation and what happened?

## Extroversion



- Usually will greet the customers in a friendly manner
  - Has a good balance between talking and listening to the customer and their needs
- Question:** Describe a time when you had to continually greet customers in an upbeat manner. How did you stay enthusiastic?

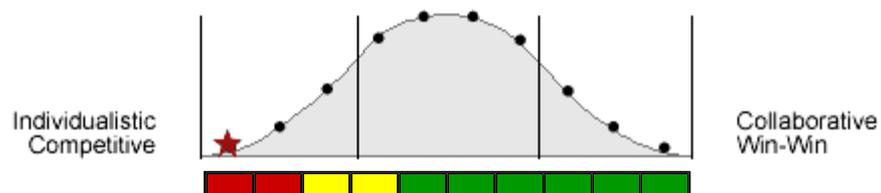
## Stable



- Mary usually handles pressure and stress well unless it is extreme
- Typically has a balanced sense of urgency with customers
- Able to handle most difficult customers unless these situations are highly stressful and frequent

**Question:** Describe a time when you had to deal with multiple demands from several customers at the same time. What did you do?

## Team



- May have difficulty working within a team
- Mary is typically self-motivated and very competitive
- May be too quick to push customers to agree to something if they are being paid individual commissions
- May not be collaborative with internal team or co-workers

**Question:** Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

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## Good Impression (Social Desirability)

Frank  
Candid



Exaggeration  
Disguised

- Mary's responses have been frank and open

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\*The participant has scored  
in the "red zone" in 3 areas.

Overall

**7.0%**

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**Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.**

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Date: Nov 22, 2005

Name: Mary Demo  
ID: 137274

## Customer Service Interview Questions

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### General Reasoning (Cognitive)

**Question:** Tell me about a time when you were expected to solve problems for customers even though you had not been properly trained. How did you deal with it?

**Question:** Give me an example of when you have been able to think quickly to solve a problem for a customer.

**Question:** Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and what did you do?

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### Conscientious (Organization)

**Question:** Tell me how you keep track of the details of a customer's request.

**Question:** Give me an example of how you have followed up with a customer who asked for additional details on a product.

**Question:** Describe a time when you lost track of some details for a customer and it caused a problem. What did you do?

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### Tough Minded

**Question:** Tell me about a time when you became impatient with a customer because they were being unreasonable. What happened?

**Question:** Give me an example of a time when you provided good service to a customer even though you were having a bad day. How did you do it?

**Question:** Tell me about a time when you disagreed with a supervisor about how a customer situation should be handled. What did you do?

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### Conventional (Rules)

**Question:** How have you handled a situation when a customer asked for something a little different than what you had provided them in the past.

**Question:** How do you stay motivated to handle routine tasks that are required every day?

**Question:** Tell me when you have given a discount to a customer that was not approved. What was the situation and what happened?

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### Extroversion

**Question:** Describe a time when you had to continually greet customers in an upbeat manner. How did you stay enthusiastic?

**Question:** Give me an example of when you have lost a customer because you couldn't meet their needs.

**Question:** Tell me how you choose between what the customer wants versus what you would like to them to have.

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### **Stable**

**Question:** Tell me about a time when you had to handle a last minute request from a customer after their order had already been processed?

**Question:** Describe a time when you had to deal with multiple demands from several customers at the same time. What did you do?

**Question:** Give me an example of how you have dealt with a very upset customer on the phone.

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### **Team**

**Question:** Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

**Question:** Give me an example of a time when a coworker needed your help with a customer. What was the situation and how did you handle it.

**Question:** Give me an example of when you gave great service to a customer and you were actually praised for it in front of the team. How did your coworkers respond?

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