



Customer Service Profile

Customer Service Profile is a tool for shaping and communicating your company's Customer Service Philosophy. It provides an easy comparison of an individual's behavior traits, proficiencies, and perspective on Customer Service to your company's standards.

Measures:

Behavioral Characteristics

- Trust
- Tact
- Empathy
- Conformity
- Focus
- Flexibility

Proficiencies

- Vocabulary
- Numerical

Employee's or Candidate's Customer Service Perspective

Time To Take: 45 minutes

Validation Studies: 2003, 2006

Reports:

- Individual
- Placement
- Coaching
- Company Service Perspective Comparison

Customization: Develops Job Match Patterns by Department

Versions:

- General
- Hospitality
- Health Care
- Financial Services
- Retail

Administration: Internet and/or Paper/Pencil

Scoring: Internet