



S A M P L E

**Confidential Individual Report**

for

**Susie Sample**

Tuesday, June 17, 2003

**Kestly Development  
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## Introduction

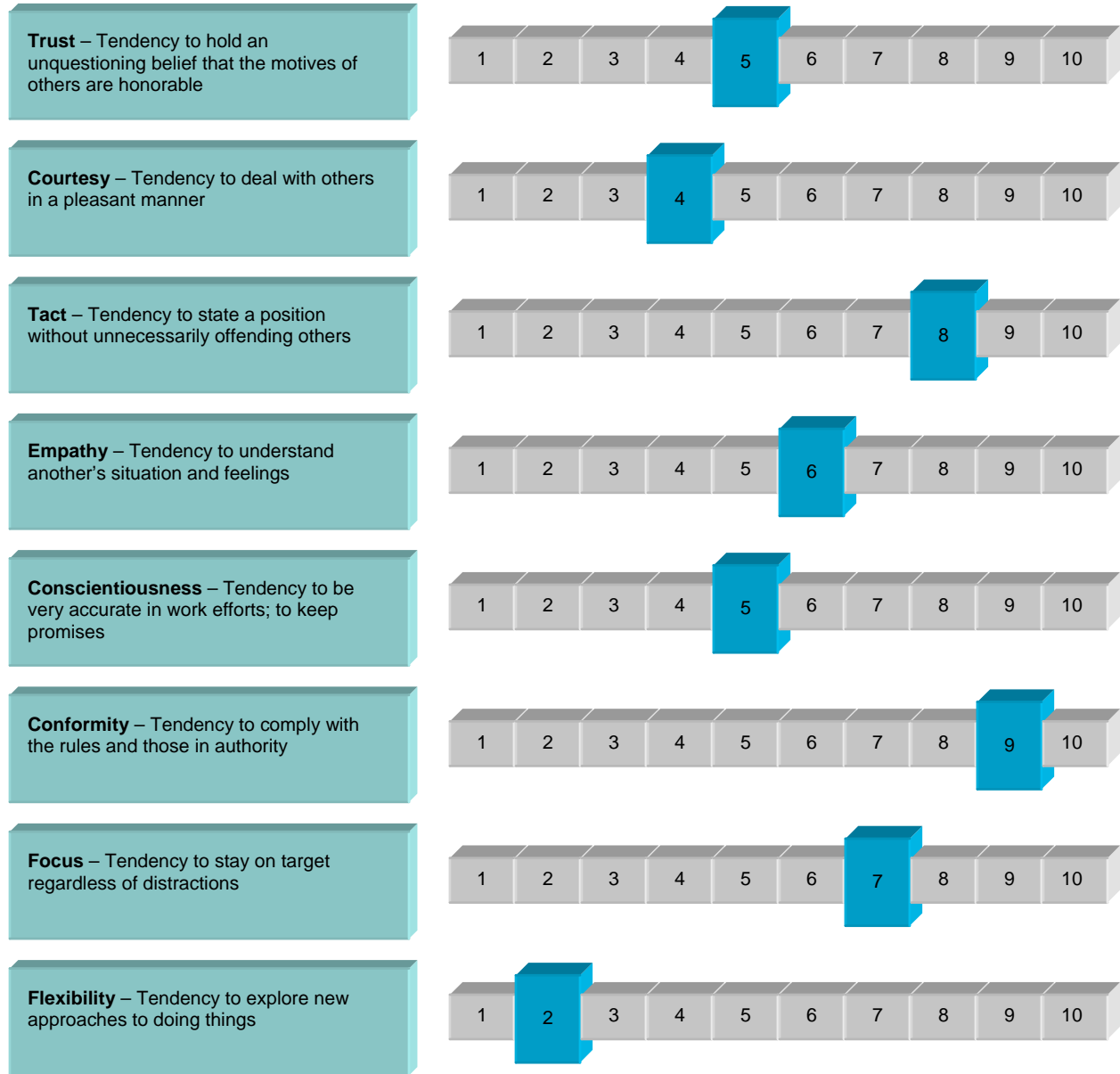
This report reflects the responses provided by you when completing the Customer Service Perspective assessment. The information is presented in the following parts:

- **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.

Customer Service Perspective

Summary of Behavioral Characteristics

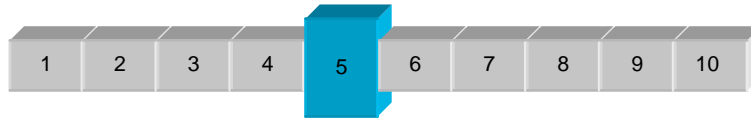
The larger box indicates your score on each scale.



## Customer Service Perspective

### Behavioral Characteristics

#### Trust

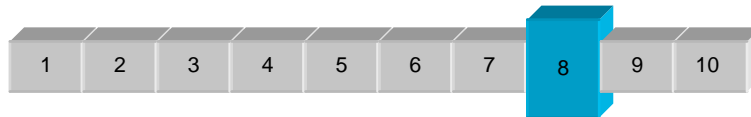


**Your Score 5**

#### Comments on Trust

You may feel that it is hard to trust customers without proof. However, you may be willing to give them the benefit of the doubt if there are strong reasons for doing so. In general you trust people hesitantly.

#### Tact

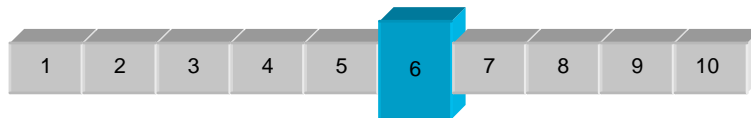


**Your Score 8**

#### Comments on Tact

You apparently try to be quite careful with your use of sensitive language 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

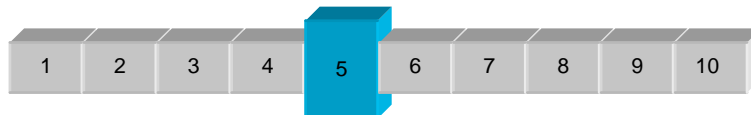


**Your Score 6**

#### Comments on Empathy

While you can be sympathetic to a stranger's needs you may prefer to avoid becoming deeply involved with the frustrating details that make some customers so irritated. You demonstrate a need to be considered compassionate and kind. However, you may occasionally resist the temptation to publicly demonstrate sympathy toward strangers.

#### Conscientiousness



**Your Score 5**

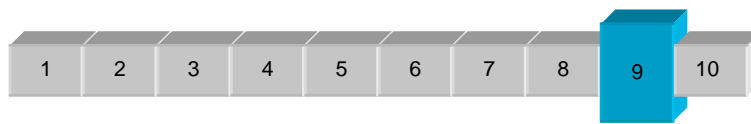
#### Comments on Conscientiousness

You may seem to approach making promises somewhat cautiously or hesitantly. For instance, you may not fully obligate yourself to things you find too time-consuming or unachievable. You will, however, be likely to make an attempt to fulfill an obligation once it is made.

## Customer Service Perspective

### Behavioral Characteristics (con't)

#### Conformity

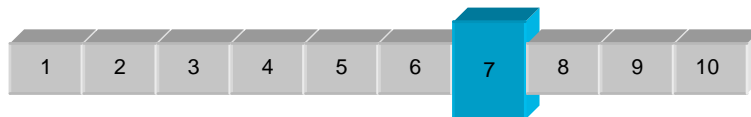


**Your Score 9**

#### Comments on Conformity

You generally believe in, and abide by, the norms of a group or organization. You are a strong believer in following the orders or instructions of those in authority. You are apparently one who will follow the rules and regulations with respect and devotion.

#### Focus

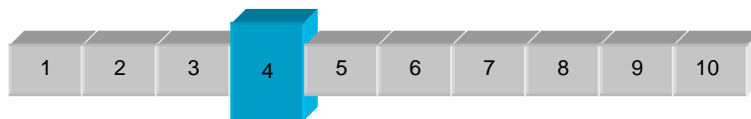


**Your Score 7**

#### 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

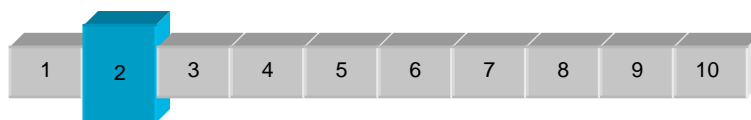


**Your Score 4**

#### Comments on Courtesy

You may not feel like being especially cordial toward others whom you perceive as annoying and irritable. You may be reluctant to go out of your way to be friendly or courteous to those who act rudely and obstinate.

#### Flexibility



**Your Score 2**

#### Comments on Flexibility

You do not appear to be interested in unusual ideas when you have already mastered good methods of doing things in previous training experiences. You probably do not normally seek out new ways of doing things, especially when the established ways are proven reliable.

# Customer Service Perspective

## Proficiencies

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

