

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 or Candidate's Customer Service Perspective

Time to Take: 45 minutes

Validation Studies: 2003, 2006

Reports:

- Individual
- Placement
- Company Service Perspective Comparison
- Alignment

Customization: Develops Job Match Patterns by department

Versions:

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

Administration: Internet and/or paper/pencil

Scoring: Internet