



Report designed for Performance Model

Widget Bender

CONFIDENTIAL

Customer Service Profile™ - Financial Services Candidate Matching

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Summary

This report provides a comparison of selected candidates to the Widget Bender Performance Model. This information will help organize your interviews when more than one candidate is being considered for the same job. The percentage match to this model is shown for each candidate. The percent match reflects each candidate's Behavioral Traits and Proficiencies combined.

You should select candidates appropriate for the Widget Bender Performance Model listed here and view the report(s) specific to each candidate.

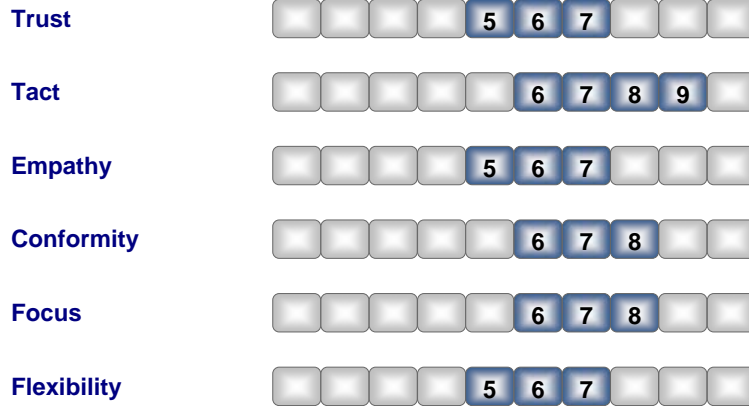
Please note that this report does not measure or consider candidates' education, training, or experience, nor does it consider job skill requirements.

Candidates	Widget Bender % Match
Sally Sample	65%
Joni White	64%
Sam Jones	54%
Ted Whitehall	45%

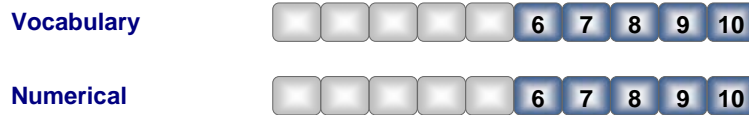
NOTE: Please consult the User's Guide for additional information on using these results. As discussed in the User's Guide for this product, the results from this, or any assessment should never make up more than a third of the final decision in placements.

Summary Graph

The shaded boxes represent the Performance Model for this position.



Behavioral Characteristics



Proficiencies

Employee Descriptions

Trust

Those who should be willing to give customers the benefit of the doubt unless there are strong reasons for not doing so.

Tact

Individuals who are likely to be concerned that they be regarded as tactful and considerate.

Empathy

Individuals who demonstrate a need to be considered compassionate and kind but may occasionally resist the temptation to publicly demonstrate sympathy.

Conformity

Individuals who express a view implying that people should abide by the rules and regulations of the organization where they work.

Focus

People who demonstrate a strong level of concentration, yet a change of priorities should not be too disrupting.

Flexibility

Individuals who may accept new ideas and procedures when they are perceived as important or necessary; avoid unnecessary changes.