



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.

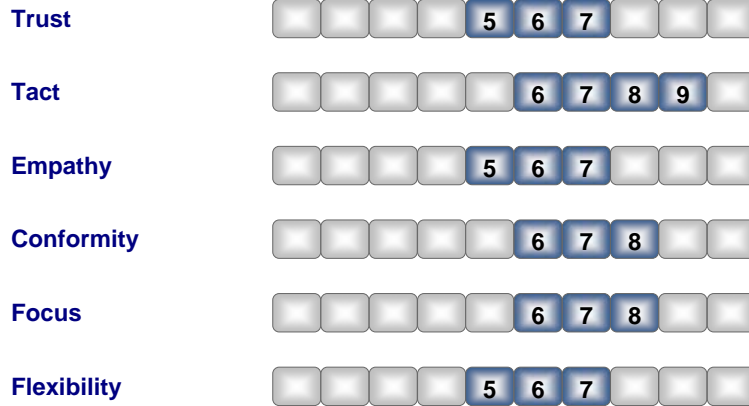
Please note that this report does not measure or consider candidates' education, training, or experience, nor does it consider job skill requirements.

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

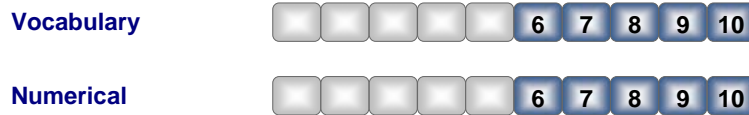
**NOTE:** Please consult the User's Guide for additional information on using these results. As discussed in the User's Guide for this product, the results from this, or any assessment should never make up more than a third of the final decision in placements.

## Summary Graph

The shaded boxes represent the Performance Model for this position.



### Behavioral Characteristics



### Proficiencies

## Employee Descriptions

### Trust

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

### Tact

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

### Empathy

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

### Conformity

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

### Focus

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

### Flexibility

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