



**ServiceFirst**

Confidential Report For

test test

ServiceFirst for Contact Centers

Date Test Completed: 06/18/2020



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This report evaluates the candidate's customer service potential. The report contains an Overall Service rating and several Customer Relations ratings.

- Use the Overall Service rating to help you make your selection decision.
- Use the Customer Relations ratings as additional information if you decide to continue the selection process with this candidate.

The Test Accuracy Indicator helps you determine the accuracy of this candidate's results.

#### Test Accuracy Interpretation

#### Test Accuracy Indicator

The candidate's responses indicate that these results can be used with confidence.

#### Overall Service Rating

**Overall Service Rating: 4 (Moderate)**



Compared with other candidates, you can expect average performance from this candidate on service-related tasks that require him or her to be:

- Empathetic – Understands the client's situation and is thus better able to identify and fulfill the client's needs and handle problems
- Personable – Makes situations more comfortable for clients
- Flexible – Adapts quickly to new situations, works effectively in a rapidly changing environment
- Energetic – Approaches tasks eagerly and enthusiastically, does not give up easily
- Sociable – is friendly and uninhibited; prefers social situations; enjoys meeting new people



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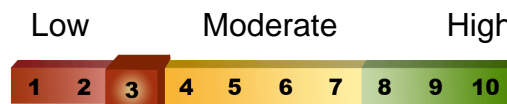
### Customer Relations Ratings

The following pages provide detailed information about this candidate's Customer Relations ratings. Use this additional information and the interview questions as you continue in the selection process with this candidate.

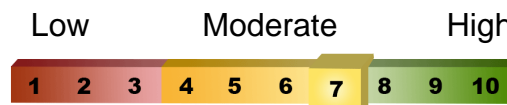
#### Active Service Rating: Moderate



#### Personalized Service Rating: Low



#### Polite Service Rating: Moderate



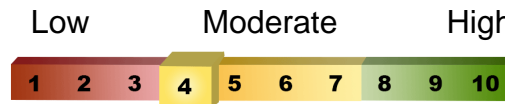
#### Helpful Service Rating: Moderate





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Active Service Rating: Moderate



The Active Service rating measures the candidate's potential to seek out and act on service and sales opportunities with customers. Candidates who receive an Active Service rating of Moderate typically:

- Work on tasks in a productive manner
- Sometimes work on more than one task at a time
- Enjoy a fast work pace once in a while
- Sometimes identify cross-selling opportunities

Interview Questions for Active Service

To explore this area further, consider asking the candidate some or all of the following interview questions. Take notes as the candidate responds to each question. Rate the candidate on the strength of his or her answers.

**Ask:** Tell me about a specific time when you were not very busy at work. What was the situation? How did you feel about having time on your hands? What did you do with the extra time?

**Notes:**

**Ask:** Tell me about a specific situation at work or at school when you had trouble focusing on a task. What was the situation? Why did you find it difficult to focus? What was the outcome?

**Notes:**

**Ask:** Some work settings require you to juggle multiple tasks at the same time. Tell me about a time when you did this effectively. What was the situation? What strategy did you use to manage the different tasks simultaneously? How did you feel about being in this position?

**Notes:**

## Interview Rating for Active Service

1

**Weak**

2

3

4

**Average**

5

6

7

**Strong**

Prefers a slow pace.

Wastes time.

Difficulty with multi-tasking.

Works best under close supervision.

Does not seek out opportunities to offer additional products and services.

Prefers a fast pace.

Enjoys multi-tasking.

Seeks out opportunities to take on additional tasks.

Seeks out opportunities to offer additional products and services.

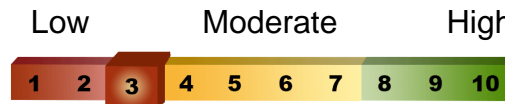
### Coaching tips

In general, candidates who receive an Active Service rating of Moderate can succeed in customer service positions if other critical competencies are also present. To maximize this candidate's potential, allow the candidate to participate in his or her own goal-setting plans on a regular basis. In addition, monitor the number of customer interactions, compare them with the goals that were set, and provide the candidate with specific feedback.



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### Personalized Service Rating:Low



The Personalized Service rating measures the candidate's potential to recognize unique customer qualities. Candidates who receive a Personalized Service rating of Low typically:

- Do not listen attentively to customers
- Do not enjoy socializing with customers
- Do not take an interest in customers' needs

### Interview Questions for Personalized Service

To explore this area further, consider asking the candidate some or all of the following interview questions. Take notes as the candidate responds to each question. Rate the candidate on the strength of his or her answers.

**Ask:** It is not always obvious what solution is best suited to a customer's needs. Tell me about a time when you had to work at understanding what a person actually needed. What was the situation? What made it difficult to diagnose the true need? What specific steps did you follow to uncover the need? What was the final outcome?

**Notes:**

**Ask:** Tell me about a time when you had difficulty connecting with a customer or a co-worker. Describe the situation. What was the source of the problem? How did you handle it? What was the final outcome?

**Notes:**

**Ask:** When trying to do your best to help a customer, it is easy to spend too much time with one individual. Tell me about a time when you were able to provide service that was both personal and quickly resolved. What was the situation? Describe your approach to helping the customer. How was the service you provided personalized to the customer? What was the customer's reaction?

**Notes:**

## Interview Rating for Personalized Service

1

**Weak**

2

3

4

**Average**

5

6

7

**Strong**

Prefers a slow pace.  
Wastes time.  
Difficulty with multi-tasking.  
Works best under close supervision.  
Does not seek out opportunities to offer additional products and services.

Prefers a fast pace.  
Enjoys multi-tasking.  
Seeks out opportunities to take on additional tasks.  
Seeks out opportunities to offer additional products and services.

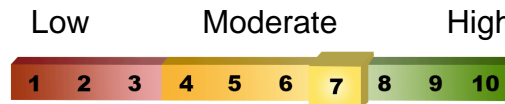
### Coaching tips

In general, candidates who receive a Personalized Service rating of Low can succeed in customer service positions if other critical competencies are present at high enough levels to compensate. To help this candidate achieve an acceptable performance level, provide a script that guides him or her to probe and identify customers' individual needs. Coach the candidate to address each customer by name. In addition, have the candidate prioritize the customer's needs after each interaction.



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**Polite Service Rating: Moderate**



The Polite Service rating measures the candidate's potential to be courteous and develop a rapport in personal interactions with customers. Candidates who receive a Polite Service rating of Moderate typically:

- Are sometimes courteous to rude customers
- Can sometimes establish a rapport with customers
- Get along well with customers at times

**Interview Questions for Polite Service**

To explore this area further, consider asking the candidate some or all of the following interview questions. Take notes as the candidate responds to each question. Rate the candidate on the strength of his or her answers.

**Ask:** Dealing with the general public can be challenging but also very rewarding. Please describe the most positive experience you have had working with the public. What was the situation? What was positive about it? Please describe the most negative experience you have had working with the public. What was the situation? What was negative about it?

**Notes:**

**Ask:** Tell me about the most difficult customer you have ever dealt with. What was the situation? What was challenging about the customer? How did you handle it? What was the final outcome?

**Notes:**

**Ask:** Tell me about a time when you had to be firm with a customer who was too demanding. What was the situation? Describe your behavior. How did the customer react? What feedback did you receive from your supervisor or co-workers?

**Notes:**



## Interview Rating for Polite Service

1

**Weak**

Can be curt or rude.  
Quickly loses patience with difficult people.  
Resents demanding customers.

2

3

4

**Average**

5

6

7

**Strong**

Courteous with very difficult people.  
Extremely patient.  
Shows understanding, even with the most difficult people.

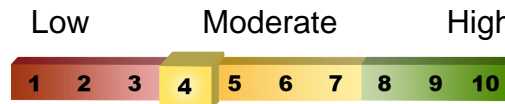
### Coaching tips

In general, candidates who receive a Polite Service rating of Moderate can succeed in customer service positions if other critical competencies are present. To maximize this candidate's potential, monitor customer interactions and reinforce polite responses. Work with the candidate on when and how to apologize to customers.



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### Helpful Service Rating: Moderate



The Helpful Service rating measures the candidate's potential to respond to customers' needs by taking extraordinary actions to assist them. Candidates who receive a Helpful Service rating of Moderate typically:

- Sometimes go out of their way to satisfy customers
- Get some satisfaction out of helping others
- Sometimes offer extra help to customers

### Interview Questions for Helpful Service

To explore this area further, consider asking the candidate some or all of the following interview questions. Take notes as the candidate responds to each question. Rate the candidate on the strength of his or her answers.

**Ask:** Describe a time when you "went the extra mile" to offer outstanding service to a customer. What was the situation? What did you do? How did the customer react?

**Notes:**

**Ask:** Tell me about a time when a customer or co-worker requested help that you couldn't provide. What was the request? Why were you unable to fulfill the request? How did you handle the situation? How did the other person react?

**Notes:**

**Ask:** What was the most demanding or challenging request you ever received from a customer? Describe the situation. What steps did you take to fulfill the request? What was the final outcome? What was the customer's reaction?

**Notes:**

## Interview Rating for Helpful Service

1

**Weak**

Can be curt or rude.  
Quickly loses patience with difficult people.  
Resents demanding customers.

2

3

4

**Average**

5

6

7

**Strong**

Courteous with very difficult people.  
Extremely patient.  
Shows understanding, even with the most difficult people.

### Coaching tips

In general, candidates who receive a Helpful Service rating of Moderate can succeed in customer service positions if other critical competencies are present. To maximize this candidate's potential, conduct role playing exercise with this person to demonstrate helpful responses to different types of inquiries. Monitor customer interactions and reinforce helpful responses.