

Date: Mar 2, 2006

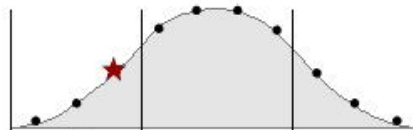
Name: Julie Testing  
ID: 137903



## Customer Service Summary

### General Reasoning (Cognitive)

Slower Processing  
Accepts Simple & Repetitive Work

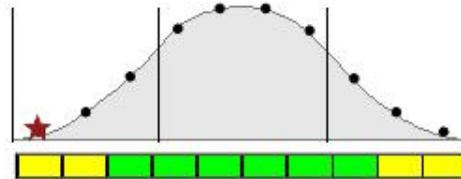


Faster Processing  
Needs Intellectual Challenge

- Julie acquires new information slower than average
- Better suited for Customer Service roles that are programmed and do not require complex or quick problem solving
- Julie should be allowed additional time to learn the product or service including hands-on training

### Conscientious (Organization)

Carefree  
Impulsive

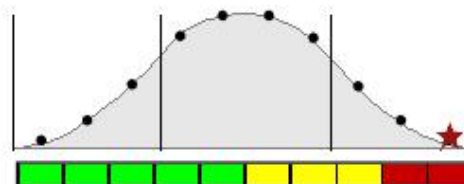


Detail Oriented  
Dependable

- Easy going nature may cause Julie to overlook important details
- Julie generally handles interruptions better than most people
- Better suited to Customer Service situations that do not require a detailed or thorough approach
- Important to have systems or procedures in place that force Julie to fill out forms or computer screens when details are critical and must be captured

### Tough Minded

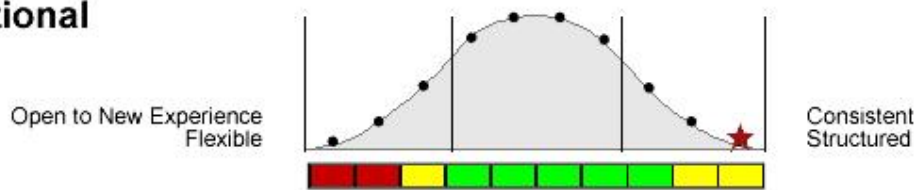
Cooperative  
Agreeable



Direct  
Determined

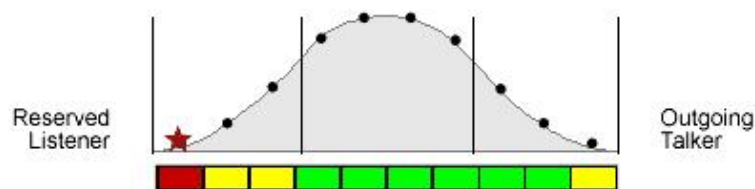
- Some customers may view Julie as pushy and confrontational
- Tends to be tough minded and may be argumentative with customers particularly when there is a difference of opinion
- Tends to be comfortable up-selling other services
- Given their preference to be in control, Julie may not take direction well

## Conventional (Rules)



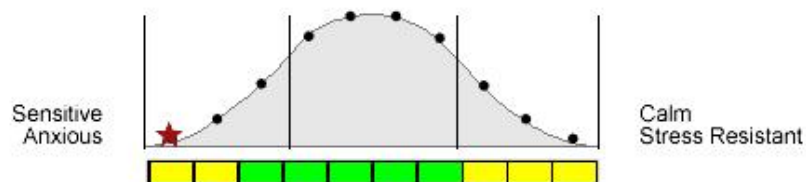
- Julie prefers a working environment that is structured and predictable
- Tends to be consistent and follow the procedures closely
- Difficulty working in an environment where they are expected to think outside of the box versus utilize predictable solutions

## Extroversion



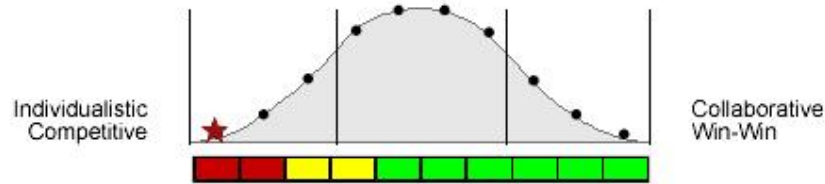
- Tends to be reserved and quiet and prefer minimal interaction with people
- May not be quick to greet customers with a friendly manner
- Doesn't typically mind working alone for long periods of time

## Stable



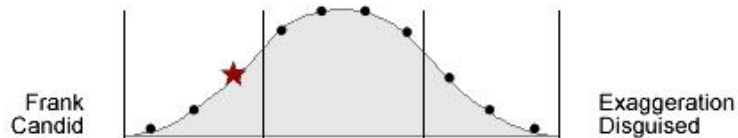
- Better suited to Customer Service roles that require a high level of sensitivity to customer needs
- May have difficulty dealing with the day-to-day stress that can be a normal part of providing Customer Service particularly to difficult customers
- In times when customers are continually demanding, Julie may have a tendency to overreact and become anxious

## Team



- May have difficulty working within a team
- Julie is typically self-motivated and very competitive
- May be too quick to push customers to agree to something if they are being paid individual commissions
- May not be collaborative with internal team or co-workers

## Good Impression (Social Desirability)



- Julie's responses have been frank and open

\*The participant has scored  
in the "red zone" in 3 areas.

Overall  
**46% \***

Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.