

Customer Service Knowledge Report

For Assessment Of: Erica James

Company: The Acme Sales Company

Assessment Date: 3/26/2008 7:39:43 PM

For More Information
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Customer Service Knowledge Report

Candidate Resources, Inc.

Name: Erica James

Company: The Acme Sales Company

Date: 5/5/2008

Status Code:

Attitude/ Customer Service Personality

Erica, you have an excellent understanding of the role having a positive attitude and good self-confidence plays in customer service and continually work to develop and maintain both. You understand the importance of being able to bounce back quickly from criticism and other obstacles you may face in customer service, and are able to deal with difficult situations and customers, as needed. You have certain ethical standards you keep and have clearly defined, for yourself, what being successful means. You understand what customer service is, and have a good understanding of your own strengths and weaknesses.

Books *Customer Service Excellence* by Debra J. MacNeil

Customer Service and the Telephone by Dr. Dennis Becker & Dr. Paula B. Becker

Time Management

You have the desire to organize your time to some degree, but can adapt to changes or interruptions which require your plans to be altered. You utilize some type of system to keep yourself organized, although there may still be times when you overlook details.

Books *Time Management for Busy People* by Roberta Roesch

Time Management by Marc Mancini

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Knowledge of Product/ Service

You have some understanding of the importance knowledge of your product or service plays in customer service. This helps you better understand why people complain, how to handle difficult problems and complaints, and the best way to deliver quality customer service to your customers.

Books *Building Customer Loyalty* by Barbara A. Glanz
Telephone Skills At Work by Judith E. Fisher

Developing and Maintaining Rapport

Erica, you have a superior understanding of the steps it takes to build rapport with a customer. You have developed solid methods of building rapport with a customer and know how to recognize when rapport has been established. You have an understanding of the importance of building a relationship with the customer in order to handle customer orders, problems and questions.

Identifying Problems, Needs and Desires

You have a good understanding of the steps you can take to identify and resolve a customer's problems, needs or desires. You understand the importance of asking questions and have formulated in your mind ways to upsell the customer in order to increase the order.

Books *Customer Service Excellence* by Debra J. MacNeil
Creativity at Work by Dorothy S. M. Yep

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Meeting the Customer's Need and Increasing the Order

You have an advanced understanding of how to meet the customer's need and increase the order. You understand the psychology of why customers may not buy more than they initially intend to buy, and realize what constitutes suggestive selling and how to increase customers' orders.

Order Entry, Fulfillment & Follow Through

You have a superior understanding of the procedures to follow and timeframe to adhere to when entering orders or documenting customer concerns. You clearly understand the procedures to follow when handling customer service issues and are prepared to follow through to ensure fulfillment of the order or resolution of the problem which will increase customer satisfaction.

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Attitude/ Customer Service Personality	①	②	③	④	⑤	⑥	⑦	⑧	⑨
Time Management	①	②	③	④	⑤	⑥	⑦	⑧	⑨
Knowledge of Product/ Service	①	②	③	④	⑤	⑥	⑦	⑧	⑨
Developing and Maintaining Rapport	①	②	③	④	⑤	⑥	⑦	⑧	⑨
Identifying Problems, Needs and Desires	①	②	③	④	⑤	⑥	⑦	⑧	⑨
Meeting the Customer's Need and Increasing the Order	①	②	③	④	⑤	⑥	⑦	⑧	⑨
Order Entry, Fulfillment & Follow Through	①	②	③	④	⑤	⑥	⑦	⑧	⑨

***NOTE:** The preceding scores are represented by an "X" on a scale of 1 to 9 scale which reflects the bell curve of the general population. A score of 1 represents the lower end of the curve and a 9 represents the upper end. The individual scores reflect the person's knowledge of the critical elements of the process.*

LEGEND

- 1 or 2 = Significantly below the optimum level of knowledge in this area of the process
- 3 or 4 = Indicates a need for the person to become more knowledgeable in this area
- 5 or 6 = Represents average knowledge level of the most reps in this area of the process
- 7 or 8 = Exceeds the knowledge level of most reps in this area of the process
- 9 = Knowledge in this area is significantly greater than that of most people

***NOTE:** The preceding is a measurement of knowledge of the Customer Service Knowledge Report process and not of aptitudes or behavior essential to successful Customer Service Knowledge Report.*