



## **Customer Service Performer® Assessment Report**

Report prepared on: **Carolyn Adams**  
Leasing Specialist  
Acme Sales Company  
cadams@hotmail.com  
379-654-1982

Report Type: Leasing Specialist



For more information contact:  
John Saterfiel  
Saterfiel & Associates  
344 Oak Point Drive  
LaPlace, LA 70068  
985-651-2819  
john@employment-testing.com



## Customer Service Performer

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### Mental Aptitudes

#### Numerical Perception



NUMERICAL PERCEPTION measures an individual's accuracy in handling numeric and alphabetic data. Ms. Adams's above-average Numerical Perception score indicates she can process data quickly and carefully.

#### Math



MATH SKILLS measures the general knowledge of arithmetic an individual possesses. Ms. Adams's knowledge of general arithmetic is superior. She can be expected to add, subtract or multiply with the speed and degree of accuracy required of a position that requires exceptional knowledge of general arithmetic.

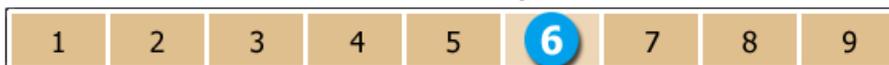
### Personality Dimensions

#### Energy



ENERGY measures the individual's stress and drive level, and ability to deal with people and customers when under pressure. Ms. Adams has a high energy level and will utilize this energy to meet job requirements or customers' needs.

#### Flexibility



FLEXIBILITY measures an individual's attitude toward ethics, honesty, reliability and dependability. This trait relates to handling customers' needs, as well as job and employer requirements and procedures. Ms. Adams is oriented to be an ethical, honest individual who adheres to policies and procedures of the organization as they relate to job requirements and dealing with customers.



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### Organization



ORGANIZATION measures an individual's mental orientation to plan and organize her life events and job requirements. Carolyn is oriented to plan and organize, and should be capable of handling the requirements of the job in a timely manner.

### Communication



COMMUNICATION measures an individual's desire to comfortably communicate verbally with people. Carolyn is highly outgoing and seldom tires of talking and interacting with others. She will enjoy greeting and communicating with people, but may waste time in too much people interaction.

### Emotional Development



EMOTIONAL DEVELOPMENT measures an individual's ego, self-confidence and self-esteem. Ms. Adams has a healthy ego, self-confidence and self-esteem level. She can deal with fellow workers and even the more demanding customers in a patient, tolerant manner.

### Assertiveness



ASSERTIVENESS measures an individual's desire to interact with fellow workers and customers in a cooperative manner, rather than attempting to control a situation. Carolyn is assertive enough to hold her own with fellow workers and customers, but will not appear unduly domineering.



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### Competitiveness



COMPETITIVENESS measures whether an individual desires to participate as a team member or be individually responsible for results. Carolyn is an individualistic achiever who enjoys being individually responsible for results. While she will work as part of a team to some degree and will desire to provide good service to customers, she also enjoys the challenge of individual competition with others and being recognized as a personal achiever.

### Mental Toughness



MENTAL TOUGHNESS measures an individual's mental and emotional sensitivity. Ms. Adams is tough enough to handle setbacks, criticism and complaints, yet is sensitive enough to exhibit care and concern for her fellow workers and customers.

### Question/Probing



QUESTIONING/PROBING measures an individual's innate orientation to explore the "real reason" for people's actions or objectives. Carolyn accepts things at face value and tends to not question what people's real motives and objectives are. She will not normally ask questions or probe, preferring instead to accept the information given to her by others at face value.

### Motivation



MOTIVATION measures an individual's desire for job security rather than recognition, incentives and change. Being recognition-motivated, Ms. Adams needs recognition, bonuses, incentives and change to stay motivated in her job.



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### Validity Scales

#### Distortion



Ms. Adams is a secure person who is not afraid to admit her weaknesses. She is also good at assessing her strengths. She tends to be open and frank, with these assessment results having a high degree of accuracy.

#### Equivocation



She has scored within our acceptable equivocation range.

**This report is confidential and is an opinion based on assessment results only. Its contents should contribute approximately 1/3 to developmental discussions since it is only one of several evaluatory and feedback resources.**



### Customer Service Performer

ScoreSheet

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#### Mental Aptitudes

		1	2	3	4	5	6	7	8	9	
<b>Numerical Perception</b>	Imprecise							7			Accurate
<b>Basic Math</b>	Low Skills									9	High Skills

#### Personality Dimensions

		1	2	3	4	5	6	7	8	9	
<b>Energy</b>	Restless				4						Calm
<b>Flexibility</b>	Flexible						6				Rigid
<b>Organization</b>	Disorganized					5					Planful
<b>Communication</b>	Reserved								8		Interactive
<b>Emotional Develop.</b>	Impatient							7			Tolerant
<b>Assertiveness</b>	Cooperative						6				Authoritative
<b>Competitiveness</b>	Team Player							7			Individualist
<b>Mental Toughness</b>	Sensitive						6				Tough
<b>Questioning/Probing</b>	Trusting	1									Skeptical
<b>Motivation</b>	Security							7			Recognition

#### Validity Scales

		1	2	3	4	5	6	7	8	9	
<b>Distortion</b>	Frank Answer			3							Exaggerates
<b>Equivocation</b>	Chose Alternate					5					Chose Middle

**STANINE:** The STANINE is a system of measurements which divides the population into nine parts.

**AREAS OF CONCERN** - Scores of 1 OR 2 in any of the following dimensions:  
*Energy, Flexibility, Emotional Development OR Mental Toughness* are areas of concern.

**NOTE:** Areas with dots and brackets [ ● — ● — ● ] are of primary importance with the dots and brackets reflecting the most desirable range for an individual to score in to have those characteristics. Areas without dots and brackets are secondary areas that provide additional information regarding the individual. Scores within this range are shown with a number inside a blue circle. Those outside the desired range, or with no range identified, will have a number inside a black circle.



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**Direct Admissions**

**\* NO SIGNIFICANT HISTORY OF STEALING**

**\* NO SIGNIFICANT HISTORY OF DRUG OR ALCOHOL ABUSE**



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# Development Suggestions

## Introduction

The behavior of each individual is influenced by genetics, biochemistry and environment. The individual's scores related in this assessment depict the individual as of the date and time the individual took the assessment.

Major changes in biochemistry and/or environment can change the scores on the assessment. Effective training and/or development that the individual is exposed to can and should also affect scores.

Consequently, for those individuals who seek to achieve higher levels of productivity and success in their jobs and life, and for those employers who desire such for the people they employ, we have carefully reviewed the training and development materials available in the marketplace and have selected for recommendation those that we deem appropriate to suggest in areas where the person assessed could benefit most from growth and development.

We trust that you will find these suggestions helpful.



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**Communication** - Measures introversion vs. extroversion and the ability to meet and deal with people.

You are a very interactive communicator who seldom tires of sharing ideas and information with others. You may not listen to, or take seriously, what other people are saying, however. You comfortably articulate thoughts to people, genuinely enjoy being around people and would be unhappy working alone.

Your self-affirmation sentence:

***"I listen well."***

### Steps to Effect Change

1. Your priority is to learn not to be overly talkative at any time, especially at the wrong time.
2. Role playing can take place to stress the need for allowing others to take their turn communicating. An overly talkative individual should especially take heed not to divulge confidential information to others.
3. People who are too sociable can over talk at the expense of others and true communication can suffer because of it. When in a discussion with someone, periodically ask yourself if you are responding to everything the other person is saying with a "story" of your own. If you are, there's a good chance you're thinking about what you want to say next, rather than really listening to what the other person is saying.
4. Pay close attention to your actions to see if you find yourself interrupting others or monopolizing the conversation. One clue that you are not a good listener is when misunderstandings frequently occur when the other person says they told you something, but you don't remember. Developing good listening skills begins by admitting that such skills are needed.



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**Question/Probing** - Measures the tendency not to accept information at face value.

You have a very trusting nature and tend to accept most instructions, directives and information at face value. Even though you have a positive, enthusiastic attitude, you may be so trusting that you allow others to take advantage. When problem-solving or troubleshooting complex issues, you may not probe far enough to see the whole picture.

Your self-affirmation sentence:

***"I ask questions."***

### Steps to Effect Change

1. Gullible people can be taken advantage of very easily; you need to develop the ability to question and develop probing skills.
2. Mental exercises, such as word games, mathematics and logic puzzles, even newspaper crossword puzzles, help to develop the "probing" process and are quite useful in developing your "brain power."
3. Cynicism is not attractive, but the trusting person can often be a detriment by disclosing private information much better kept confidential. Develop the ability to be a little more closed and therefore a little less open to exploitation.
4. Prior to making any type of commitment, signing any legal contracts, making any big purchases, etc., give yourself time to research and think about the situation, rather than entering into the matter too quickly.