

# Customer Service Profile™

## Candidate Matching

### Sally Sample

CONFIDENTIAL

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**This report is provided by:**

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# SUMMARY

## WIDGET BENDER \*\*\*SAMPLE FOR CSP\*\*\*

This report provides a comparison of selected candidates to the Widget Bender \*\*\*SAMPLE FOR CSP\*\*\* 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 \*\*\*SAMPLE FOR CSP\*\*\* 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	% Match
SALLY SAMPLE (SS)	<b>65%</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

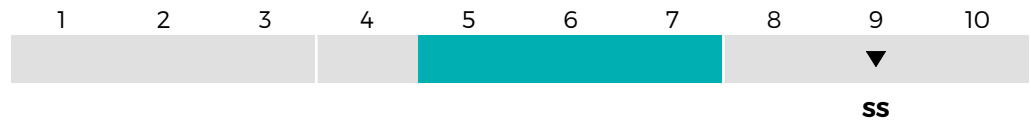
## WIDGET BENDER \*\*\*SAMPLE FOR CSP\*\*\*

The shaded boxes represent the Performance Model for this position.

### BEHAVIORAL TRAITS

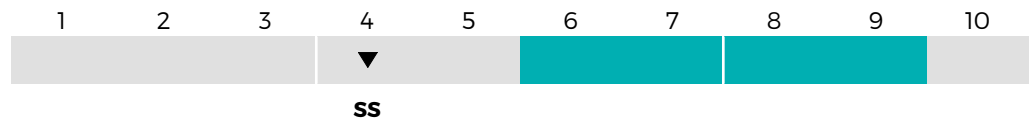
#### Trust

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



#### Tact

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



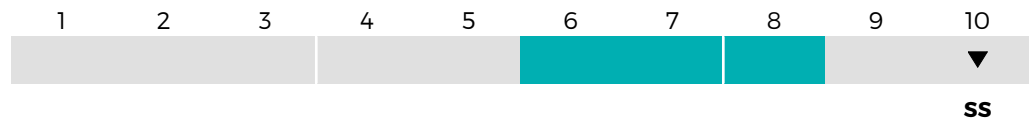
#### Empathy

Individuals who could express empathy when it is important but may generally prefer to not demonstrate sympathy publicly.



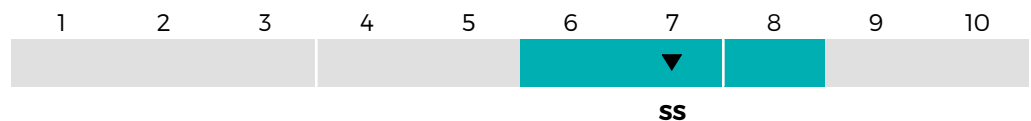
#### Conformity

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



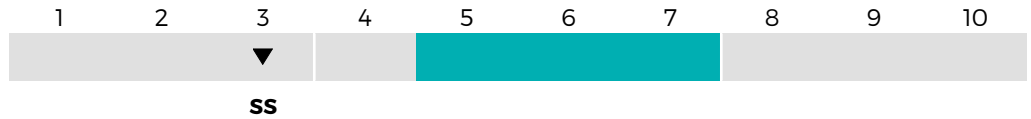
#### Focus

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



### Flexibility

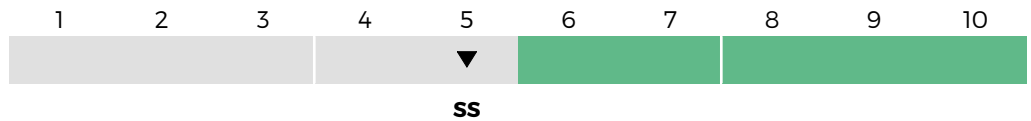
Individuals who may accept new ideas and procedures when they are perceived as important or necessary; avoid unnecessary changes.



### PROFICIENCIES

#### Vocabulary

Understanding the meaning of words when used in sentences



#### Numerical

Understanding basic mathematical concepts and working with numerical problems

