

Vince Sample

Position: Sample Test Portfolio

Test Date: June 5, 2023

Test Event ID: ABC-D1Fg-2H3I-jklmN | Test Ver: 1.0



PERSONALITY TEST

Customer Service Aptitude Profile

The CSAP measures personality traits related to customer service potential and performance, such as diplomacy, cooperativeness and patience.

Results Summary

Recommended

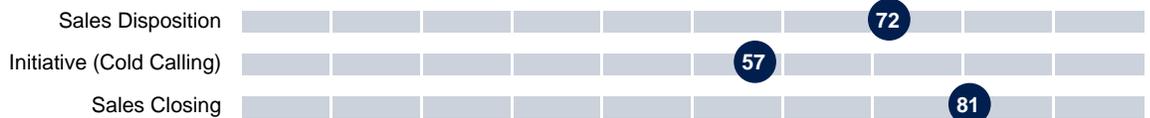
For a Customer Service Role

Overview

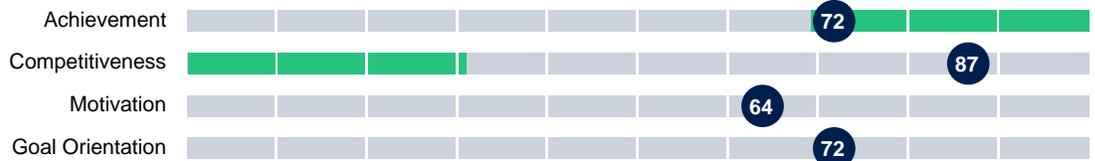


Score Details

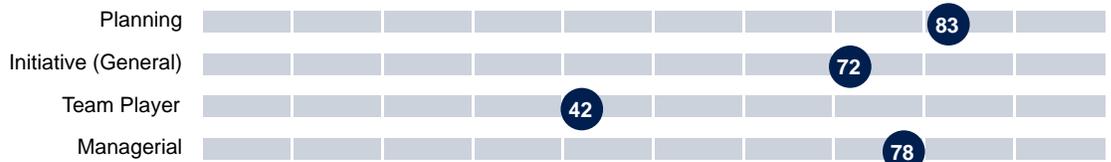
Sales Success



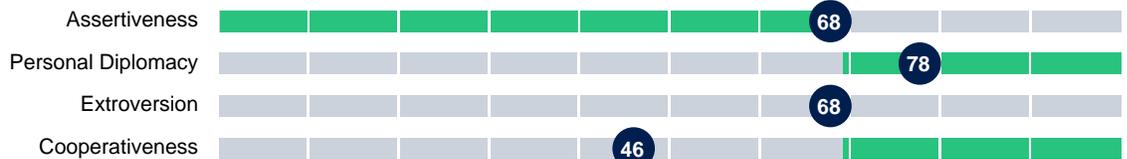
Motivation & Achievement



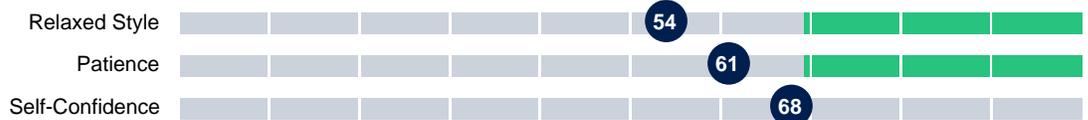
Work Strengths



Interpersonal Strengths



Inner Resources





Customer Service & Inside Sales Characteristics

Characteristics that are important to success in most customer service or inside sales roles are reflected to a large extent in an individual's responses to items on the Personal Diplomacy (PDL), Patience (PAT), and Relaxed Style (RLX) scales. To a lesser extent, responses to items on the Assertiveness (AST) scale and an expressed interest in career areas related to education or social service also indicate characteristics that contribute to success in customer service settings.

This individual's **Personal Diplomacy (PDL) score** is in the **78th percentile** indicating that he or she will be more diplomatic than most people, which can be a real asset in a customer service or inside sales role. This **Patience (PAT) score** in the **61st percentile** indicates a person who is likely to be more patient than most people, which can be of great value in such settings. With an **Assertiveness (AST) score** in the **68th percentile**, it appears that this individual may be somewhat intolerant of those customer service situations that require that he or she refrain from asserting his or her own demands in transactions with others, which can limit his or her effectiveness in some customer service settings. The **Relaxed Style (RLX) score** in the **54th percentile** suggests that he or she is likely to be relaxed in most customer service and inside sales situations. He or she has expressed a relatively strong interest in helping others meet their needs and achieve their goals, which will be an asset in a customer service role.

Consideration of additional customer service success characteristics reflected by this person's Customer Service AP responses is provided in the following detailed interpretation of the Customer Service AP scale scores.



Sales Success Characteristics

Because many customer service roles include a sales component, aspects of this individual's Customer Service AP responses that reflect his or her likelihood of being successful in sales work are considered in this section.

The Sales Success scores include three scores. The Sales Disposition (SAL) score indicates the degree to which an individual's Customer Service AP results are similar to those observed for people who are successful in sales careers. The Initiative-Cold Calling (CC) score summarizes an individual's responses to statements from the Initiative-General (INI) scale that reflect characteristics necessary for success in cold-calling. The Sales Closing (CL) score indicates the degree to which an individual's Customer Service AP results are similar to those observed for people who are successful in closing sales.

This individual's Sales Success scores are in the **72nd percentile** for **Sales Disposition (SAL)**, **57th percentile** for **Initiative-Cold Calling (CC)**, and **81st percentile** for **Sales Closing (CLS)**. These results, along with his or her other scores, indicate an individual who is likely to both enjoy and be successful at sales components included in a customer service role, such as taking the initiative to follow through in closing sales, cold-calling, and other critical sales activities. The Customer Service AP responses for this individual are very similar to those typical of people who successfully perform sales activities. He or she can be at least moderately effective at both cold-calling and closing sales.



Motivation & Achievement Characteristics

The Motivation and Achievement scales describe a person's orientation toward achievement and inner drive to achieve.

The **Achievement (ACH) scale score** reflects an individual's ability to follow through and complete tasks and to achieve specific goals. It is also related to the amount of interest that a person has in intellectual or conceptual work. The ACH score in the **72nd percentile** for this person indicates he or she consistently achieves and follows through at a high level. This person is likely to perform at a high level on measures of academic achievement and will apply consistent effort to academic tasks. He or she is likely to perform exceptionally well on the job and to follow through at a high level in work-related tasks.

The **Competitiveness (CMP) score** reflects the need to win, to perform better than others, or to surpass standards of achievement or performance. This individual's CMP score in the **87th percentile** suggests that he or she values competition.

The **Motivation (MOT) scale score** is intended to represent a person's inner drive, and commitment to achieve, as well as the strength of his or her inner emotions, needs, and values. This MOT score in the **64th percentile** indicates a person whose motivation or inner drive is relatively strong and who is likely to sustain this level of motivation.

The **Goal Orientation (GO) scale** describes the extent to which an individual sees himself or herself as having clear goals and objectives. This person's GO score in the **72nd percentile** indicates that he or she is likely to be more strongly focused on goals and objectives than are most people.



Work Strengths

The Work Strengths scales describe actual work habits and attitudes towards working alone and with others.

The **Planning (PLN) scale score** reflects a person's tendency to use time-management, scheduling, and organizing and planning strategies to achieve goals. The PLN score in the **83rd percentile** suggests that this individual consistently plans, organizes, and applies very effective work habits. He or she will make good use of specific plans and strategies for meeting deadlines and achieving objectives. This ability appears to be quite strong, and is likely to be engaged even for tasks that are not directly related to his or her own specific goals.

The **Initiative-General (INI) scale** indicates a person's level of comfort in taking independent action. The INI score in the **72nd percentile** suggests that this individual is much more comfortable than most people taking initiative in almost any business, academic, or social situation. He or she is likely to be described as a "self-starter".

The **Team Player (TMP) scale score** relates to a person's level of comfort in working together as part of a team or interdependent work group. This TMP score in the **42nd percentile** suggests this person will probably work very well with others as part of a team or work group, and may even prefer this type of arrangement.

The **Managerial (MGT) score** represents the degree to which a person's work strengths combine with achievement, motivation, interpersonal strengths, and inner resources in a pattern similar to that of individuals in managerial and supervisory roles. This individual's MGT score in the **78th percentile** suggests that he or she has given responses that are highly similar to those given by individuals in management, supervisory, or other leadership roles. This person is likely to be very good at delegating authority appropriately and constructively, and at inspiring and motivating others. He or she is likely to be seen as having excellent overall management potential.



Interpersonal Strengths

The Interpersonal Strengths scales describe ways in which a person is likely to engage in interactions with others in the work environment. These characteristics play a very important part in the successful conduct of customer service activities.

The **Assertiveness (AST) scale score** provides a gauge of an individual's directness in expressing himself or herself and in dealing with others. This person's AST score in the **68th percentile** indicates an individual who is likely to be highly assertive in most situations. Being so direct in offering reactions, ideas, and opinions, he or she may find it difficult to perform many kinds of customer service roles.

The **Personal Diplomacy (PDL) scale score** reflects a person's tendency to use tact and diplomacy in dealing with others and to display sensitivity to the feelings and ideas of others. For this person, the PDL score in the **78th percentile** suggests that he or she is generally very diplomatic, tactful, and highly aware of the reactions of others. Although individuals with this combination of AST and PDL scores express themselves very directly to others, they will do so with an unusual amount of tact.

The **Extroversion (EXT) scale score** indicates the degree to which a person sees himself or herself as socially outgoing. For this individual, the EXT score in the **68th percentile** indicates a person who describes himself or herself as more extroverted than most people, which can be an asset in many customer service settings, and who will be reasonably comfortable in customer service situations that require taking the lead in establishing contact with others.

The **Cooperativeness (COP) score** indicates a person's level of comfort in working closely with others and in taking the lead from others. A low COP score does not necessarily indicate uncooperativeness, but may indicate independence or aggressiveness in dealing with others. This COP score in the **46th percentile** suggests that this person is likely to be very comfortable in taking directions or suggestions from others and working cooperatively, which is an ideal characteristic in most customer service roles.



Inner Resources

The Inner Resources scales describe the kind of work-related inner resources that a person brings to the work environment.

The **Relaxed Style (RLX) scale score** describes the ability to remain free of worry and tension in the face of stress. This RLX score in the **54th percentile** describes a person who has a much more relaxed style than most people and uses effective techniques to cope with tension. He or she can handle stress or pressure well. He or she has a generally relaxed, outgoing style and will reach out to others in most business, academic, or social settings, which is a distinct advantage in most customer service roles.

The **Patience (PAT) scale** indicates a person's ability to effectively cope with frustration encountered in completing tasks or in conflict-laden situations. This individual's PAT score in the **61st percentile** suggests that he or she is more patient than most. This would be an advantage in most customer service settings. He or she will probably not be deterred by work tasks that involve routine detail.

The **Self-Confidence (SCN) score** is an indicator of the level of confidence and self-assurance an individual brings to his or her work. The SCN score in the **68th percentile** suggests this person is generally self-confident and self-assured, which would be an asset in most customer service settings.

Validity & Response Style

The Validity and Response Style scales represent the individual's level of attention to the meaning of Customer Service AP statements (Inconsistent Responding) and tendency toward positive (Self-Enhancing) or negative (Self-Critical) self-presentation.

Inconsistent Responding (INC)

0

The **Inconsistent Responding (INC) score** of **0** indicates that this person paid appropriate attention to the meaning of Customer Service AP statements when giving responses, and is not likely to have responded carelessly or in a completely random fashion.

Self-Enhancing Score (ENH)

72

This person obtained a **Self-Enhancing score (ENH)** in the **72nd percentile**. This style of self-presentation is much more positive than that of most others. This can be a characteristic of job applicants and others trying to make a good impression in business, social, or other situations. It may also reflect a high level of self-confidence. Others are likely to describe this person's self-regard as highly positive.

Self-Critical Score (CRT)

21

In addition, the **Self-Critical (CRT) score** in the **21st percentile** suggests that this individual may often be introspective and self-critical, and his or her standards for self-evaluation may be based on very high expectations. These scores may indicate a person who can be both self-critical and self-confident. They may also occur when responses have been made carelessly or without regard to item content.