

Darrell Sample

Position: Sample Driver
 Test Date: May 12, 2018
 Test Event ID: SAM-2068-EGXQ

Customer Service Aptitude Profile

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

Results Summary

HIGHLY RECOMMENDED

FOR A CUSTOMER SERVICE ROLE

Overview

- = Strength
- = Potential Strength
- = Needs Attention

● Diplomacy in relating to others	● Interest in being helpful to others
● Cooperative attitude	● Ability to restrain assertiveness in relating to others
● Patience	● Ability to be non-competitive when relating to others
● Relaxed attitude	● Focus on achievement and getting things done

Score Details

SALES SUCCESS

Sales Disposition	57
Initiative (Cold Calling)	42
Sales Closing	4

MOTIVATION & ACHIEVEMENT

Achievement	72
Competitiveness	38
Motivation	85
Goal Orientation	81

WORK STRENGTHS

Planning	97
Initiative (General)	46
Team Player	72
Managerial	75

INTERPERSONAL STRENGTHS

Assertiveness	16
Personal Diplomacy	95
Extroversion	75
Cooperativeness	100

INNER RESOURCES

Relaxed Style	78
Patience	99
Self-Confidence	81

Validity and 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.

0

INCONSISTENT RESPONDING (INC)

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.

94

SELF-ENHANCING SCORE (ENH)

This person obtained a Self-Enhancing score (ENH) in the 94th percentile. This style of self-presentation is somewhat more positive than that of most people. This is often a characteristic of job applicants or others trying to make a good impression in business, social, or other situations, or it may reflect an individual who is confident about identity, work habits, or capabilities. Others are likely to describe this person's self-regard as highly positive.

42

SELF-CRITICAL SCORE (CRT)

In addition, the Self-Critical (CRT) score in the 42nd percentile suggests that this individual does not emphasize negative characteristics or make self-critical statements any more or less than do most others. The two scores in combination are characteristic of people who are likely to perceive themselves in positive terms, but are willing to balance this view with a consideration of perceived weaknesses.

Customer Service and 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 95th 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 99th 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 16th percentile, this individual appears to have a strong tolerance for situations that require him or her to refrain from asserting his or her own demands in transactions with others, and this can be an advantage in many customer service settings. The Relaxed Style (RLX) score in the 78th percentile suggests that he or she is likely to be relaxed in most customer service and inside sales situations. He or she appears to be at least moderately interested in a role such as customer service, that involves helping others to meet their needs and achieve their goals.

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 57th percentile for Sales Disposition (SAL), 42nd percentile for Initiative-Cold Calling (CC), and 4th percentile for Sales Closing (CLS). The Customer Service AP responses for this individual are moderately similar to those typical of people who successfully perform sales activities.

Motivation and 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. 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 38th percentile suggests that he or she is likely to value competitiveness, but only in areas that are particularly important to him or her.

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 85th 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 81st 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 97th 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 46th percentile is in a range that suggests that this individual may show initiative in some situations but not in others.

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 72nd 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 75th percentile suggests that he or she has given responses that are similar to those given by people in management, supervisory, or other leadership roles. This person is likely to be able to consistently inspire and motivate others. He or she may be seen as having good overall management or supervisory potential. Yet his or her management style may be seen as less assertive than that of others in similar positions. He or she may have difficulty delegating authority and could benefit from developing skills in this area.

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 16th percentile indicates an individual who is relatively unassertive and less direct in expressing himself or herself than are most others. In many kinds of customer service situations, this style can be an asset.

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 95th 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 are usually not very direct when expressing themselves to others, their style is almost always likely to be perceived as tactful.

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 75th 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 100th 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 78th percentile describes a person who finds it easy to relax and can successfully cope with most stressful situations. 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 99th 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 81st percentile suggests this person is generally self-confident and self-assured, which would be an asset in most customer service settings.