



CUSTOMER SERVICE APTITUDE PROFILE

A personality test for customer service positions.

- Measures:**
- Cooperativeness
 - Personal Diplomacy
 - Patience
 - Relaxed Attitude
 - Achievement

Estimated Time: 15 minutes

The Customer Service Aptitude Profile (CSAP) measures personality traits that are critical to success in customer service and customer service-related positions. The test assesses characteristics related to customer service potential and performance, such as achievement, cooperativeness, diplomacy, and patience. It provides an overall recommendation about a candidate's suitability for customer service – either Not Recommended, Recommended, or Highly Recommended.



Josh Sample

Position: Field Service Technician
Test Date: Jan 19, 2016
Test Event ID: CRI-2172-TSQT



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

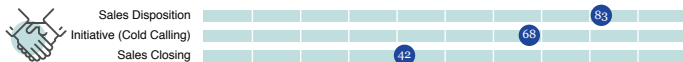
Overview

- = Strength
- = Potential Strength
- = Needs Attention

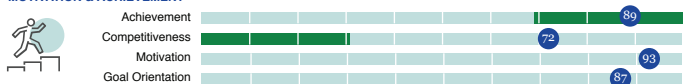
- Diplomacy in relating to others
- Cooperative attitude
- Patience
- Relaxed attitude
- Interest in being helpful to others
- Ability to restrain assertiveness in relating to others
- Ability to be non-competitive when relating to others
- Focus on achievement and getting things done

Score Details

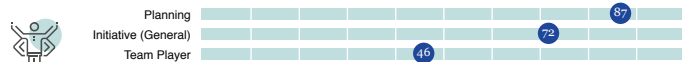
SALES SUCCESS



MOTIVATION & ACHIEVEMENT



WORK STRENGTHS



SCORE REPORT DATA THAT HELPS YOU HIRE

Each report provides powerful information in an intuitive and easily understandable format.

What you'll find:

- 1 An overall recommendation for customer service
- 2 Areas that are strengths, potential strengths, or in need of attention
- 3 Percentiles for a number of traits contributing to success in customer service
- 4 Full explanations of each trait

Results are instant – view your candidates' score reports as soon as they finish the assessment.



How Personality Tests Predict Success

Personality tests help to predict “job fit.” People who “fit” in their jobs are more at ease and therefore more likely to excel. This results in:

- ▶ Higher productivity
- ▶ Lower turnover/better retention
- ▶ Reduced hiring costs

Scientifically Validated

The CSAP has been extensively validated, demonstrating that the test is highly predictive of job performance for customer service-related positions. CSAP results have also been shown to be statistically reliable, meaning that the test measures traits that are generally stable across an individual’s life.

No Right or Wrong Answers

There are no correct or incorrect answers on the CSAP. All of the candidate’s responses come together to create a unique personality profile for that individual. Similarly, there are no “good” or “bad” traits - some traits and profiles are simply more associated with success for particular roles.

CANDIDATES WITH A
GOOD JOB FIT
ARE MORE LIKELY TO
EXCEL,
RESULTING IN

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- ✓ LOWER TURNOVER
- ✓ BETTER RETENTION
- ✓ REDUCED HIRING COSTS