

# Customer Service Profile™

**Customer Service Profile™** is a tool for shaping and communicating your company's Customer Service philosophy. It provides an easy comparison of an individual's behavior traits, proficiencies and perspective on Customer Service to your company's standards.

## Measures:

### Behavioral Characteristics

- Trust
- Tact
- Empathy
- Conformity
- Focus
- Flexibility

### Proficiencies:

- Vocabulary
- Numerical

### Employee or Candidate's Customer Service Perspective

**Time to Take:** 45 minutes

**Validation Studies:** 2003, 2006

**Reports:**

- Individual
- Placement
- Company Service Perspective Comparison

**Customization:** Develops Job Match Patterns by department

**Versions:**

- General
- Hospitality
- Health Care
- Financial Services
- Retail

**Administration:** Internet and/or paper/pencil

**Scoring:** Internet