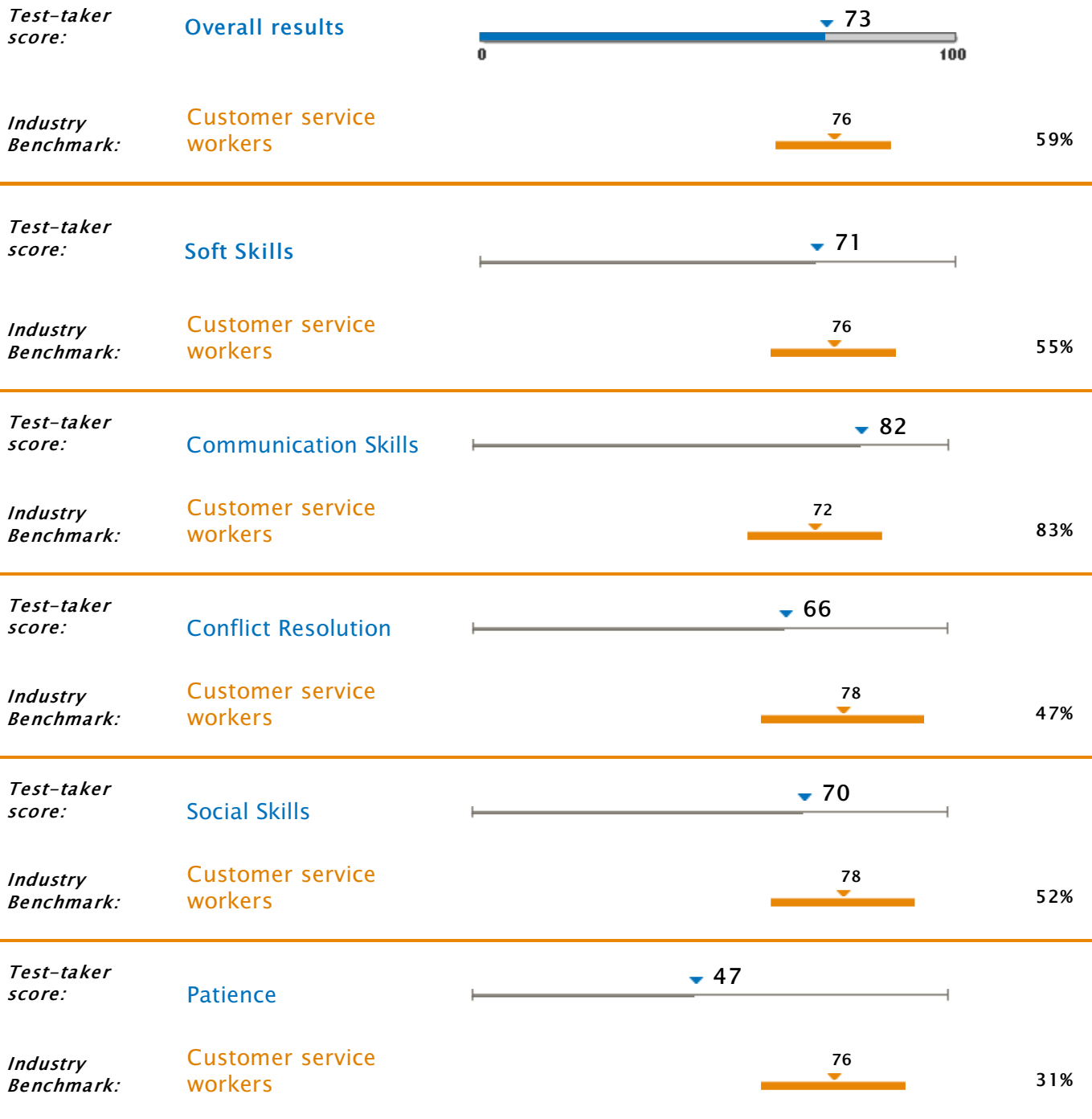


How to interpret this report:










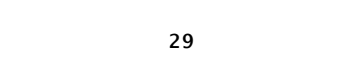
- The test-taker score represents the actual score received on a particular scale.
- Benchmark scores are indicated in orange. Depending on how your company chose to implement them in relation to this test, up to three separate benchmarks may be displayed: System Benchmarks, Custom Benchmarks and Industry Benchmarks. The numbered score above the orange arrow represents the average score. The orange bar directly under the arrow represents the upper and lower threshold or target range.
- The match scores listed on the right (shown as %) indicate how well the score fits into the Benchmark range.

Anthony Johnson's results on the CSP (Customer Service Profile)

Match score



Test-taker score:	Self-Control	▼ 56	
Industry Benchmark:	Customer service workers	74	37%
Test-taker score:	Hostility	▼ 18	
Industry Benchmark:	Customer service workers	15	60%
Test-taker score:	Negative Reaction to Intimidation	▼ 13	
Industry Benchmark:	Customer service workers	30	89%
Test-taker score:	Negative Reaction to Criticism	▼ 18	
Industry Benchmark:	Customer service workers	25	74%
Test-taker score:	Psychological Strength	▼ 83	
Industry Benchmark:	Customer service workers	80	71%
Test-taker score:	Coping Skills	▼ 78	
Industry Benchmark:	Customer service workers	82	57%
Test-taker score:	Positive Attitude	▼ 86	
Industry Benchmark:	Customer service workers	82	72%
Test-taker score:	Mental Toughness	▼ 82	
Industry Benchmark:	Customer service workers	69	82%
Test-taker score:	Perspective	▼ 86	
Industry Benchmark:	Customer service workers	85	67%

<i>Test-taker score:</i>	Work Habits		
<i>Industry Benchmark:</i>	Customer service workers		72%
<i>Test-taker score:</i>	Organizational Skills		
<i>Industry Benchmark:</i>	Customer service workers		100%
<i>Test-taker score:</i>	Conscientiousness		
<i>Industry Benchmark:</i>	Customer service workers		64%
<i>Test-taker score:</i>	Self-Motivation		
<i>Industry Benchmark:</i>	Customer service workers		57%
<i>Test-taker score:</i>	Impression Management		
<i>Industry Benchmark:</i>	Customer service workers		N/A