

# CSP (Customer Service Profile)

Report for: Anthony Johnson

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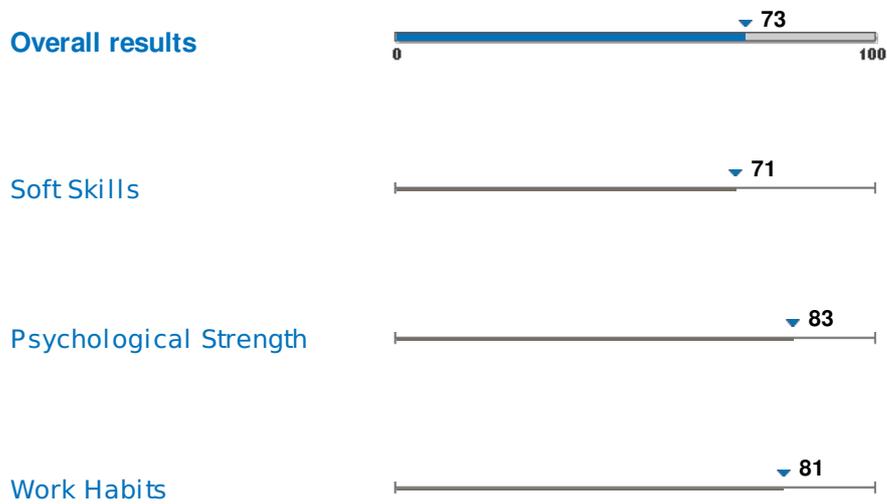
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## Summary

The Customer Service Job Fit Test is an assessment designed to help human resource managers and supervisors measure a candidate's potential for being a successful customer service representative. The goal is to determine whether or not there is a match between the job requirements and the test-taker's personality and skills.



### Recommended for customer service.

Anthony appears to be fairly well-suited for a career in customer service. Although he may need to work on certain areas, he scored well on most of the subscales. Thus, from a psychological point of view, he seems to have most of the necessary skills and traits that will allow him to fit in well in this field. If he puts the effort in to improve upon his existing skills, he would definitely survive in such a busy and often stressful atmosphere. In general, his personality and skills adequately match those needed in the field. See the strengths and weaknesses section for more detailed information.

## Introduction

With the globalization of many organizations, we have seen an industrial shift towards a more service-oriented society. The number of jobs in the service sector is on the rise, as technological innovation has made many manufacturing jobs obsolete, which was an industry that traditionally employed hundreds of thousands of people worldwide in the 20th century. As competition, both on a global and national scale, has risen in the new millennium, it has become increasingly important for companies to offer quality customer support related to the products or services they provide. Nowadays, unsatisfied customers can easily turn to a variety of competitors to suit their needs.

A majority of consumers believe technology can actually hinder customer service rather than solve problems.

Customer service representatives act as buffer between major companies and their clients. They provide information on a wide variety of products and services, answer questions, address concerns and problems, and field complaints. This interaction is typically done using a combination of communication mediums including phone, fax, email, and face-to-face, depending on the type of company. With many companies providing 24 hour service, representatives sometimes have little time between clients, and must be able to offer quality care within set time constraints to reduce waiting time. Often, representatives that provide service over the phone will have their calls monitored to provide a consistent level of quality control.

A career in customer service is not for everyone. It requires, among other things, strong people skills and the ability to adapt well to stress. Good emotional control, self-motivation, and being able to with criticism and intimidation are also essential. The Customer Service Job Fit Test will determine whether a particular individual has the necessary skills and personality traits to pursue a successful career in customer service.

## Graphs

### Overall results



### Soft Skills



Communication Skills



Conflict Resolution



Social Skills



Patience



Self-Control



Hostility



Negative Reaction to Intimidation



Negative Reaction to Criticism



### Psychological Strength



Coping Skills



Positive Attitude

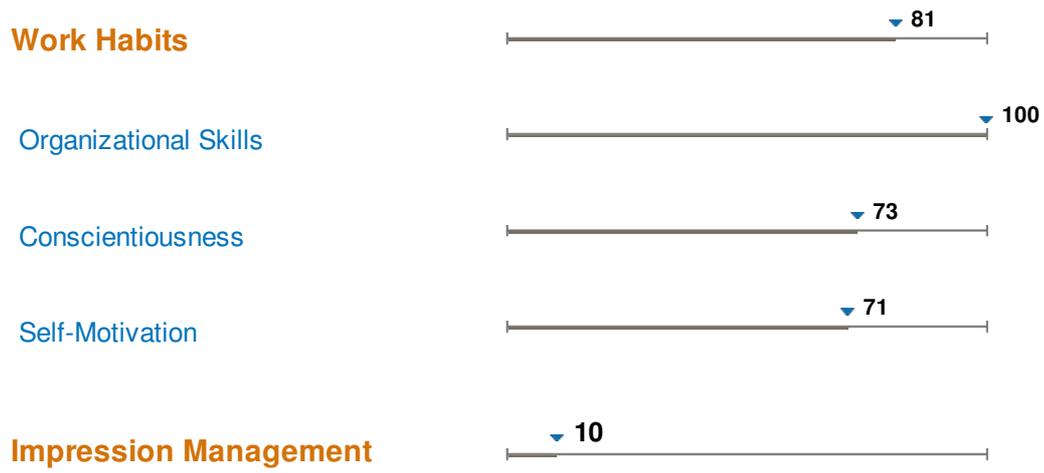


Mental Toughness



Perspective





## Details

### Overall results (score 73)

#### Recommended for customer service.

Anthony appears to be fairly well-suited for a career in customer service. Although he may need to work on certain areas, he scored well on most of the subscales. Thus, from a psychological point of view, he seems to have most of the necessary skills and traits that will allow him to fit in well in this field. If he puts the effort in to improve upon his existing skills, he would definitely survive in such a busy and often stressful atmosphere. In general, his personality and skills adequately match those needed in the field. See the strengths and weaknesses section for more detailed information.

Overall suitability for a job in Customer Service.

### Soft Skills (score 71)

According to his results, Anthony's soft skills rather well developed. Individuals with good soft skills are able to control their emotions and resolve conflict effectively; they can handle criticism and intimidation, and are able to communicate well with others. Check out the rest of his results to find out which areas may need a little improvement.

The Soft Skills Scale assesses how an individual handles social situations.

### Communication Skills (score 82)

According to Anthony's score, his communication skills are excellent. He is able to get his point across in a clear, concise way as well as listen to others and understand where they're coming from. Communicating is, in any case, a two-way street - understanding others is just as important as making himself be understood. He definitely has a solid grasp on the criteria for effective communication and, most importantly, puts that know-how into practice. Unless his score was perfect, though, there is always room for improvement. After all, communication is the essence of social interaction, and it plays a large role in the impression he makes on others. It also influences his self-esteem, assertiveness, and social adjustment.

Skills necessary to interact with others both as a speaker and listener.

### Conflict Resolution (score 66)

Everyone must deal with conflict at some point, whether it is professional or personal. People who deal well with conflict can minimize the damage caused by interpersonal disagreement and come out of uncomfortable social situations in one piece. They can turn problems and disagreements into an opportunity to strengthen relationships and build trust. Those who do not have this capability end up making mountains out of molehills, losing friendships or tarnishing work relations.

Skills necessary to appropriately deal with conflict.

According to his results Anthony has fairly good conflict management skills. He most likely does not avoid conflict; rather he faces it head on when it arises. He is typically able to admit when he is wrong, apologize, and accept the apologies of others without rubbing it in. He tends to realize that it is necessary to compromise in order to resolve disputes, and he is able to accept that there is often more than one way of looking at a problem. Finally, he seems to be able to control his voice level and keep emotions from taking over when dealing with conflict.

### Social Skills (score 70)

Anthony's results showed that his social skills are fairly good. People probably feel pretty comfortable with him because he knows what it takes to put them at ease. He is fortunate to have fine social skills because this puts him at an advantage in many ways. Professionally, people with good social skills are more likely to deal well with clients and co-workers and often have higher self-confidence and better self-image - perhaps because others frequently reward them for their good social skills. Although he had a good score on this subscale, Anthony's social skills can nonetheless be improved and refined. All it takes is a little patience and effort.

Understanding of social etiquette.

### Patience (score 47)

Anthony is a somewhat patient person. His ability to tolerate delay and inconvenience probably depends on the situation. He realizes the value of patience in certain contexts but is not afraid to let his impatience show where necessary. While this ability to adapt is well developed, there are probably a couple of situations where he could improve. He should take some time to think about what makes him impatient and why. . He may wish to consider that impatience can result in extra stress, and even the loss of his job, should he show his frustration to the wrong person.

Ability to be patient with others.

### Self-Control (score 56)

Anthony's self-control needs some work. He sometimes acts on a whim regardless of where he is and with whom he is interacting. There are two possible explanations for this score: either he cannot always keep himself from reacting in a rash, hostile manner, or he simply doesn't always choose to consider the possible consequences of his actions. He should make an effort to better regulate his behavior, no matter what the explanation for his rather low score. Inconsistent self-control often has a negative impact, not just on one's work and social interactions, but on one's opportunities, emotional health, and success likelihood as well. People who don't always have restraint can get aggressive, impatient, uncompromising, and insistent with others. Others, in turn, are less responsive, more hostile, and often turn their backs on them. Rejection often leads to feelings of anger, anxiety, guilt, low self-concept, isolation, depression, and other stress-related problems. By learning and practicing new skills and more effective ways of dealing with people, Anthony can significantly improve his ability to control his behavior.

Ability to regulate one's behavior in social situations.

### Hostility (score 18)

Anthony's test results indicate that he is not hostile. His emotional and behavioral reactions are composed and forgiving, and do not include anger, defensiveness, or aggression. His lack of hostility is good news - he probably is happier and has more positive relationships than most people, as well as better health. As long as his easy-going manner doesn't prevent him from standing up for himself when necessary, this is a great approach to life.

Ability to control hostile emotions and behaviors.

### Negative Reaction to Intimidation (score 13)

According to his answers on the test, Anthony is able to deal with intimidation. In fact, he is comfortable interacting with people who have strong opinions and is quite capable of asserting himself when he disagrees with them. He knows that his own opinion is equally valuable than those of others, and has no problem standing up for himself when he has been treated unfairly or he feels others are in the wrong. In fact, he possesses the assertiveness necessary to deal with the injustice effectively, even when put in the most intimidating of circumstances. He doesn't take the blame for things he is not responsible for or rationalize not standing up for himself. He also doesn't hold back for fear of hurting other people's feelings, and rarely worries that he won't be liked if he does take a stand. Keep in mind however, that there is a fine line between being assertive and being aggressive. Being assertive when intimidated does not mean intimidating someone in return.

Ability to withstand intimidation and assert oneself when necessary.

### Negative Reaction to Criticism (score 18)

According to his score, Anthony does not become defensive at all in response to constructive criticism. He is certain that the knowledge gained from others' comments will guide him in the right direction to self-improvement. He holds both the feedback and the critic in high regard. Even when the criticism he receives is purposefully hurtful and destructive, he does his best to learn from it without getting defensive. This mature attitude is no doubt helpful in becoming the best person that he can be. Not all criticism will be kind, but most of the time, those who offer it do so with the intent to see him improve. As always, he should keep in mind that his interpretation of what has been said may not necessarily reflect the critic's original intention.

Ability to tolerate constructive and destructive criticism.

### Psychological Strength (score 83)

Anthony's results indicate that he would deal quite well with the ups and downs of a career in customer service. This job requires excellent coping skills, the ability to stay positive and maintain perspective, and in some cases, a really thick skin. This psychological strength will serve him well, as it can help him deal with stress more effectively.

The Psychological Strength Scale assesses an individual's ability to cope with the job's daily hassles.

### Coping Skills (score 78)

Anthony appears to have very good coping skills. This means that most of the time, he is not left defenseless when it comes to stress. He doesn't crack under pressure, and finds his way out of most precarious situations without feeling anxious or depressed. He is not a victim of his environment and feels pretty much in control. Still, there might be some situations in which he could feel overwhelmed or helpless. The good news is that coping skills can be learned, and it's always worth it to add a few to his repertoire. These skills will allow him to better deal with whatever obstacles he encounters and give he the needed boost to take control of the situation and his life.

Skills necessary to deal with adversity.

### Positive Attitude (score 86)

Anthony is an optimist; he always has a positive outlook. When he has a problem, he solves it by approaching it with hope and a positive perspective. This is great because optimism help him weather the bad times. His positive outlook energizes him, helps him to mobilize his strengths and serves as a source of motivation to keep him going during the hard times. He is able to see the good in almost every situation and person. He realizes that there is some value in even the worse of situations, whether it's simply to grow and become a stronger person or learn from mistakes. While being positive is generally a valuable trait, there is a potential downside to his perpetual optimism. He might be walking with his head in the clouds and possibly lacking a little bit of common sense. He does not necessarily see things for what they really are, and that can spell danger. He should definitely hold on to his optimistic attitude, but being a little more cautious wouldn't hurt either.

Ability to remain positive despite hardship.

### Mental Toughness (score 82)

Having a tough skin is essential to being successful in the field of customer service, as it certainly helps representatives deal with difficult clients and gives them the resilience they need to carry on. According to his results, Anthony possesses the coping abilities needed for such a career. He is able to deal with pressure and stress extremely well, and show the perseverance to stick things out - even when they're not going as well as he had hoped. He is also adept at keeping his emotions and behavior under control; even under major strain, he maintains his cool. He takes on adversity full-force, and bounces back from blows better than most. He certainly has the tough skin to cut it in customer service.

Ability to cope with difficult people and situations.

### Perspective (score 86)

Being able to keep perspective in the field of customer service is essential. It reminds the representative of their strengths and limitations, helps them to empathize with customers and allows them to better deal with any difficulties, should they arise.

Anthony is a realistic person. He is able to see the overall picture and keep events and situations in perspective. He is able to understand points of view that differ from his own, and believes in his ability to impact his experiences. He has common sense and does not consider himself to be a victim of circumstance.

Ability to keep situations in perspective and see the "big picture".

### Work Habits (score 81)

Anthony's score indicates that he has very good work habits. These are the skills that will allow him to get his work done both effectively and efficiently. Good work habits require the ability to stay organized and motivated, and the willingness to go that extra mile to make sure things are done well.

The Work Habits Scale measures an individual's work ethics and ability to handle work-related tasks in an efficient manner.

### Organizational Skills (score 100)

Anthony's results show that his organizational skills are first-rate. He likely knows how to make the best use of his time and is quite capable of keeping a neat and tidy work environment. Professionally, organizational abilities are crucial ingredients for working efficiently and effectively. Organized people tend to be high achievers, responsible and dependable. They find it easier than most to take on multiple tasks and respond to unexpected situations. Organized people are an asset for all jobs because they exhibit the impression of being on top of things, logical and aware. On the flip side, those who are disorganized have a very difficult time getting things done. They frequently get overwhelmed when faced with complicated and important tasks and are often not the most dependable people.

Skills necessary to maintain a neat work environment and manage time efficiently.

### Conscientiousness (score 73)

Conscientiousness refers to a competency and productivity orientation. High scorers in conscientiousness are generally rule-oriented, focused and meticulous. Low scorers in conscientiousness are laid-back and careless. They are usually less responsible and not as well organized as high scorers. They may be more carefree and less concerned about following strict rules.

Willingness to follow rules and be meticulous, as well as the ability to focus despite distractions.

His relatively high score in conscientiousness indicates that Anthony usually follows organizational and societal rules, is quite meticulous, and is able to focus on the task at hand. He seems to have a knack for details, and is usually able to shut out the distractions around him to give his full attention to whatever he is working on. This determination allows him to clear his mind and get the job done, and keeps his thoughts from wandering off on unrelated tangents. This ability surely helps him achieve success in whatever he pursues, not to mention saves him a lot of time and stress. However, he should keep in mind that there is always room for improvement.

### Self-Motivation (score 71)

According to his score, Anthony seems to have relatively little trouble relying on himself for the motivation to achieve the goals he sets for himself. While he is generally good at convincing himself to complete the actions necessary to reach his goals, he sometimes falls short and may not see tasks through to completion. The ability to self-motivate can take him far in life - or as far as he is willing to go, because he seems to have the tools to spur himself into action. People who score highest on this skill tend to have a number of characteristics in common.

Ability to create incentive from within and persevere in order to accomplish one's goals.

For starters, they are generally willing to see tasks through no matter what the circumstances or obstacles and they understand the importance of their own behavior in reaching their goals. They often utilize techniques such as setting reminders, rewarding themselves for reaching benchmarks or goals and visualizing the end result of doing a task in order to propel them into action. Self-motivators also seem to have less of a problem with procrastination than most because they understand the greater picture of why they must do the things they do. Overall, people with high self-motivation rarely rely on others to push them to complete tasks because they can convince themselves to get started and follow through. Although his score was relatively high, there is definitely potential for improvement.

### Impression Management (score 10)

There was little or no indication in Anthony's results to suggest that he was lying or trying to present himself in a favorable light.

Assesses whether he responded to the questions in a socially-desirable manner.

## Strengths & Limitations

Below is a summarized version of Anthony's results, categorized as strengths, potential strengths, and limitations.

### Strengths

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- He possesses excellent communication skills
- He is not a hostile person
- He deals well with intimidation and is able to assert himself when necessary
- He handles both constructive and destructive criticism in a professional manner
- Tremendous psychological strength
- He has a very positive attitude
- He is very mentally tough
- He is a very realistic person and is able to keep perspective
- Excellent work habits
- He is a very organized person

### Potential strengths

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- He is potentially able to develop excellent customer service skills
- Average soft skills
- He is generally able to resolve conflict in a mature and professional manner
- He possesses average social skills
- He possesses average coping skills
- He is a fairly conscientious person
- He is generally able to motivate himself to pursue goals and complete tasks

### Limitations

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- He is impatient in most, if not all, situations
- He possesses poor self-control

A recent survey shows more than eight in ten American consumers (83%) agree courteous service and a smile is even more important than speed of service.

## Advice

In recent years, the number of jobs in the service sector has increased considerably. Offering quality customer service and care is a fundamental requirement for a successful company; with so much competition, keeping clients happy is a top priority. Below are some tips that can be passed on to Anthony in order to help him improve his customer service skills.

**Ask for feedback on how you're communicating.** You can do this as part of the conversation by asking questions like: "Does what I'm saying make sense?" or "Should I be more specific?" You can also ask people you communicate with on a regular basis for specific feedback on everything from your body language to the pace at which you share information.

**Focus, focus, focus.** The secret of applying time management skills lies in focus. 80% of unfocused energy yields 20% results. With proper planning and so on, 20% of energy can result in 80% of results. You must learn to focus. It is easy to zoom about at high speed, being really busy and not getting anything done. It is essential that you get yourself into a 'zone' and see tasks through to the end result.

**Recognize the importance of details.** Learning to be more meticulous might require a shift in your outlook; if you believe that details are unimportant, you're giving yourself permission to neglect them. Take a look at some of the instances when you've ignored or skipped over small stuff, then had to deal with the consequences (i.e. unhappy customer, a missed opportunity). Don't feel bad about it, but take it as a lesson. The small things often do matter, and they should be given the attention they deserve.

**Dealing with criticism starts with perception.** Even if you perceive criticism to be downright hurtful and without reasonable grounds, there is still a lesson to be learned. Perception is an important element in effective listening, so keep in mind that how you interpret a statement may not even come close to the meaning that was intended. If you are unsure whether you have understood what people are telling you, ask questions to clarify - don't jump to conclusions.

**Try an indirect approach when dealing with difficult people.** Some people are so caught up in themselves that they just don't listen to other people's ideas. If the direct approach to getting the individual to compromise isn't working, try an indirect route - flattery! If you are trying to convert a stubborn individual to a new idea, convince them that they made up the idea themselves. Drop subtle hints, leave information around, and rephrase what s/he has said in such a way that s/he seems to be agreeing with you.

For more tips on these topics, download the following [PDF file](#).