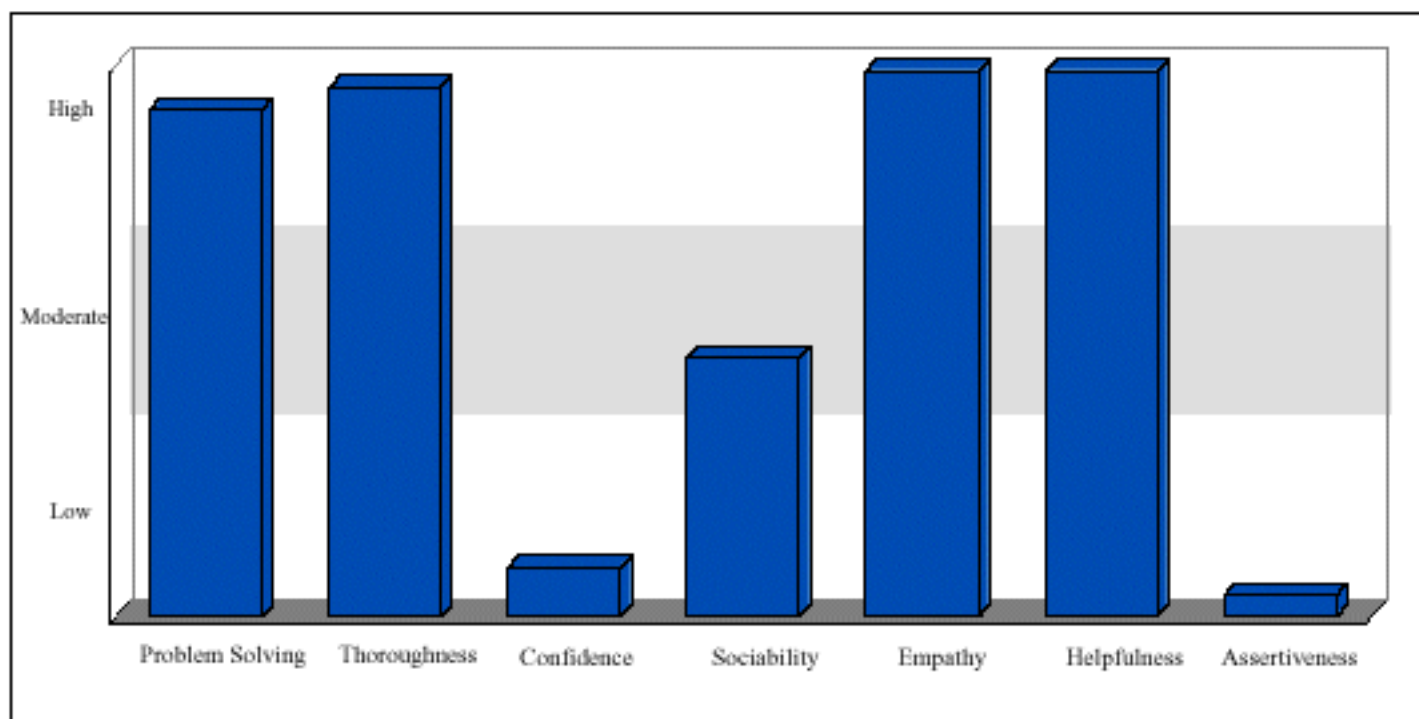


Mr. Your Candidate -- Your Company



The Caliper First Step for Service measures seven key attributes, which can account for a candidate's potential for success in a customer service role.

Problem Solving

Mr. Candidate has a high degree of problem solving ability. As a result he should be able to identify and understand complex issues and concepts. While his style of problem solving will depend upon other aspects of his personality, he has the essential underlying ability to effectively solve a wide range of problems.

Thoroughness

A high score on thoroughness suggests that Mr. Candidate is likely to be careful, detail-minded and systematic in carrying out the administrative and follow-up tasks associated with servicing customers. He will generally be conscientious in his approach toward work. However, it will be important for him to remember to maintain a balance between the desire to do things "right" and the need to provide quick results.

Confidence

The results show that Mr. Candidate scored low on confidence. Therefore, he may have difficulty handling negative feedback or criticism. This could cause him to feel uncertain and ineffective, particularly in situations where there is a high frequency of customer confrontation. Over time, he might have difficulty maintaining a consistently high level of service productivity.

Sociability

Having a moderate level of sociability, Mr. Candidate is apt to be outgoing and will usually enjoy interacting with people. At the same time, he may be equally comfortable working independently. While he may have a slight tendency to be selective about initiating new relationships, he will generally be effective in roles where

there is an opportunity to balance time spent working with customers with time that is spent working on his own.

Empathy

With his high level of empathy, Mr. Candidate has the potential to accurately understand the needs and motivations of others. In addition, he will tend to be open-minded and flexible. In a service role, he will generally be capable of adjusting his approach to deal effectively with the variety of people he comes across.

Helpfulness

With his high level of helpfulness, Mr. Candidate is likely to be very accommodating and service-minded. In addition, having a strong need to be acknowledged for his efforts, he will generally work hard to please customers. This strong need will usually result in his enjoying situations where there is a high service component to the job. However, he may occasionally be overly accommodating, and will need to guard against letting overly assertive clients take advantage of him.

Assertiveness

Because Mr. Candidate scored low on assertiveness, he may have some difficulty expressing his ideas and opinions in a direct manner. He may also have a tendency to back away from confrontations and will usually be more reactive and "script-bound" when responding to customer inquiries and requests. In general, he may require assistance from a supervisor when working on requests that go outside of standard procedures, especially when confrontation is involved.

This graph illustrates Mr. Candidate's potential for success in a customer service position.

Service Potential