

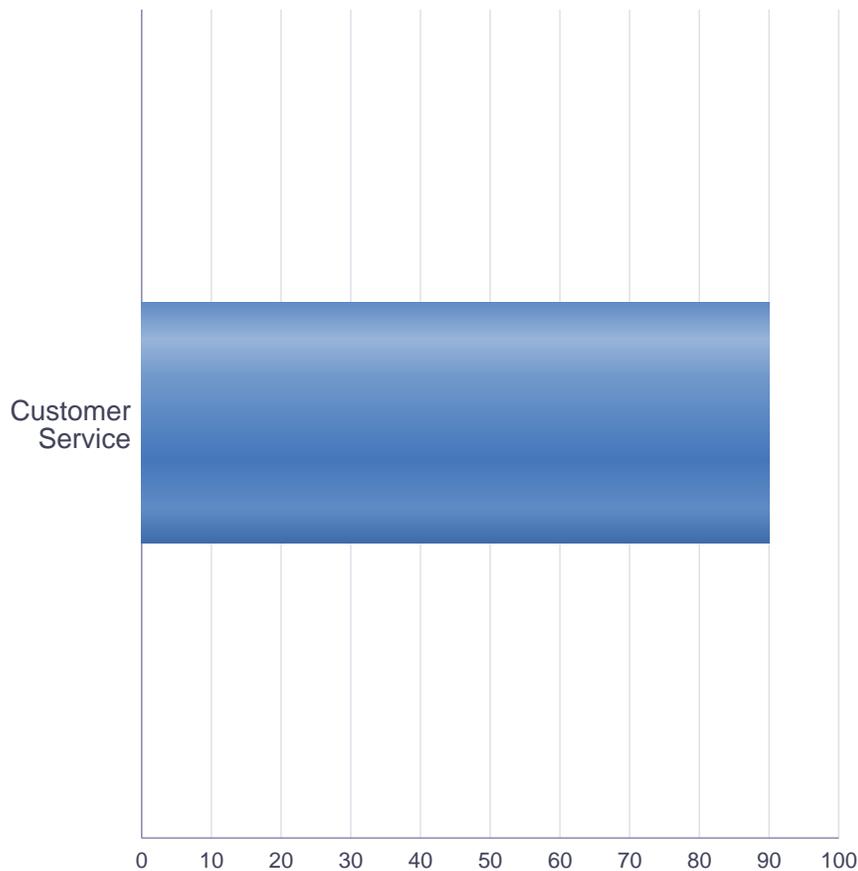
Customer Service Indicator Assessment

Candidate: Kris Kantor

Date Completed: Sep 18, 2018

Overall Score: 90%ile

Candidate Graph



Customer Service

90%ile - Well Above Average

Customer Service Indicator addresses the likelihood that someone will engage in behaviors that enhance a customer's experience and satisfaction.

People who scored similarly are likely to:

- Follow through on every commitment made to the customer.
- Actively help customers and always anticipate the needs of customers.
- Maintain a professional and friendly tone with customers in difficult or challenging situations.
- Be characterized as being very customer focused and would go above and beyond to ensure an excellent customer experience.

How to Develop:

- Treat every customer like you are happy to see them and you are happy to help them.
- Share your experiences with difficult customers with your coworkers to help them understand how to handle challenging situations effectively.
- Seek out activities or responsibilities where you can interact with and help customers.

Follow-Up Questions:

Assume you are very busy working on something and a customer approaches you. What would you do and how would you go about making the customer feel special and valued?

- 1 - Does very little to address the customer's concern or directs the customer to another person for help; OR very vague response.
- 3 - Describes an example of how to address the customer's needs with little detail.
- 5 - Describes a specific example of how to address the customer's needs, going above and beyond and making the customer feel valued, appreciated, and overall happy.

Think of a time where you were faced with multiple customer requests. How did you go about handling the requests?

- 1 - Addresses requests in the order received; OR vague response.
- 3 - Describes how to address all requests by prioritizing and seeking assistance from others.
- 5 - Describes how to address all requests by ensuring that customer needs are met in a timely manner and keeping customers happy.