



Report designed for Performance Model

# Sample Customer Service Representative

## Customer Service Profile™ Performance Model Description

Performance Model Date: 23/11/2016

Printed: 22/11/2016

**CONFIDENTIAL**



Peoplogica  
www.peoplogica.com  
Level 15, 275 Alfred Street,  
North Sydney, NSW 2060

Profiles International  
imagine great people®

## Introduction

This report describes the employee whose scores are within the Performance Model for each scale. The Scale Description provides insight into the type of individual who will fit well into the Sample Customer Service Representative position.

## Summary Graph

The shaded boxes represent the Performance Model for this position.

**Trust**      1 2 3 **4 5 6** 7 8 9 10

**Tact**      1 2 3 4 **5 6 7** 8 9 10

**Empathy**      1 2 3 **4 5 6 7** 8 9 10

**Conformity**      1 2 3 4 5 6 **7 8 9** 10

**Focus**      1 2 3 4 5 6 **7 8 9** 10

**Flexibility**      1 2 3 4 **5 6 7** 8 9 10

### Behavioural Traits

---

**Vocabulary**      1 2 3 **4 5 6 7 8 9 10**

**Numerical**      1 2 3 4 **5 6 7 8 9 10**

### Proficiencies

## Employee Descriptions

### Trust

---

Those who should be willing to give customers the benefit of the doubt unless there are strong reasons for not doing so.

### Tact

---

People who will probably not be intentionally rude or thoughtless by making tactless remarks to customers.

### Empathy

---

Individuals who demonstrate a need to be considered compassionate and kind but may occasionally resist the temptation to publicly demonstrate sympathy.

### Conformity

---

Individuals who express a view implying that people should abide by the rules and regulations of the organisation where they work.

### Focus

---

People who demonstrate a strong level of concentration, yet a change of priorities should not be too disruptive.

### Flexibility

---

Individuals who may accept new ideas and procedures when they are perceived as important or necessary; avoid unnecessary changes.