

# Customer Service Job Fit Report for Dani Leber

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Overall: 93%

## General Reasoning (Cognitive)

Slower Processing  
Accepts Simple & Repetitive Work



Faster Processing  
Needs Intellectual Challenge

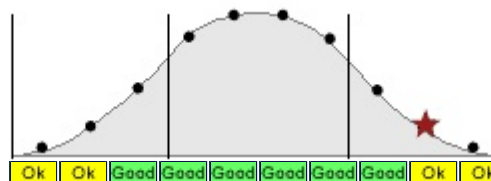
- Dani acquires new information slower than average
- Better suited for Customer Service roles that do not have rapid change or require complex or quick problem solving
- Dani should be allowed additional time to learn the product or service including hands-on training

Question: Tell me about a time when you were asked to do something you had limited experience with. What happened?

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## Conscientious (Organization)

Carefree  
Impulsive



Detail Oriented  
Dependable

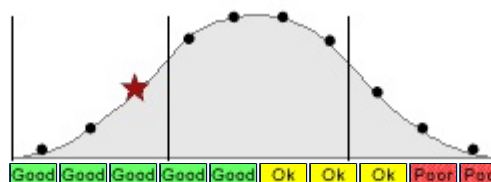
- Prefers to follow a plan rather than to be reactive and respond to unexpected requests
- May become frustrated by some Customer Service positions that require a reactive approach to customers rather than being able to plan ahead

Question: Give me an example of a time when your high attention to detail was extremely helpful in resolving a customer service issue. What happened?

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## Tough Minded

Cooperative  
Agreeable



Direct  
Determined

- Dani will likely be able to build rapport with customers and be seen as likeable and easy going
- May have difficulty with up-selling efforts unless those efforts can be very low key and gentle
- Eagerness to cooperate and to make the customer happy may create unnecessary returns or discounts

Question: Tell me about a time when your willingness to go above and beyond for a customer may not have been in the best interest of your company. What happened?

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## Conventional (Rules)

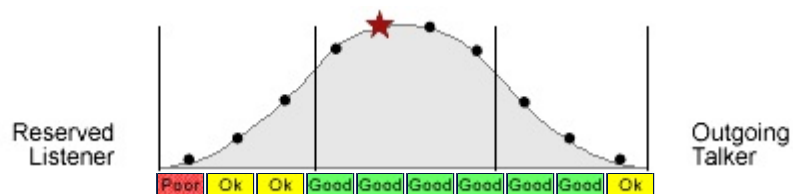


- Dani can be consistent and follow service procedures, but also able to make exceptions when necessary
- Balanced sense of need for structure and for variety in the job
- Make sure that Dani knows which service policies can be flexible and which cannot

Question: Tell me about a time when you bent the rules for a customer. What was the situation and what happened?

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## Extroversion



- Dani can be talkative and friendly with customers while also listening to their needs
- Dani has a moderate need to interact with others during the day

Question: Give me an example of when you were praised for your ability to listen well and deliver on a customer need. What happened?

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## Stable



- In times when customers are continually demanding, Dani may have a tendency to overreact and become anxious
- Better suited for Customer Service roles that require a high level of sensitivity to customer needs
- Having patience and taking appropriate stress breaks will help Dani deal with the stress within customer service roles

Question: Tell me about a time when you got really anxious about an issue at work. How did you keep your cool?

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## Team

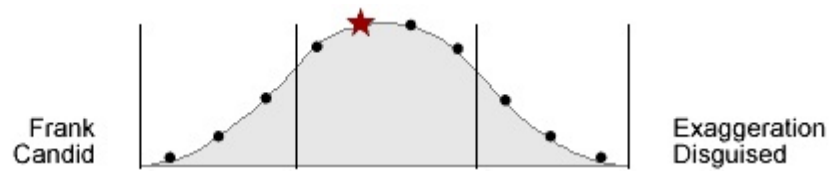


- Dani tends to look for win-win for the customer and the company
- Prefers a balance between team rewards and individual recognition

Question: Tell me about a time when you felt unappreciated for your work on a group project. Why did you feel that way?

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## Good Impression (Social Desirability)



- Dani has responded with a moderate level of exaggeration, but still within acceptable levels

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**Note:** This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

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