



## PROFILES CUSTOMER SERVICE SURVEY

**Measures:**

- A. Customer Service Knowledge
- B. Assertiveness (Persuasive, Confident, Outgoing)
- C. Persistence (Persevering, Unwavering, Emotionally tough)
- D. Empathy (People-focused, Relationship-oriented)
- E. Drive (Highly competitive, Aggressive, Opportunistic)
- F. Organization (Organized, Conforms, Routine-focused)
- G. Maturity (Sound judgment, Stable, Tolerant)
- H. Creativity (Inventive, Unique, Innovative)
- I. Incentive (Recognition, Feedback, External)

**Time To Take:**

20 minutes

**Research and**

**Validation Studies:** Annually – 1987 through 1996

**Report:**

Graphic and descriptive written data

**Customizable:**

Develops Customized Job Match Patterns by:

- Position
- Company
- Department
- Manager
- Geography
- Any combination of the above factors

**Administration:**

Internet and Paper/pencil

**Scoring:**

Internet