



assessment  
associates  
international

# Customer Service Inventory

Chris Sample

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V3ZZCR52

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# Profile Report

## Introduction & Interpretation

Research has shown that different personality traits are needed for different types of jobs. The better the fit of one's personality with job requirements, the more likely the individual will have higher performance. The **Customer Service Inventory** assesses personality dimensions that are important to **Customer Service Success**. Using this report will help provide clarity on an individual's preferred style of behaving and fit with Customer Service positions/roles.

Successful **Customer Service Representatives** tend to have higher scale scores in this report. However, it is unlikely that an individual will possess high scores on every scale. To most effectively use this report, the personality characteristics that are most important for success in a specific job must be identified. For example, Stress Tolerance may be quite important for job success in a high-stress work environment. However, Stress Tolerance may be unimportant for job success in work environments with very little stress.

The descriptions to the right and left of the score provide a brief summary of the characteristics of high and low scores. If the scores are above the 75th percentile, the descriptions to the right tend to describe the individual. If the scores are below the 25th percentile, the descriptions to the left tend to describe the individual. If scores are between the 25th and 75th percentile, the individual's behaviors are a blend of the descriptions to the left and right.

## Response Fidelity

These four measures help identify whether this report is likely to be an accurate description of the individual. They help identify whether the respondent was attentive and realistically accurate in completing the questionnaire.

If the scores for **Accurate Self-Assessment** and **Accurate Self-Presentation** are in the white (unshaded) area, the self-description on this report is likely to be accurate. If a score is in a **red zone**, caution should be exercised in interpreting this report.

If the **Response Inconsistency** score is in the **red zone** (above 90), interpret this report cautiously. It is likely that the respondent was inattentive or didn't understand the instructions.

**Response Percentage Breakdown** shows the percent of responses for each questionnaire response alternative. This should be relatively balanced, with similar proportions of responses above and below neutral.

Percentile		
<b>Overly Confident</b> - If score is below 10: answered questions at a level that may exceed actual capabilities; likely to be overly confident about his/her own capabilities.	<b>15. Self-Perception</b> 	<b>Humble</b> - If score is above 90: respondent was extremely humble and scores may under-represent him/her.
<b>Virtuous</b> - If score is below 10: has claimed virtuous behaviors that are uncommon; scale scores likely overestimate actual percentile standing of the respondent.		<b>Modest</b> - If score is above 90: has been quite open and willing to admit shortcomings; scores may underestimate the actual percentile standing of the respondent.
<b>Consistent</b> - If score is below 90, responses were consistent; the questions were answered in a consistent and attentive manner.		<b>Inconsistent</b> - If score is above 90, responses have been inconsistent; the respondent was inattentive or misunderstood the instructions.

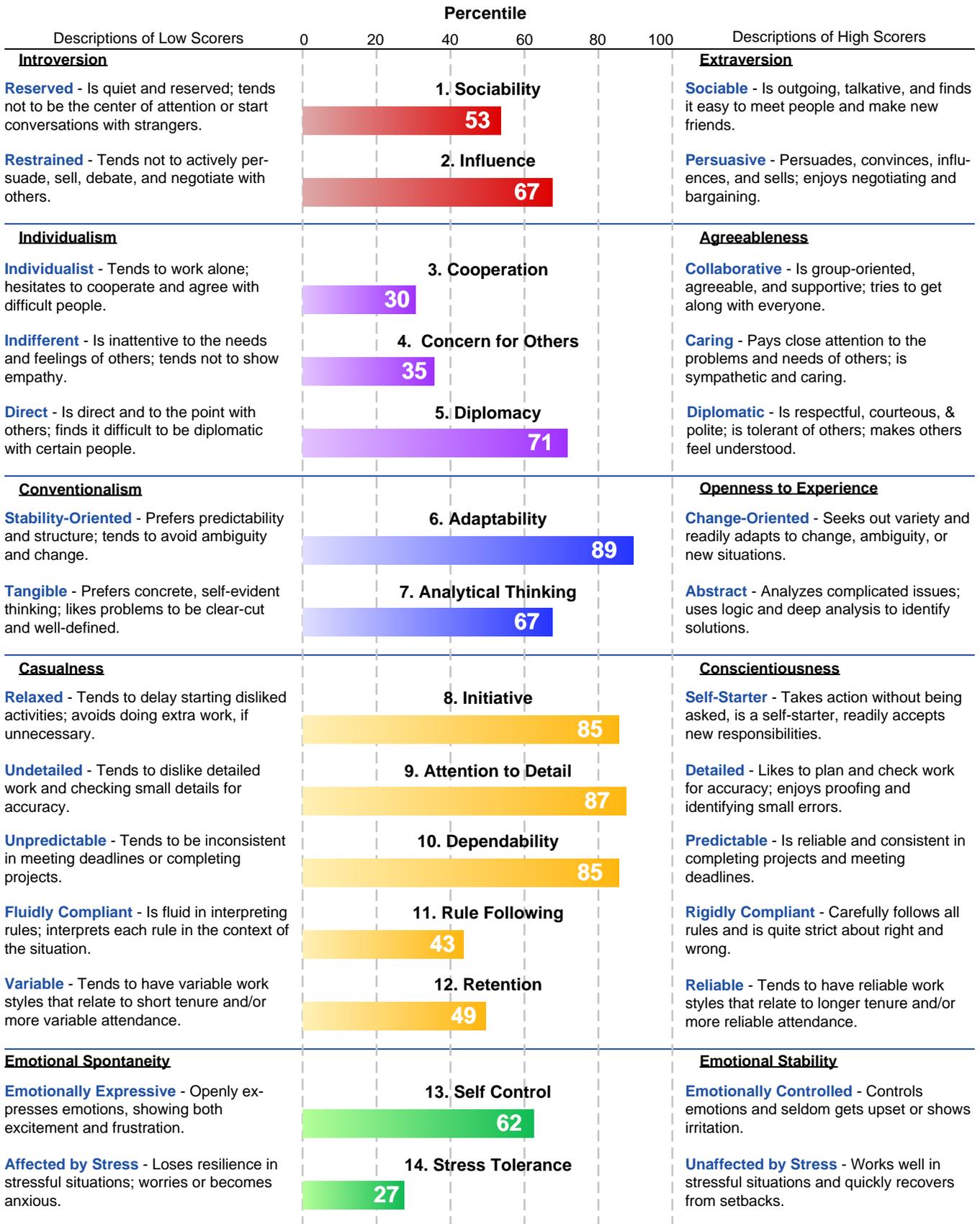
### 18. Response Percentage Breakdown

Percent of responses for each question alternative:

Strongly Disagree 7 %	Disagree 28 %	Neutral 16 %	Agree 40 %	Strongly Agree 8 %
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# Graphic Profile





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