



RIGHT-HIRE

Assessment Precision in Hiring and
Talent Management

Extended Customer Service Interview Guide

Prepared for:

Demo Sample

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Extended Customer Service Interview Guide **SUMMARY**

ATTITUDES:

- Optimistic about self and world
- Optimistic, positive attitude toward others
- Cautious, hesitant attitude toward getting things done

PROBLEM SOLVING:

- Excellent intuitive insights, 'gut instincts'
- Proactive thinking, focuses on consequences

SELF IMAGE:

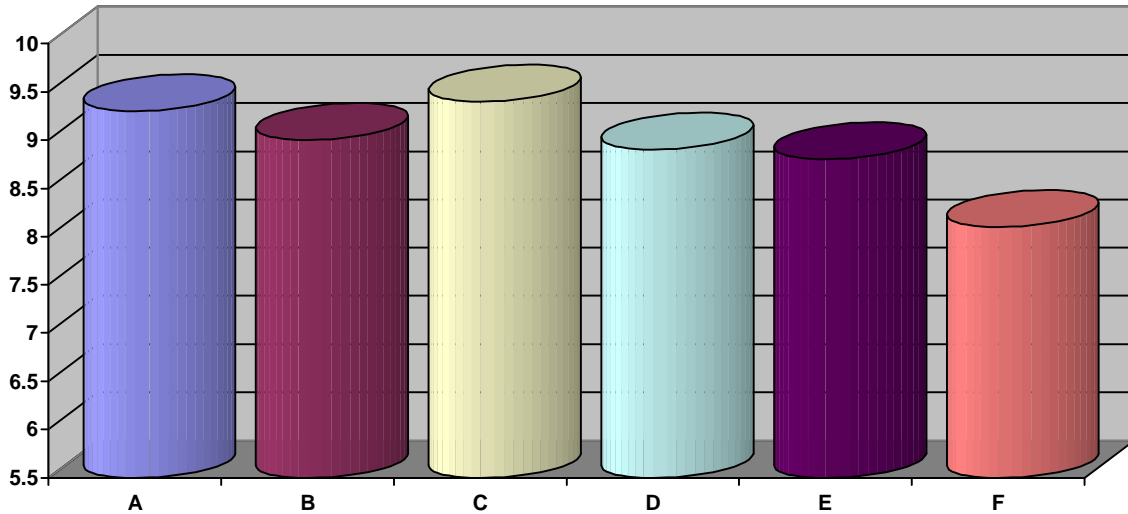
- Doubts and questions about the future
- No fear of failure or success
- Inner directed, sees things their own way

MOTIVATORS:

- Status, recognition
- Sense of commitment to organization or team goals

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GLOBAL GRAPH



Low Risk (Excellent ability to utilize the capacity and translate the talent into decisions; reduces the potential for errors and mistakes)	8.8 to 10.0
Situational Risk (Very good ability to utilize the capacity especially in well defined areas; however, there are specific situations that can interfere with the translation into decisions)	8.5 to 8.79
Conditional Risk (Limited access to the capacity indicating actual conditions that will increase the potential for mistakes and errors and restrict the transfer into decisions)	8.2 to 8.49
Real Risk (Restricted access to the capacity indicating the ability is consistently unavailable and individuals are subject to mistakes and errors in judgment)	6.0 to 8.19

A) Relating With Customers (Low Risk) — The ability to see, understand and relate with customers in an objective, unbiased manner.
B) Communicating With Customers (Low Risk) — The ability to listen to customers, evaluate what is important and respond effectively.
C) Handling Customer Rejection (Low Risk) — The ability to maintain a strong sense of inner self worth regardless of circumstances.
D) Job Related Attitudes (Low Risk) — The ability to work within the organizational guidelines, policies and procedures to get things done.
E) Problem Solving Capacity (Low Risk) — The ability to identify potential customer problems and generate effective solutions.
F) Personal Work Attitudes (Real Risk) — The ability to feel a sense of purpose and satisfaction in one's work.

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PERSONAL SERVICE INVENTORY

PRIORITIZED CORE STRENGTHS

1) Intuitive Insight: (Problem Solving Capacity)(SR-24)-Excellent Potential

Very Good ability for relying on intuitive insight and inner 'gut' feelings for identifying and solving problems.

2) Self-Assessment: (Handling Customer Rejection)(SR-12)-Excellent Potential

Knowledge of what they can do and what can be done gives them a sense of contribution as well satisfaction.

3) Role Satisfaction: (Personal Work Attitudes)(SR-26A)-Excellent Potential

Combination of confidence about their ability to perform and an urgency to push ahead and get things done.

4) Self Confidence: (Handling Customer Rejection)(SR-13I)-Excellent Potential

Ability to generate and attention to developing realistic confidence about one's ability to perform.

5) Attitude Toward Customers: (Relating With Customers)(SR-1A)-Excellent Potential

Dynamic, optimistic attitude toward others lead them to see be concerned about, attentive to and available to others.

6) Freedom From Prejudice: (Relating With Customers)(SR-2B)-Very Good Potential

The ability to see and understand others is couched within a tendency to be more open to viewpoints that match their own.

7) Reading Customer Needs: (Relating With Customers)(SR-3A)-Very Good Potential

Keen insight into others seeing the potential for good and bad couched within concern for the needs and interests of others.

8) Understands Attitudes: (Communicating With Customers)(SR-10A)-Very Good Potential

Ability not only to see and understand others and to be concerned about meeting the needs and interests of others.

PRIORITIZED DEVELOPMENT COMMENTS

1) Persistence: (Personal Work Attitudes)(SRV-29B)-Real Risk

Holding pattern concerning the future can generate difficulty setting and following through with goals.

2) Health Tension Index: (Personal Work Attitudes)(SRV-28A)-Real Risk

Inner directed, self-directed thinking can generate anxiety frustration and despair.

3) Attention To Concrete Detail: (Problem Solving Capacity)(SRV-22C)-Conditional Risk

Paying attention to their own priorities and agenda can lead to overlook flaws in things and circumstances.

4) Common Sense Thinking: (Problem Solving Capacity)(SRV-23B)-Situational Risk

May have difficulty seeing what is important and needs attention potentially leading them to bump into the world.

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PRIORITIZED INTERVIEW NOTES

1) Persistence: (Personal Work Attitudes)(SRV-29B)-Real Risk

Their doubts about which direction is best can leave them indecisive and inconsistent in their commitments. Find out what they expect from your job and what they are willing to do to work in your organization.

2) Health Tension Index: (Personal Work Attitudes)(SRV-28A)-Real Risk

They tend to be easily distracted and to be susceptible to physical or emotional effects from stresses and strains. Test their ability to see and accept things as they are and to suppress negative and reinforce positive feelings.

3) Attention To Concrete Detail: (Problem Solving Capacity)(SRV-22C)-Conditional Risk

Their skeptical, cautious and suspicious thinking can lead them to miss crucial issues, to look for negative impact and miss positive potential. Test their ability to be realistic and optimistic about what needs to be done and can be done.

4) Common Sense Ability: (Problem Solving Capacity)(SRV-23B)-Situational Risk

Describe a typical problem in your work environment. Ask them to evaluate the problem and to make a priority list for solving the problem. Give them only a short period of time to respond and add distractions while they think.

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PRIORITIZED DEVELOPMENT AREAS

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4) Common Sense Thinking: (Problem Solving Capacity)(SRV-23B)-Situational Risk

May have difficulty seeing what is important and needs attention potentially leading them to bump into the world.

5) Evaluating To Do: (Problem Solving Capacity)(SRV-21)-Situational Risk

Uncertainty and lack of clarity in their thinking can restrict their ability to see what needs to be done.

6) Attention To Procedures: (Job Related Attitudes)(SRV-18D)-Situational Risk

Perfectionistic, stubborn thinking can lead them to insist on obeying rules and policies without exception.

7) Meeting Schedules And Deadlines: (Job Related Attitudes)(SRV-19B)-Situational Risk

Perfectionistic thinking can lead them to be stubborn dogmatic, and insistent about schedules and timetables.

8) Seeing Potential Problems: (Problem Solving Capacity)(SRV-25)-Situational Risk

Lack of balance or focus in their thinking can lead them to overlook crucial issues.

9) Evaluating What Is Said: (Communicating With Customers)(SRV-7)-Situational Risk

May have difficulty realistically assessing what is said leading to unrealistic optimism or skeptical attitudes.

10) Talking At The Right Time: (Communicating With Customers)(SRV-9A)-Low Risk

Inner, self-directed thinking can lead them be out of sync saying things in an unrealistic or idealistic manner.

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SERVICE CHART

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
Relating With Others				
- Attitude Toward Others	ü			
- Prejudice/Bias Index	ü			
- Reading Customer Needs	ü			
- Valuing Future Business	ü			
- Patience With Customers	ü			
Communicating With Customers				
- Listening To Customers	ü			
- Evaluating What Is Said		ü		
- Developing A Response	ü			
- Talking At The Right Time	ü			
- Understanding Attitudes	ü			
Handling Customer Rejection				
- Self Esteem	ü			
- Self Assessment	ü			
- Self Confidence	ü			
- Self Control	ü			
- Sensitivity To Others	ü			

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SERVICE CHART

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
Job Related Attitudes				
- Meeting Established Standards	ü			
- Doing Things Right	ü			
- Attention To Procedures		ü		
- Meeting Schedules & Deadlines		ü		
- Authority Toward Authority	ü			
Problem Solving Capacity				
- Evaluating What To Do		ü		
- Attention To Concrete Detail			ü	
- Common Sense Thinking		ü		
- Intuitive Insight	ü			
- Overall Problem Solving		ü		
Personal Work Attitudes				
- Role Satisfaction	ü			
- Flexibility & Adaptability	ü			
- Health/Tension Index				ü
- Persistence				ü
- Consistency	ü			