

Customer Service Profile™

CONFIDENTIAL

INDIVIDUAL REPORT

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*Building and Retaining
the
High-Performance
Company*

Introduction

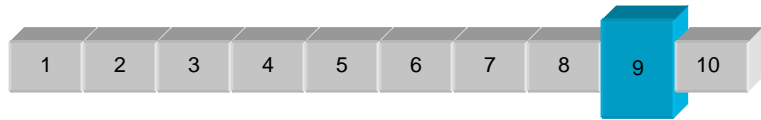
This report reflects the responses provided by you when completing the Customer Service Profile assessment. The information is presented in the following parts:

- **Behavioral Characteristics**— six behavioral characteristics that are important factors for success in providing service to customers.
- **Proficiencies**— a view of basic proficiency in mathematics and vocabulary.

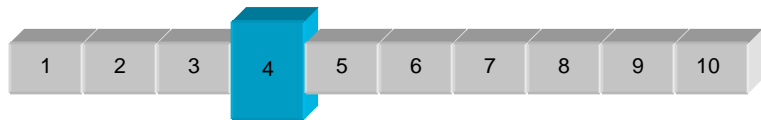
Summary of Behavioral Characteristics

The larger box indicates your score on each scale.

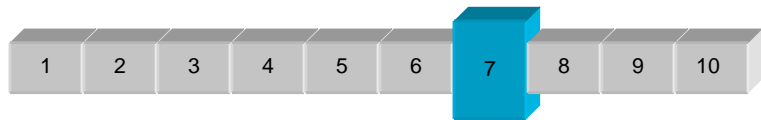
Trust – Tendency to hold an unquestioning belief that the motives of others are honorable



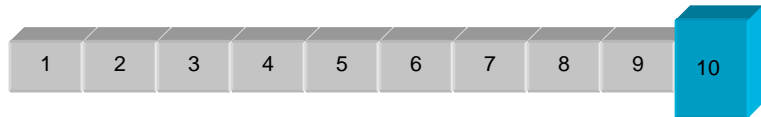
Tact – Tendency to state a position without unnecessarily offending others



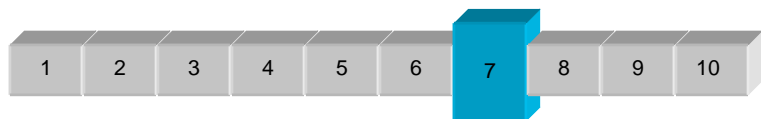
Empathy – Tendency to understand another's situation and feelings



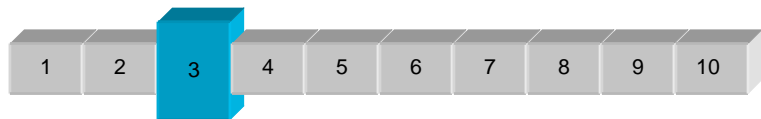
Conformity – Tendency to comply with the rules and those in authority



Focus – Tendency to stay on target regardless of distractions

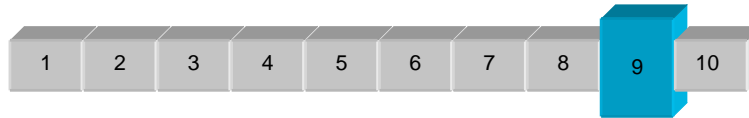


Flexibility – Tendency to explore new approaches to doing things



Behavioral Characteristics

Trust

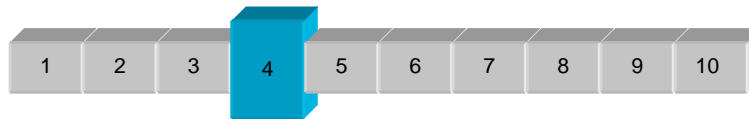


Your Score 9

Comments on Trust

You seem to be very trusting of the motives of people in general, especially those customers with whom you make personal contact. You appear to genuinely believe that customers are honest and their comments or complaints are authentic.

Tact

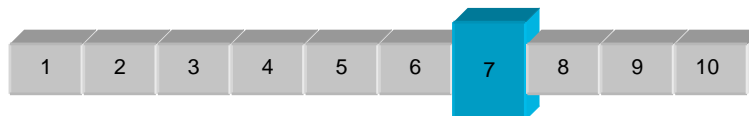


Your Score 4

Comments on Tact

You can be rather outspoken regardless of the sensitivities of others. You may comment in a less than tactful or diplomatic fashion when you feel that being direct and to the point is a better option.

Empathy

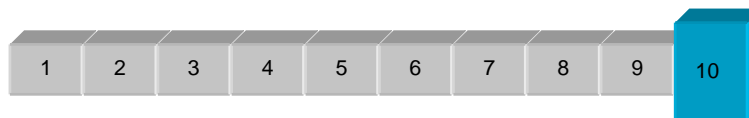


Your Score 7

Comments on Empathy

You generally find it easy to be empathetic, understanding and compassionate to the point of sometimes allowing yourself to become sympathetic for the needs of a customer. You have a strong need to be helpful to customers with whom you have contact.

Conformity



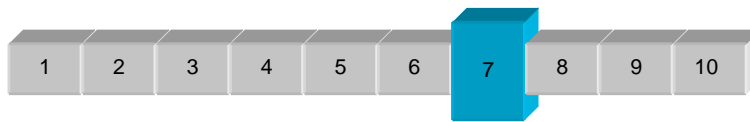
Your Score 10

Comments on Conformity

You generally believe in, and abide by, the norms of a group or organization. You are a strong believer in following the orders or instructions of those in authority. You are apparently one who will follow the rules and regulations with respect and devotion.

Behavioral Characteristics (cont'd)

Focus

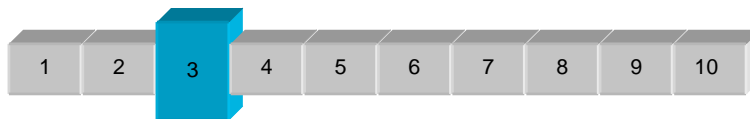


Your Score 7

Comments on Focus

You demonstrate a strong level of concentration when allowed the opportunity. Only an exceptionally distracting environment may cause you to stray from your focus. The advantage here is that your focus is not so strong as to be completely inflexible. Therefore, a change of priorities should not be too disrupting for you, assuming you have the time to regroup and then work toward the new goal.

Flexibility



Your Score 3

Comments on Flexibility

You indicate a preference for consistent tasks that generally remain unchanged over time. Arbitrarily novel ways of doing things can be rather unnecessary and are probably avoided whenever possible. You will be most effective in your work when the rules and procedures are clearly defined.

Proficiencies

Proficiencies are divided into two areas as shown below. The larger box indicates your score.

