

Axiometrics™

Extended Customer Service Interview Guide

Prepared for:
Demo Sample



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- ✓ *This material is confidential and personal.*
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- √ *The content should not be used as the sole source for decisions regarding hiring, placement, career moves or termination.*

Extended Customer Service Interview Guide **SUMMARY**

ATTITUDES:

- Individualist, covertly does things their own way
- Optimistic about self and world
- Optimistic, positive attitude toward others
- Cautious, hesitant attitude toward getting things done

PROBLEM SOLVING:

- Practical Problem Solver
- Good intuitive insights, 'gut instincts'
- Excellent, analytical, conceptual thinking and organizing

SELF IMAGE:

- Doubts and questions about the future
- No fear of failure or success
- May not see their mistakes

MOTIVATORS:

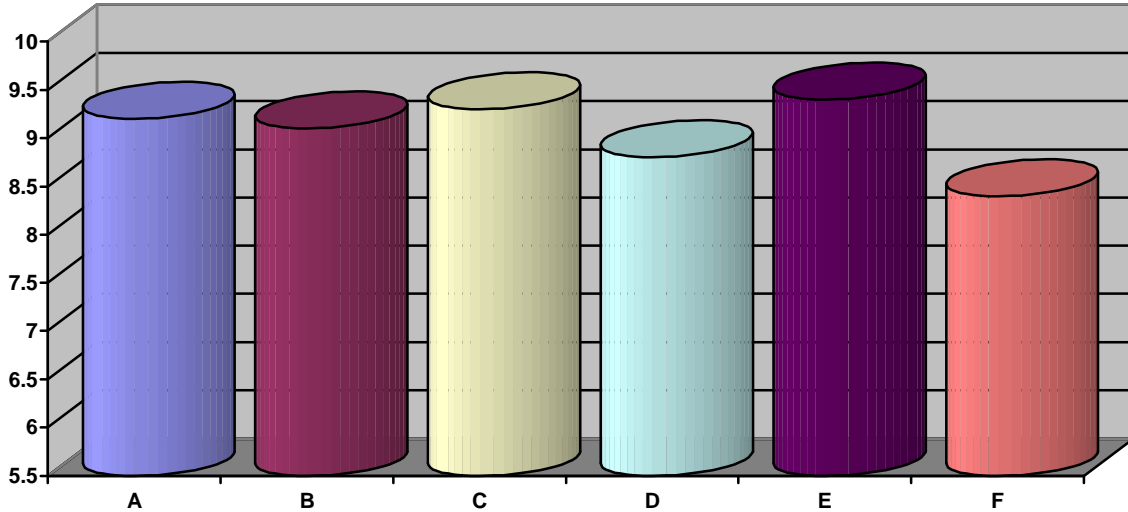
- Status, recognition

STRESSORS:

- Anxiety about how others see and value them

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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 (Conditional 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) Overall Problem Solving: (Problem Solving Capacity)(SRV-25)-Excellent Potential

Excellent capacity for identifying the crucial issues in complex and confusing situations.

2) Common Sense Thinking: (Problem Solving Capacity)(SRV-23B)-Excellent Potential

Excellent ability to see and understand how to get things done in a practical, common sense way.

3) Role Satisfaction: (Personal Work Attitudes)(SRV-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)(SRV-13J)-Excellent Potential

Strong sense of confidence in social and role image and attention to the importance of status and recognition.

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

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

6) Intuitive Insight: (Problem Solving Capacity)(SRV-24)-Very Good Potential

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

7) Reading Customer Needs: (Relating With Customers)(SRV-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) Prejudice/Bias Index: (Relating With Customers)(SRV-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.

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-28B)-Conditional Risk

Lack of focus, uncertainty and indecisiveness can generate anxiety, frustration and despair.

3) Attitude Toward Authority: (Job Related Attitudes)(SRV-20C)-Situational Risk

Strong individualism will lead them to covertly or overtly challenge or disregard existing rules and authority.

4) Valuing Future Business: (Relating With Customers)(SRV-4B)-Situational Risk

Strong insistence that things need to be according to a preset strategy can limit options for the future.

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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-28B)-Conditional Risk

They tend to have difficulty adapting when decisions and priorities do not match their expectations and to look for ways to get out of the stress even if they must make a mistake or refuse to take action.

3) Attitude Toward Authority: (Job Related Attitudes)(SRV-20C)-Situational Risk

They tend to disregard rules, norms, and conventions about how things should be done and do things their own way regardless of consequences. Test their ability to accept ideas and ways of doing things other than their own.

4) Valuing Future Business: (Relating With Customers)(SRV-4B)-Situational Risk

They have preset ideas and define customer problems by their prescribed solutions leading them to be critical and impatient when things do not work as they expect. Use confrontational tactics to test their willingness to listen to customers.

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PRIORITIZED DEVELOPMENT AREAS

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

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5) Doing Things Right: (Job Related Attitudes)(SRV-17C)-Situational Risk

Individualistic thinking can lead them to disregard even the need for order, structure and doing things by standards.

6) Attention To Policies & Procedures: (Job Related Attitudes)(SRV-18E)-Situational Risk

Individualistic, skeptical thinking leads them to disregard policies and procedures that do not meet their needs.

7) Flexibility/Adaptability: (Personal Work Attitudes)(SRV-27B)-Situational Risk

Uncertainty about which direction is best can lead them to feel anxiety and frustration about the future.

8) Evaluating What Is Said: (Communicating With Customers)(SRV-7)-Low Risk

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

9) Attention To Concrete Detail: (Problem Solving Capacity)(SRV-22C)-Low Risk

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

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

Cautious, skeptical thinking can lead them to delay decisions and see only negative potential.

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SERVICE CHART

| CAPACITY | LOW RISK | SITUATIONAL RISK | CONDITIONAL RISK | REAL RISK |
|-------------------------------------|-----------------|-------------------------|-------------------------|------------------|
| Relating With Customers | | | | |
| - 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 | | | |
| - Attitude 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 | | | |