

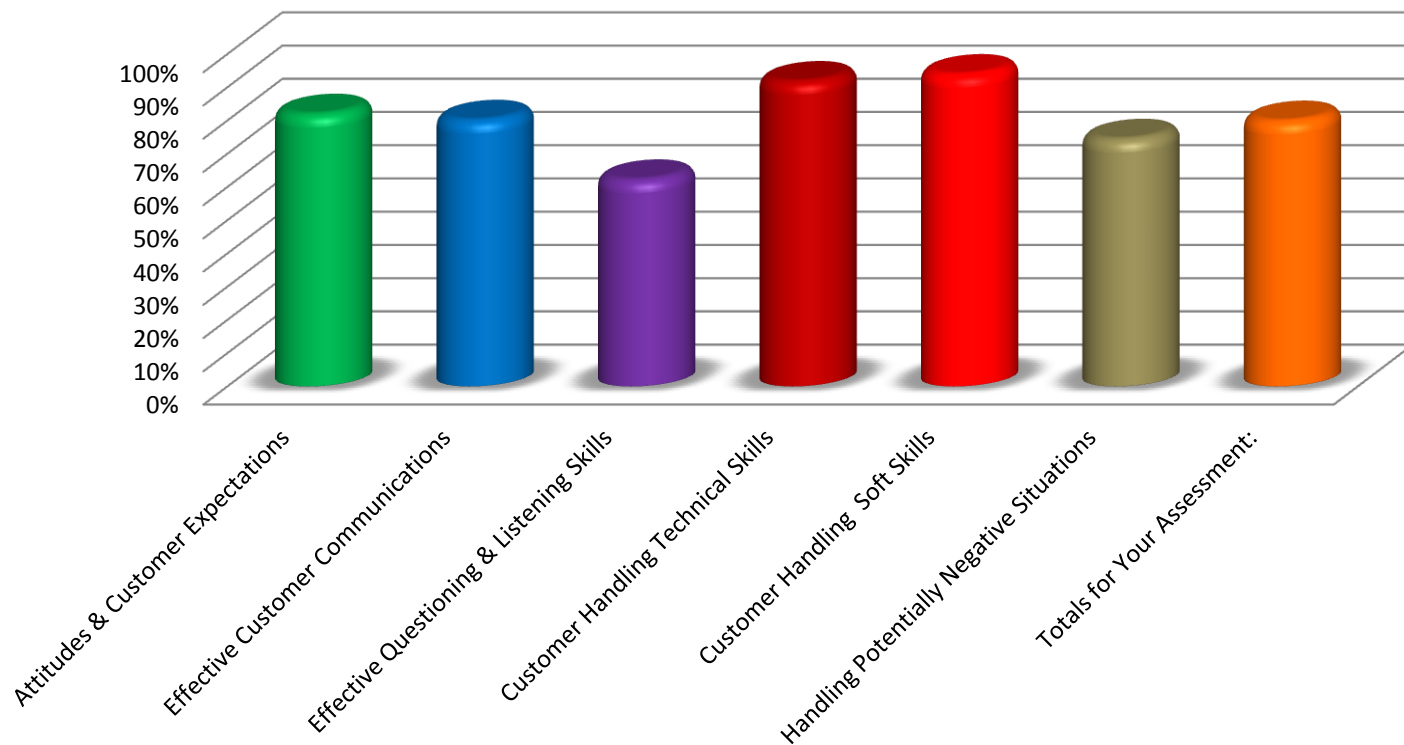
Customer Service EssentialsSM Report

Name: David Sample
Organization: Consolidated Distributors, Inc.

Date Completed: 8/26/2013
Number of Years in a Customer-Facing Role: 11

Column:	A	B	C	D	E	F	G	
	% You Got Correct	% Your Group Got Correct	Highest Possible Score	Your Score	Avg Score Group Got Correct	Avg. Min.to Complete	Your Relative Strength	
Customer Service Competency								
1	Attitudes & Customer Expectations	82%	91%	22	18	20	5	Strength
2	Effective Customer Communications	80%	88%	25	20	22	6	Strength
3	Effective Questioning & Listening Skills	62%	86%	29	18	25	6	Need
4	Customer Handling Technical Skills	92%	86%	36	33	31	11	Strength
5	Customer Handling Soft Skills	94%	81%	16	15	13	6	Strength
6	Handling Potentially Negative Situations	74%	63%	35	26	22	7	Solid
<i>Totals for Your Assessment:</i>		80%	82%	163	130	133	41	Strength

Percentage You Got Correct



Explanation of the Competencies Measured in the CSEASM:

- Attitudes & Customer Expectations** - measures your perspective of what customers want and expect when dealing with representatives of the companies whose products and services they consume. Includes an understanding of the relative costs of acquiring, supporting, and retaining a customer.
- Effective Communications Skills** - gauges your knowledge of effective communications skills and what factors impact them in customer service situations. Includes the emotional content, word choice, delivery, and body language.
- Effective Questioning & Listening Skills** - measures your knowledge of using different types of questions in a customer service environment as well as your understanding of active listening techniques used in working with customers.
- Customer Handling Technical Skills** - assesses your awareness and application of the best practice processes and methods used to handle customer inquiries (both on the telephone and in person), from initial contact through their successful resolution and conclusion.
- Customer Handling Soft Skills** - evaluates your awareness and application of the best practice in building a positive customer experience and customer loyalty through effective interpersonal skills and use of key soft skills such as empathy, respect and patience.
- Handling Potentially Negative Situations** - appraises your knowledge and awareness of the best practices of handling customers in problem resolution situations that have the potential to become emotionally charged, such as when a customer is angry or dissatisfied.

Explanation of the Scoring of the CSEASM:

- Column A** - the percentage you got correct - keys to the graph below.
- Column B** - the average percentage people in your group got correct. Column A scores will be repeated for groups of less than 5 persons.
- Column C** - the highest possible raw score for each Competency measured.
- Column D** - your raw score for each Competency measured.
- Column E** - the average raw score people in your group got correct. Column D scores will be repeated for groups of less than 5 persons.
- Column F** - the number of minutes you took to complete each section of the Assessment.
- Column G** - indicates your relative strength or need in the Competency measured, with scoring as follows:
- Strength** - you scored 80% correct or higher in this Competency
 - Solid** - you scored between 65.0 and 79.9% correct in this Competency.
 - Need** - you scored less than 65% correct in this Competency