

CST

Customer Service Test

Standart report

Name:John Example

Gender:Female

CST is an objective test measuring the level of knowledge of proper customer care and sales potential of job candidates and current employees in the field of customer service. This report presents John Example's results from an assessment conducted with the test.

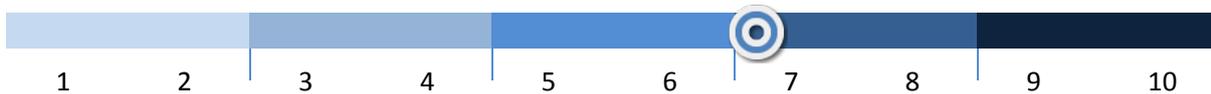
RESULTS

Test results are presented in the following table in standard sten scores.* The interpretation of the scales is offered in the subsequent sections of the report.

	Standard points
Overall Efficiency in Customer Service	6.69
Customer Orientation	7.35
Emotional Self-Control	5.40
Sales Orientation	4.69

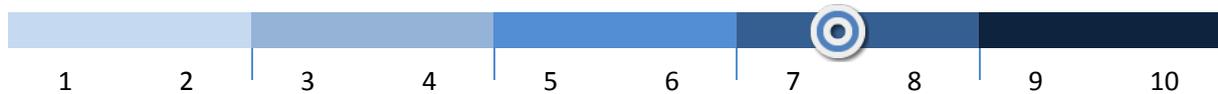
*Sten scores indicate the person's approximate position with respect to other people in the field of customer service. Results under 2.49 are **low**, from 2.50 to 4.49 are **below average**, from 4.50 to 6.49 are **average**, from 6.50 to 8.49 - **above average**, and over 8.50 - **high**.

OVERALL EFFICIENCY IN CUSTOMER SERVICE 6.69



RECOMMENDATIONS

Overall result indicates that John Example is rather suitable for a job in customer service and would probably be more effective than most of the potential candidates for the same position. More information and a detailed explanation of her strengths and developmental areas is available throughout the report.

CUSTOMER ORIENTATION**7.35**

Knows how to work with people and probably has well developed social skills. Recognizes the role of interpersonal relationships in customer service and can relatively quickly identify the needs and expectations of others. Understands how important customer loyalty and satisfaction are and makes efforts to achieve it.

EMOTIONAL SELF-CONTROL**5.40**

In difficult or emotionally charged situations she usually manages to remain calm and to control her irritation but is not always able to distance herself from the negative experience and to find a constructive approach to the situation. Understands relatively well the importance of keeping her emotions in check but may need to continue developing her ability to withstand stress and negative emotions in order to improve her work performance.

SALES ORIENTATION**4.69**

John Example understands the need to sell but may lack in-depth knowledge about the appropriate ways to promote products and services. When her Customer Orientation result is also average or lower, she may need to improve her social skills and gain confidence before she can have high performance. If the job involves selling, she may need to go through specialized training or mentoring.