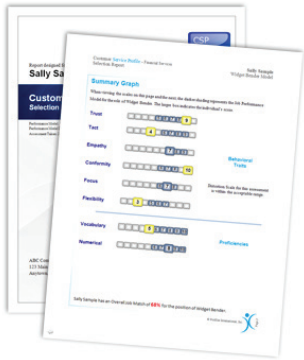# Customer Service Profile™

The **Customer Service Profile**™ (CSP) measures how well a person fits specific customer service jobs in an organization. It is used primarily for selecting, onboarding, and managing customer service employees.

The CSP also looks at what your current and future employees believe is a high level of customer service, while at the same time showing where they align or misalign with the company's perspective. We have a general industry version of this assessment, as well as vertical specialties in hospitality, healthcare, financial services, and retail.

Why assess customer service people?

Given the opportunity to land a new job or promotion, people may offer lip-service instead of the truth. Additionally, much of their success depends on the specific type of job and the organization in which they would work. Success seldom transfers automatically. The cost of a bad hire that is customer-facing is very high, considering the hiring and ramp-up costs, poor productivity, lost revenue, and potential damage to the organization's reputation.

The CSP offers an objective, inside look at the behaviors and motives of customer service job candidates to help you make better hiring, promotion, and organizational decisions. Giving this information to managers helps them be more effective and get the very most from their people.

> " Start with good people who are right for the job; train and motivate them; give them opportunity to advance; and your organization will succeed.
> - J.W. Marriott "

How does the Customer Service Profile work?

Prior to assessing candidates, our experts help you develop peak performance models for your customer service jobs by providing multiple questions against which potential candidates are measured. Once these performance models are established, our clients deliver the CSP to their candidates over the Internet; hiring managers or HR administrators simply forward a link.

The assessment does not need to be monitored, so the candidate can take it from any computer with Internet access. The system instantly scores the assessment and informs hiring managers where they can access the results.

The hiring manager can use the results as a screening tool, or to assist them in the interviewing, selection, or onboarding process.

What's the next step?

Please contact your authorized Profiles International business partner for a complimentary demonstration.

Profiles)(International

imagine great people®

DEFINES	Client customer service practices and the alignment of an employee or candidate to those practices

MEASURES	A. Employee or candidate's customer service perspective
	B. Individual's behavioral characteristics:
	    • Trust • Empathy • Focus
	    • Tact • Conformity • Flexibility
	C. Individual's proficiencies:
	    • Vocabulary
	    • Numeric

TIME TO TAKE	45 minutes
CUSTOMIZABLE	• Develop unique company service perspective • Develops performance models by department
INDUSTRY VERSIONS	• General • Hospitality • Health Care • Financial Services • Retail
REPORTS	• Selection Report • Customer Service Alignment • Individual Report • Coaching Report • Candidate Report • Company Service Perspective
VALIDATION STUDIES	Yes
ADMINISTRATION	Internet or paper/pencil
SCORING	Internet

Contact Information

Profiles)(International

imagine great people®

Profiles Sales Assessment™   Profiles Managerial Fit™
Profiles Performance Indicator™   ProfileXT®