



# Customer Service Profile

The Customer Service Profile™ assessment provides information that customer-facing organisations can use to attract and develop people with the traits and skills to excel in customer service roles. The assessment helps companies maximise their brand recognition, minimise the cost of bad hires, and deliver outstanding brand experiences that positively impact the bottom line.

## Why Assess Customer Service Employees?

Given the opportunity to land a new job or to be promoted, people may tell you what you want to hear instead of the truth. Additionally, so much of their success depends on the specific type of job and the organisation 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 organisation's reputation.

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

## How does the Profile Sales Assessment work?

Prior to assessing candidates, our experts help you develop peak performance models for your customer service jobs in multiple questions that you will use to compare job candidates against. Once established, our clients deliver the CSP to their candidates over the Internet -- hiring managers or an HR administrator simply forwards 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 the 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.

We are the people  
development people.

Further info and bookings  
call or visit—

[www.lma.edu.au](http://www.lma.edu.au)  
1800 333 270

# Customer Service Profile™

<b>Defines</b>	Client customer service practices and the alignment of an employee or candidate to those practices	
<b>Measures</b>	<p>A. Employee or Candidate's Customer Service Perspective</p> <p>B. Individual's Behavioural Characteristics</p> <ul style="list-style-type: none"> <li>• Trust</li> <li>• Tact</li> <li>• Empathy</li> <li>• Conformity</li> <li>• Focus</li> <li>• Flexibility</li> </ul> <p>C. Individual's Proficiencies</p> <ul style="list-style-type: none"> <li>• Vocabulary</li> <li>• Numeric</li> </ul>	
<b>Time To Take</b>	45 Minutes for each Participant	
<b>Customisable</b>	<ul style="list-style-type: none"> <li>• Develop unique Company Service Perspective</li> <li>• Develops Performance Models by department</li> </ul>	
<b>Industry Version</b>	<ul style="list-style-type: none"> <li>• General</li> <li>• Hospitality</li> <li>• Health Care</li> </ul>	<ul style="list-style-type: none"> <li>• Financial Services</li> <li>• Retail</li> </ul>
<b>Reports</b>	<p>For the Manager</p> <ul style="list-style-type: none"> <li>• Selection Report</li> <li>• Individual Report</li> <li>• Candidate Matching Report</li> <li>• Multi-job Match Reports</li> <li>• Customer Service Alignment</li> <li>• Coaching Report</li> </ul>	<p>Other Reports</p> <ul style="list-style-type: none"> <li>• Customer Service Perspective Comparison</li> <li>• Performance Model Report</li> <li>• Performance Model Graph</li> <li>• Concurrent Job Performance Model Overview</li> </ul>
<b>Validation Studies</b>	Yes	
<b>Administration</b>	Internet	
<b>Scoring</b>	Internet	

**“Start with good people who are right for the job; train and motivate them; give them opportunity to advance; and your organisation will succeed.”**

**– J.W. Marriott**

## The Customer Service Profile helps your organisation:

- Get an objective look at the skills your customer service organisation needs
- Hire the right candidates for customer service roles
- Improve client satisfaction by delivering the service your clients expect
- Minimise the cost of bad hires

