



## Virtual Customer Simulation - Serviceville

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### Individual Success Profile

*Confidential Results*

**Results for:**  
John Doe  
July 31, 2009



*The world's #1 provider of pre-employment simulations*

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**Do not return this page to participant.**

*The Virtual Customer Simulation uses a series of scenarios to assess three skills essential for success as a customer service provider. The Individual Success Profile contains a participant's complete simulation results. These results provide valuable information to assist you in making effective selection and development decisions.*

### **Selection Information (page i)**

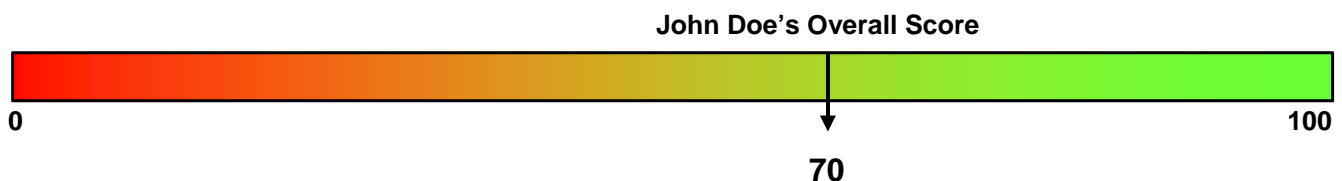
*The overall score shown below is a proven, accurate predictor of a participant's potential for success on the job. This prediction is based on comparing a participant's simulation results with a composite profile of highly successful customer service providers. Because of the simulation's reliability and validity in predicting job performance, a participant's overall score should be your primary criteria when making a selection decision. Please remember, however, that factors such as previous experience, motivation, and trainability should also be considered before making a final hiring or promotion decision.*

### **Development and Coaching Information (page 1-2)**

*The Personalized Skills Profile lists the participant's rankings for the skills measured in the simulation. The Performance Level Descriptions section lists skill definitions along with possible behaviors associated with the participant's level of performance. The information contained on pages 1-2 can be shared with the participant when providing coaching and performance feedback and can be used to provide insight into his or her specific developmental needs.*

## **Predicted Performance Level**

The graph below displays the participant's overall score on a scale ranging from 0 to 100. This graph not only represents the participant's score, but also indicates the likelihood of success as a high-performing customer service provider. The bold arrow running through the graph represents the participant's overall score. The minimum passing score for the simulation is **62**. Any participant whose overall score does not meet or exceed the minimum passing score has failed to display the behaviors expected from a successful customer service provider and should not be recommended to proceed further in the selection process.



John Doe's overall score of 70 (out of a possible 100) meets the minimum passing score; therefore, John Doe is recommended to proceed further in the selection process.

## Personalized Skills Profile

The Virtual Customer Simulation is a computerized assessment designed to evaluate critical skills required to successfully perform as a customer service provider. During the simulation, you viewed situations similar to those encountered by customer service providers and were asked what you would do in those situations. The scenarios and questions were designed to evaluate your current level of development in the following skills, which have been identified as necessary for customer service providers:

- Friendliness
- Conscientiousness
- Problem Solving

The following results compare your effectiveness in responding to the simulation's questions with the results of highly successful customer service providers. Remember, you are not being compared with the average or general population. Although it has been proven that the people who perform better on this simulation most often perform better on the job, it is important to understand that each skill measured in the simulation can be trained, coached, and developed.

The chart below is divided into three areas: Developmental Needs, Meets Requirements, and Strengths. Each diamond on the chart represents your score in one of the three skills measured in the simulation. It is important to understand that each skill is only one part of the entire assessment and that your overall ability is more accurately a combination of all three skills.

	Developmental Needs	Meets Requirements	Strengths
Friendliness			◆
Conscientiousness		◆	
Problem Solving	◆		

## Performance Level Descriptions

*Below is a description of the skills on which you were evaluated. The skills have been grouped according to your level of performance. This page presents skill definitions along with bulleted statements describing possible behaviors associated with your level of performance. This information will help you to better understand the skills and to identify the areas in which to focus your development.*

### Strengths

**Friendliness** – Displaying courteous, approachable, and considerate demeanor while interacting with customers.

People at this level of performance tend to:

- Courteously greet customers.
- Consistently smile and use appropriate tone of voice and language with customers.
- Be approachable and easily enter into conversations.
- Display empathy and consideration towards customers with difficult issues.
- Maintain composure when dealing with challenging situations and customers.
- Thank customers and let them know they are valued.

### Meets Requirements

**Conscientiousness** – Displaying consistent work ethic and dependability in order to fulfill all job-related obligations.

People at this level of performance tend to:

- Fulfill obligations.
- Often perform required tasks without being prompted by supervision.
- Often volunteer to do things above and beyond the normal scope of the job.
- Cooperate with other coworkers.
- Require minimal supervision and guidance to successfully perform the job.

### Developmental Needs

**Problem Solving** – Generating and recommending creative and effective solutions to customer problems in order to resolve customer issues on the first attempt.

People at this level of performance tend to:

- Not always ensure that they fully understand the customer's needs.
- Generate only basic solutions to resolve customer issues.
- Recommend solutions that sometimes do not meet organizational needs or fit within policies and procedures.
- Not resolve customer issues on the first attempt.