



Customer Service Assessment Employers

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Personality Assessment

| | Low | Below Average | Average | Above Average | High |
|---------------------------------------|-----|---------------|---------|---------------|------|
| Conscientiousness | | | | ◆ | |
| Customer Service Orientation | | | | ◆ | |
| Emotional Stability/Resilience | | | | | ◆ |
| Work Drive | | | ◆ | | |

Overall Job Performance

| Questionable | Good | Excellent |
|--------------|------|-----------|
| | | ◆ |

Overall Job Performance is based on a composite of z scores for Customer Service Orientation, Emotional Resilience, & Work Drive. Good is the default category, while an Excellent scores are based on top 50% on overall job performance and no “Low” scores; Questionable scores are based on bottom 50% overall job performance score and at least one “Low” score on the 4 dimensions.

Potential Fraud Problems

| RED FLAG | Marginal | Unlikely Problems |
|----------|----------|-------------------|
| | | ◆ |

Unethical Behavior is based on a composite of z scores for 5 dimensions: Drug Use, Anti-Social Attitudes, Narcissism, Extrinsic Motivation, and Unethical Principles. A “Red Flag” score falls in the Top 10 percentile range, while a “Marginal” score falls in the 70th to 89th percentile range. “Unlikely Problems” represent the 0-69 percentile range of this distribution.

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