



**Pre-hire and post-hire  
Can be used for a Job Study**

**Objective:** Provides an easy comparison of an individual's perspective with your company's customized service perspective. It is used for placement, self-improvement, and coaching.

**Measures:**

- Behavioral characteristics
  - ✓ Trust
  - ✓ Tact
  - ✓ Empathy
  - ✓ Conscientiousness
  - ✓ Conformity
- Proficiencies
  - ✓ Vocabulary
  - ✓ Numerical
- Job Match
- Company Service Perspective

- ✓ Focus
- ✓ Courtesy
- ✓ Flexibility

**Used For:**

- Job Study
- Building and developing an organization focused on customer service.
- Coaching and self-improvement programs.

**Time to Take:** Less than 30 minutes, results sent immediately via email.

**Reports:**

- Placement Report
- Coaching Report
- Individual Report
- Customer Service Perspective

**Validation Study:** 2003

**Administration:** Internet, Paper/pencil