



Axiometrics International, Inc.

“Changing the World and the Future”

Extended Customer Service Interview Guide

Prepared for:

Demo Sample

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Extended Customer Service Interview Guide **SUMMARY**

ATTITUDES:

- Individualist, covertly does things their own way
- Optimistic about the world
- Depressive attitude about themselves
- Optimistic, positive attitude toward others
- Results, 'now' oriented attitude toward getting things done

PROBLEM SOLVING:

- Practical Problem Solver
- Good intuitive insights, 'gut instincts'
- Good analytical, conceptual thinking and organizing
- Reactive thinking, puts out fires

SELF IMAGE:

- No fear of failure, some fear of success
- Doubts and questions about what they are doing

MOTIVATORS:

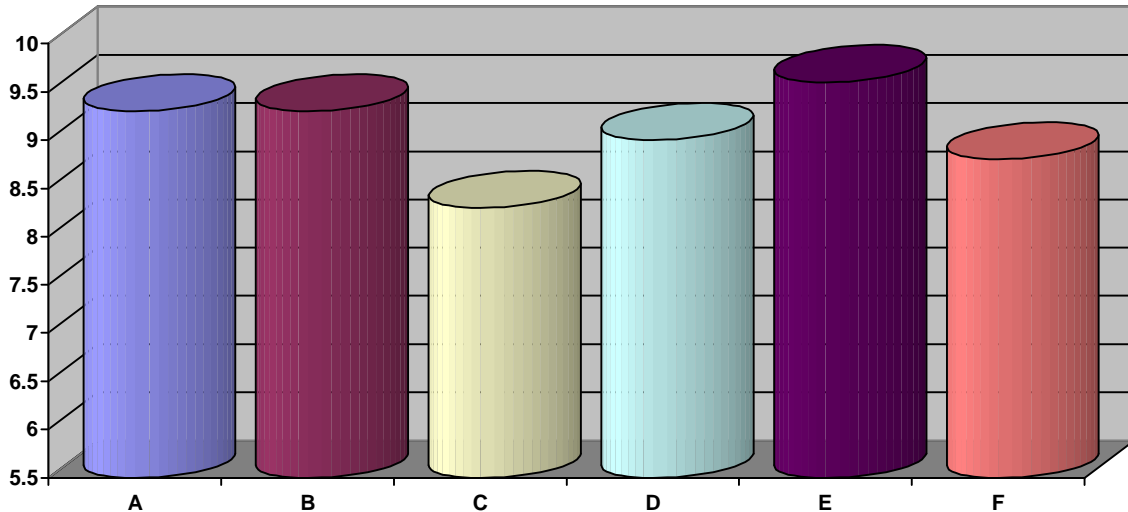
- Results, getting things done
- Money, material things
- Sense of mission, personal goals

STRESSORS:

- Indecision, uncertainty and anxiety about the future
- Frustration and anxiety about goals
- Anxiety about how others see and value them

Extended Customer Service Interview Guide

GLOBAL GRAPH



Low Risk (Excellent ability to utilize the capacity and translate the talent into decisions; reduces the potential for errors and mistakes)	8.8 to 10.0
Situational Risk (Very good ability to utilize the capacity especially in well defined areas; however, there are specific situations that can interfere with the translation into decisions)	8.5 to 8.79
Conditional Risk (Limited access to the capacity indicating actual conditions that will increase the potential for mistakes and errors and restrict the transfer into decisions)	8.2 to 8.49
Real Risk (Restricted access to the capacity indicating the ability is consistently unavailable and individuals are subject to mistakes and errors in judgment)	6.0 to 8.19

A) Relating With Customers (Low Risk) — The ability to see, understand and relate with customers in an objective, unbiased manner.
B) Communicating With Customers (Low Risk) — The ability to listen to customers, evaluate what is important and respond effectively.
C) Handling Customer Rejection (Conditional Risk) — The ability to maintain a strong sense of inner self worth regardless of circumstances.
D) Job Related Attitudes (Low Risk) — The ability to work within the organizational guidelines, policies and procedures to get things done.
E) Problem Solving Capacity (Low Risk) — The ability to identify potential customer problems and generate effective solutions.
F) Personal Work Attitudes (Low Risk) — The ability to feel a sense of purpose and satisfaction in one's work.

Extended Customer Service Interview Guide

PERSONAL SERVICE INVENTORY

PRIORITIZED CORE STRENGTHS

1) Seeing Potential Problems: (Problem Solving Capacity)(SR-25)-Excellent Potential

Excellent capacity for identifying crucial issues are in complex and confusing situations.

2) Attention To Concrete Detail: (Problem Solving Capacity)(SR-22C)-Excellent Potential

Focus on practical, pragmatic thinking identifies flaws in things as well as the positive, functional worth of things.

3) Using Common Sense: (Problem Solving Capacity)(SR-23C)-Excellent Potential

Excellent focus and ability to see and understand how to get things done in a practical, common sense way.

4) Evaluating What To Do: (Problem Solving Capacity)(SR-21)-Excellent Potential

Excellent ability for sizing up situations, for identifying problems and generating constructive alternatives.

5) Developing A Good Response: (Communicating With Customers)(SR-8A)-Excellent Potential

Ability to understand and pay attention to making certain their responses have a positive consequence.

6) Persistence: (Personal Work Attitudes)(SR-29A)-Excellent Potential

Strong personal commitment to stay on track and complete goals and tasks regardless what happens.

7) Attitude Toward Customers: (Relating With Customers)(SR-1A)-Excellent Potential

Dynamic, optimistic attitude toward others lead them to see be concerned about, attentive to and available to others.

8) Reading Customer Needs: (Relating With Customers)(SR-3A)-Excellent Potential

Keen insight into others seeing the potential for good and bad couched within concern for the needs and interests of others.

PRIORITIZED DEVELOPMENT COMMENTS

1) Self Esteem: (Handling Customer Rejection)(SRV-11D)-Real Risk

Self-depreciation, may have difficulty controlling interview and to promise too much or more than is necessary.

2) Role Satisfaction: (Personal Work Attitudes)(SRV-26B)-Real Risk

Social or role uncertainty can lead them to feel frustrated or dissatisfied in their current circumstances.

3) Health Tension Index: (Personal Work Attitudes)(SRV-28B)-Real Risk

Lack of focus, uncertainty and indecisiveness can generate anxiety, frustration and despair.

4) Sensitivity To Others: (Handling Customer Rejection)(SRV-15A)-Real Risk

Excessive sensitivity to what others think or say potentially making it difficult to address tough issues.

5) Self Assessment: (Handling Customer Rejection)(SRV-12)-Conditional Risk

Difficulty realistically assessing personal potential and maintaining consistent confidence.

6) Self Control: (Handling Customer Rejection)(SRV-14)-Conditional Risk

Tendency to react impulsively in stressful situations can lead to difficulty maintaining control in the sales process.

Extended Customer Service Interview Guide

PRIORITIZED INTERVIEW NOTES

1) Self Esteem: (Handling Customer Rejection)(SRV-11D)-Real Risk

Their inner self-doubts will lead them to promise more than they can deliver and avoid difficult issues. Test their ability to overcome their inner fears, to handle objections with confidence and to stay positive themselves.

2) Role Satisfaction: (Personal Work Attitudes)(SRV-26B)-Real Risk

They tend to be indecisive and uncertain about what they can do to perform to their best, to hesitate, to feel frustrated and dissatisfied. test their ability to act with confidence, consistency, and enthusiasm.

3) Health Tension Index: (Personal Work Attitudes)(SRV-28B)-Real Risk

They tend to have difficulty adapting when decisions and priorities do not match their expectations and to look for ways to get out of the stress even if they must make a mistake or refuse to take action.

4) Sensitivity To Others: (Handling Customer Rejection)(SRV-15A)-Real Risk

They tend to do more than is necessary, avoid conflict and confrontations and become sensitive to criticism. Test their ability to deal with customer problems without becoming too involved in personal issues.

5) Self Assessment: (Handling Customer Rejection)(SRV-12)-Conditional Risk

Their inconsistent, confident, and uncertain, feelings about themselves will likely lead them to have difficulty handling difficult or confrontational issues without responding either in an emotional or potentially aggressive manner.

6) Self Control: (Handling Customer Rejection)(SRV-14)-Conditional Risk

They tend to have difficulty seeing problems, are susceptible to confusion, distraction, anxiety and frustration, may feel pushed and pulled by circumstances. Test their ability to stay focused and see what is important and needs attention.

Extended Customer Service Interview Guide

PRIORITIZED DEVELOPMENT AREAS

1) Self Esteem: (Handling Customer Rejection)(SRV-11D)-Real Risk

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7) Attitude Toward Authority: (Job Related Attitudes)(SRV-20C)-Situational Risk

Strong individualism will lead them to covertly or overtly challenge or disregard existing rules and authority.

8) Consistency: (Personal Work Attitudes)(SRV-30A)-Situational Risk

Inconsistent feelings about social/role image can lead one to shift from demanding too much to demanding too little.

9) Valuing Future Business: (Relating With Customers)(SRV-4B)-Low Risk

Strong insistence that things need to be according to a preset strategy can limit options for the future.

10) Flexibility, Adaptability: (Personal Work Attitudes)(SRV-27C)-Low Risk

Perfectionistic, dogmatic and self-directed thinking can lead them to feel anxiety, frustration and despair.

Extended Customer Service Interview Guide
SERVICE CHART

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
Relating With Others				
- Attitude Toward Others	ü			
- Prejudice/Bias Index	ü			
- Reading Customer Needs	ü			
- Valuing Future Business	ü			
- Patience With Customers	ü			
Communicating With Customers				
- Listening To Customers	ü			
- Evaluating What Is Said	ü			
- Developing A Response	ü			
- Talking At The Right Time	ü			
- Understanding Attitudes	ü			
Handling Customer Rejection				
- Self Esteem				ü
- Self Assessment			ü	
- Self Confidence	ü			
- Self Control			ü	
- Sensitivity To Others				ü

Extended Customer Service Interview Guide
SERVICE CHART

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
Job Related Attitudes				
- Meeting Established Standards	ü			
- Doing Things Right	ü			
- Attention To Procedures	ü			
- Meeting Schedules & Deadlines	ü			
- Authority Toward Authority		ü		
Problem Solving Capacity				
- Evaluating What To Do	ü			
- Attention To Concrete Detail	ü			
- Common Sense Thinking	ü			
- Intuitive Insight	ü			
- Overall Problem Solving	ü			
Personal Work Attitudes				
- Role Satisfaction				ü
- Flexibility & Adaptability	ü			
- Health/Tension Index				ü
- Persistence	ü			
- Consistency		ü		

