



Axiometrics International, Inc.

“Changing the World and the Future”

Customer Service Screen

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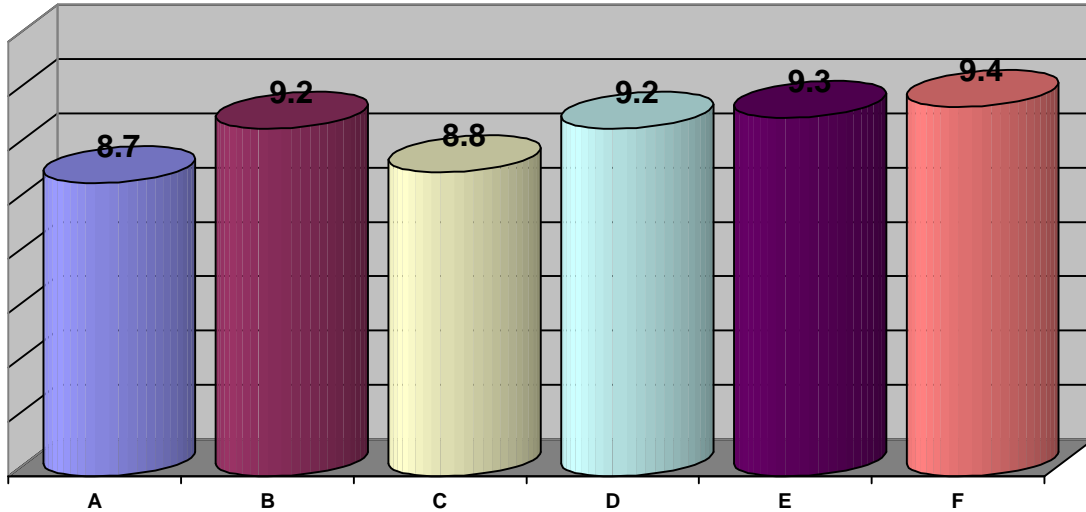
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Customer Service Screen

GLOBAL GRAPH



Low Risk	8.8 to 10.0
Situational Risk	8.5 to 8.79
Conditional Risk	8.2 to 8.49
Real Risk	6.0 to 8.19

A) Relating With Customers(8.7) -- The ability to see, understand and relate with customers in an objective, unbiased manner.

B) Communicating With Customers(9.2) -- The ability to listen to customers, evaluate what is important and respond effectively.

C) Handling Customer Rejection(8.8) -- The ability to maintain a strong sense of inner self worth regardless of circumstances.

D) Job Related Attitudes(9.2) -- The ability to work within the organizational guidelines, policies and procedures to get things done.

E) Problem Solving Capacity(9.3) -- The ability to identify potential customer problems and generate effective solutions.

F) Personal Work Attitudes(9.4) -- The ability to feel a sense of purpose and satisfaction in one's work.

Customer Service Screen SYNOPSIS

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
RELATING WITH CUSTOMERS				
Attitude Toward Customers				••••
Prejudice/Bias Index		••••		
Reading Customer Needs	••••			
Valuing Future Business	••••			
Patience With Customers		••••		
COMMUNICATING WITH CUSTOMERS				
Listening To Customers		••••		
Evaluating What Is Said	••••			
Developing A Response	••••			
Talking At The Right Time	••••			
Understanding Attitudes	••••			
HANDLING CUSTOMER REJECTION				
Self Esteem		••••		
Self Assessment		••••		
Self Confidence	••••			
Self Control	••••			
Sensitivity To Others			••••	

Customer Service Screen SYNOPSIS

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
JOB RELATED ATTITUDES				
Meeting Established Standards	••••			
Doing Things Right	••••			
Attention to Policies	••••			
Meeting Deadlines	••••			
Attitude Toward Authority	••••			
PROBLEM SOLVING CAPACITY				
Evaluating What To Do	••••			
Attention To Concrete Detail	••••			
Using Common Sense	••••			
Intuitive Insight	••••			
Seeing Potential Problems	••••			
PERSONAL WORK ATTITUDES				
Job Satisfaction	••••			
Flexibility/Adaptability	••••			
Health-Tension Index		••••		
Persistence	••••			
Consistency/Reliability	••••			

Customer Service Screen

CORE STRENGTHS

Valuing Future Business: (Relating With Customers) SR-4C

Low Risk

Their individualism leads them to challenge existing ways of thinking and to anticipate consequences which others may not be willing or able to see.

Evaluating What Is Said:(Communicating With Customers) SR-7

Low Risk

They have the ability to realistically see and evaluate what others are saying and remain open to viewpoints even when they are contrary to their own.

Developing A Good Response:(Communicating With Customers) SR-8B

Low Risk

They have the ability to identify and understand the consequences of their responses and their responses are likely to be objective but cautious and selective.

Talking At The Right Time:(Communicating With Customers) SR-9B

Low Risk

They have the ability to correctly and immediately identify both what is the correct or appropriate response and when the time is right to make their point.

Understands Attitudes:(Communicating With Customers) SR-10B

Low Risk

They have both the ability to see and understand the attitudes and viewpoints of others but they also have a willingness to spend the time and energy helping others understand.

Self Confidence: (Handling Customer Rejection) SR-1 H

Low Risk

They have the ability to develop and maintain realistic confidence and can rely on the strength and realistic nature of their confidence to get things done and promote optimism.

Self Control: (Handling Customer Rejection) SR-14

Low Risk

They have the capacity to maintain their sense of balance and equilibrium when dealing with stressful and emotional situations, responding rationally and objectively.

Customer Service Screen

CORE STRENGTHS

Meeting Established Standards: (Job Related Attitudes) SR-16B

Low Risk

They have a keen appreciation of standards and norms as well as a willingness to make certain that strategies, standards and expectations are met.

Doing Things Right: (Job Related Attitudes) SR-17B

Low Risk

Their insistence on doing things according to standards builds a desire and willingness to spend time and energy developing respect for standards and ways of getting things done.

Attention To Policies, Procedures: (Job Related Attitudes) SR-18D

Low Risk

Their strong sense of doing things right will help them make certain customers rights as well as organizational standards are preserved and implemented.

Meeting Schedules And Deadlines: (Job Related Attitudes) SR-19E

Low Risk

Their strong sense of perfectionism both about what is right generates an approach to schedules and deadlines which is based on preset, preorganized plans and programs.

Attitude Toward Authority: (Job Related Attitudes) SRV-20B

Low Risk

Their dogmatic insistence that things must happen according to a preset order and structure can lead them to an insistence on authority and conformity regardless of consequences.

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

Low Risk

They have an excellent ability for sizing up situations, for identifying problems especially in difficult or confusing situations and for generating constructive alternatives.

Attention To Concrete Detail: (Problem Solving Capacity) SR-22A

Low Risk

Their perfectionistic drive and analytical thinking ability will likely build a compulsion for focusing on practical situations and translating expectations into decisions.

Customer Service Screen

CORE STRENGTHS

Using Common Sense: (Problem Solving Capacity) SR-2 C

Low Risk

They have the ability to see and pay attention to things in a practical, common sense way and they pay attention to staying focused on what needs to be immediately done.

Intuitive Insight: (Problem Solving Capacity) SR-24

Low Risk

They have a well developed ability to rely on intuitive insights to decide both where the problems are as well as what solutions are best.

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

Low Risk

They have a good capacity for identifying what the crucial issues are in complex and confusing situations and how these issues are integrated into the overall problem situation.

Role Satisfaction: (Personal Work Attitudes) SR-26A

Low Risk

They are confident that what they are doing not only is what is best for them and for society and will likely feel an urgency to get things done and to push ahead.

Flexibility, Adaptability: (Personal Work Attitudes) SR-27A

Low Risk

They have a strong personal commitment to what they believe is right and the ability to redirect their energy when they discover their mistakes and when things are not working.

Persistence: (Personal Work Attitudes) SR-29A

Low Risk

Their strong commitment to their inner ideals, their personal goals and beliefs about the future provides a compulsive need to push ahead and stay on track.

Consistency: (Personal Work Attitudes) SR- 0B

Low Risk

Their confidence gives them a sense of personal competence and satisfaction and acts as a springboard to action and as a beacon to keep them on track.

Customer Service Screen **DEVELOPMENT COMMENTS**

Attitude Toward Customers: (Relating With Customers) SRV-1B

Real Risk

They tend to have an overly cautious, skeptical attitude toward others which can cause them to be too critical of others and impatient when they do not measure up.

Prejudice/Bias Index: (Relating With Customers) SRV-2C

Situational Risk

They tend to develop very skeptical, critical biases about others which concentrate on criticizing what is wrong rather than identifying what is right with others.

Patience With Customers: (Relating With Customers) SRV-5B

Situational Risk

They tend to constantly measure others against practical, preset biases and expectations and to be very impatient when others do not measure up.

Listening To Customers: (Communicating With Customers) SRV-6C

Situational Risk

They tend to be overly skeptical and critical listening, measuring, and critiquing everything that is said against a preset standard.

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

Situational Risk

Their tendency to depreciate their inner worth and feel a need to constantly measure up can lead them to promise more than they can deliver and to have difficulty staying in control.

Self Assessment: (Handling Customer Rejection) SRV-12

Situational Risk

They tend to bite off more than they can chew, overlook their own potential for mistakes and have difficulty maintaining consistent confidence.

Sensitivity To Others (Handling Customer Rejection) SRV-15B

Conditional Risk

Their cautious, skeptical attitudes toward others can lead them to be indifferent to customer needs and to be too critical and competitive, especially when customers disagree with them.

Customer Service Screen
DEVELOPMENT COMMENTS

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

Situational Risk

They currently do not see or value their self as well as the world around them and as a result are subject to anxiety and stress effects.

Customer Service Screen

INTERVIEW GUIDES

Attitude Toward Others: (Relating With Customers) SRV-1B

The Problem

They tend to:

1. Be indifferent to the needs and interests of others especially if it is not functional to do so.
2. Potentially misunderstand the intentions of others and misuse or manipulate others.
3. Be too hard on others constantly giving critical advice, blowing up the imperfections and mistakes of others.

Interview Comments

The following steps are recommended: Request the prospective representative handle your service problems. Make certain that you:

1. Are impatient and short with them to test their ability to focus on the problem rather than argue with the customer.
2. Interrupt them to test their ability to be responsive to the needs of the customer.

Customer Service Screen **INTERVIEW GUIDES**

Prejudice/Bias Index: (Relating With Customers) SRV-2C

The Problem

They tend to:

1. Be skeptical and overly cautious with customers.
2. Become too competitive viewing customer relations more as a win-lose than a win-win situation.
3. Become willing to cooperate without conditions if they determine that it is in their best interest.

Interview Comments

The following steps are recommended:

1. Present a situation in which they must work with a team to identify and solve customer problems. Require them to describe how they would motivate the team to work together.
2. Give them a customer problem to handle. Act as the customer. Test their ability to remain positive even in the face of objections and negative attitudes.

Customer Service Screen **INTERVIEW GUIDES**

Patience With Customers: (Relating With Customers) SRV-5B

The Problem

They tend to:

1. Be impatient with and overly critical of customers potentially making it difficult for customers to trust them and be comfortable with them.
2. Rely too heavily on a preset and preplanned solutions, programs and techniques.
3. Stubbornly insist that their way of thinking is right regardless of circumstances.

Interview Comments

The following steps are recommended:

1. Describe the service situation as a competitive environment in which the organization and customer representative must win at all costs. Test their willingness to agree with you.
2. Give them a list of proposed solutions, some simple and others complex, to a service problem. Test their ability to evaluate these solutions and make recommendations. Challenge their thinking and change the problem to test their flexibility.

Customer Service Screen **INTERVIEW GUIDES**

Listening To Customers: (Communicating With Customers) SRV-6C

The Problem

They tend to:

1. Become so focused on analyzing the problem or deliver a solution that they overlook or discount customer issues, do not pay attention to signals from the customer.
2. Listen in an advice giving or critical manner.
3. Be impatient with customers potentially making them feel uncomfortable, disvalued or controlled.

Interview Comments

The following steps are recommended:

1. Give them a customer problem situation in which the customer is aggressive, angry, distracting and/or upset. Test their ability to handle the problems in a responsive manner.
2. Talk about customers in a negative or demeaning way. Paint the key picture of customers as a necessary evil and suggest that their role will be fix the problem as fast as possible. Test their willingness to join in the customer bashing.

Customer Service Screen

INTERVIEW GUIDES

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

The Problem

They tend to:

1. Underestimate their worth, blow up their flaws and imperfections.
2. Promise more than they can deliver.
3. Avoid difficult issues and respond impulsively to those issues when they must confront them.
4. Spend too much time with customers who make them feel comfortable.

Interview Comments

The following steps are recommended:

1. Give them a service problem to handle. During their assessment, aggressively challenge their thinking, disagree with their recommendations. Test their willingness and ability to handle your criticisms.
2. Ask them to evaluate the phrase 'The customer is always right'. After their response, use examples which illustrate problems where the customer is in the wrong, is extremely upset with the company and is acting in an aggressive manner. Require them to be specific about how they would handle the customer complaints.

Customer Service Screen **INTERVIEW GUIDES**

Self Assessment: (Handling Customer Rejection) SRV-12

The Problem

They tend to:

1. Either overestimate or underestimate what they can accomplish.
2. Have difficulty handling difficult or confrontational issues without becoming either emotional or aggressive.
3. Lack consistency shifting from feelings of confidence and comfort to uncertainty and indecision.
4. Have difficulty understanding seeing their mistakes or understanding what they did wrong.

Interview Comments

The Following Steps Are Recommended:

1. Give them a typical service problem involving a customer complaint. Require them to describe how they would handle the problem. Interrupt them constantly, aggressively challenge their thinking and require them to defend their solutions to the problem.
2. Ask them to describe the typical type of customer who would make a complaint against them.
3. Make certain that you do not hype them about the job. Require them to convince you why you should hire them.

Customer Service Screen **INTERVIEW GUIDES**

Sensitivity To Others: (Handling Customer Rejection) SRV-15B

The Problem

They tend to:

1. Take criticisms and personal issues too seriously and as a personal affront.
2. Be too quick to criticize customers and to be unfriendly with customers, especially those who disagree with them.
3. Be inflexible with customer requests and impatient with and demanding on customers.

Interview Comments

The Following Steps Are Recommended:

1. Suggest that a customer has complained about their attitude and about their unwillingness to handle their problems. Ask them (1) to describe how they would feel about such a complaint, (2) what they think would lead them to create a problem situation with the customer and (3) how would they handle the situation.
2. Give them a typical service problem to handle. Aggressively challenge their way of handling the problem. Make them defend their thinking. Test their ability to handle your objections without becoming upset or angry.

Customer Service Screen **INTERVIEW GUIDES**

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

The Problem

They tend to:

1. Do the wrong things in order to be taken out of a pressure situation. situation.
2. Develop physical symptoms as a result of their despair and frustration.
3. Be inconsistent in performance depending on their ability to manage their stress and anxiety.

Interview Comments

The following steps are recommended:

1. Ask them to describe what they see as the cause for their stress and anxiety. Require them to relate this information to your organization.
2. Give them a list of service problems and potential solutions. Require them to evaluate the problems and solutions. Give a limited time and press them during their evaluation. When they have reached a solution, aggressively challenge their thinking.