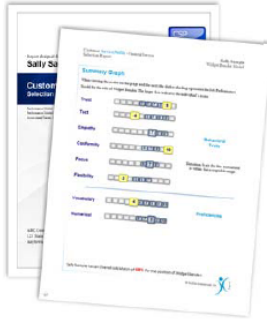




For more information about the Customer Service Profile, please contact us:  
 Sales: 317-439-0814 \* Service: 317-506-4595 \* [info@exachire.com](mailto:info@exachire.com)

## Customer Service Profile™



**Customer Service Profile™** is a tool for shaping and communicating your company’s “Customer Service Perspective.” It also provides a comparison of an employee’s or candidate’s behavioral traits, proficiencies, and their perspective on Customer Service to your company’s standards.

<b>DEFINES</b>	Client customer service practices and the alignment of an employee or candidate to those practices
<b>MEASURES</b>	<p>A. Employee or Candidate’s Customer Service Perspective</p> <p>B. Individual’s Behavioral Characteristics:</p> <ul style="list-style-type: none"> <li>● Trust</li> <li>● Empathy</li> <li>● Focus</li> <li>● Tact</li> <li>● Conformity</li> <li>● Flexibility</li> </ul> <p>C. Individual’s Proficiencies:</p> <ul style="list-style-type: none"> <li>● Vocabulary</li> <li>● Numerical</li> </ul>
<b>TIME TO TAKE</b>	45 minutes
<b>CUSTOMIZABLE</b>	<p>Develop unique Company Service Perspective</p> <p>Develops Performance Models by department</p>
<b>INDUSTRY VERSIONS</b>	<ul style="list-style-type: none"> <li>● General</li> <li>● Hospitality</li> <li>● Health Care</li> <li>● Financial Services</li> <li>● Retail</li> </ul>
<b>REPORTS</b>	<ul style="list-style-type: none"> <li>● Selection Report</li> <li>● Individual Report</li> <li>● Coaching Report</li> <li>● Candidate Report</li> <li>● Company Service Perspective</li> <li>● Customer Service Alignment</li> </ul>
<b>VALIDATION STUDIES</b>	2003, 2006, 2008, 2009
<b>ADMINISTRATION</b>	Internet or Paper/Pencil
<b>SCORING</b>	Internet