

# Service Advisor Job Fit Report for Joe Bloggs

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**Overall: 86%**

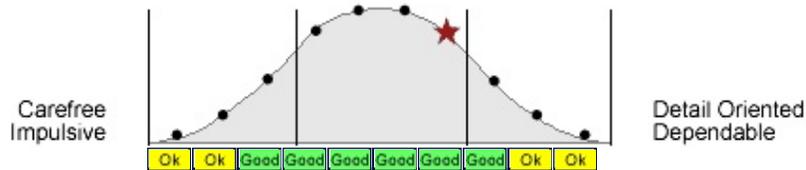
The participant has scored in the "red zone" in 1 area

## General Reasoning (Cognitive)



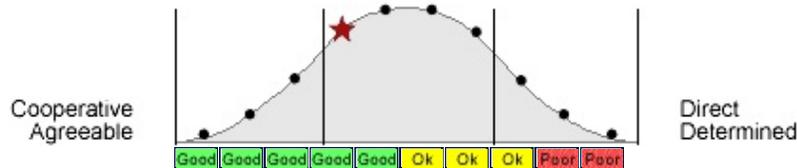
- Joe has the ability to grasp new concepts very quickly
  - Better suited for Customer Service roles where more complex problem solving skills are valued and needed
  - Can easily become bored if the product or service does not seem to be advancing with technology or customer demands
  - Joe may be seen as pushy or overly self-confident by others if Joe does not take the time to explain his/her thought process
- Question: Tell me about a time when you did not feel challenged at work. What was the situation and what did you do?
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## Conscientious (Organization)



- Joe will usually be thorough but at the same time be prepared for interruptions from customers
  - Customer service roles that require a particularly high attention to detail continually throughout the day may be more difficult
- Question: Give me an example of how you have managed multiple customer inquiries. What technique has helped you the most?
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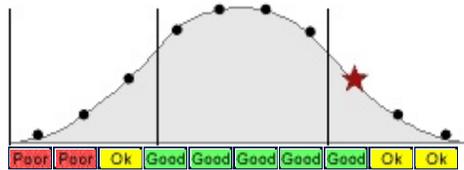
## Tough Minded



- Joe is usually able to handle customers in an easy-going and likeable manner
  - Usually takes direction well and at the same time provides direction to others when necessary
  - Will be comfortable with moderate up-selling efforts
- Question: Tell me about a time when you handled a very difficult customer issue that others were not successful in resolving. What did you do differently?
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## Conventional (Rules)

Open to New Experience  
Flexible



Consistent  
Structured

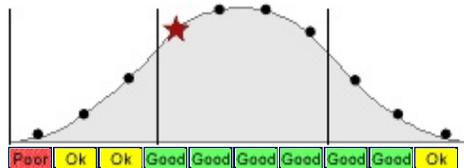
- Joe prefers a working environment that is structured and predictable
- Tends to be consistent and follow the procedures closely
- Although Joe learns faster than average, there may be some difficulty working in an environment where they are expected to think completely outside of the box versus utilize predictable solutions

Question: Describe a time when you worked in an unstructured and free flowing environment. What did you do?

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## Extroversion

Reserved  
Listener



Outgoing  
Talker

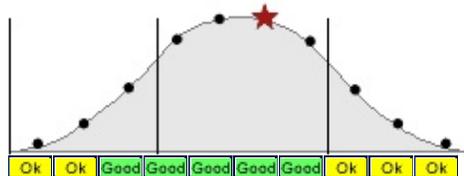
- Joe can be talkative and friendly with customers while also listening to their needs
- Joe has a moderate need to interact with others during the day

Question: Give me an example of when you were praised for your ability to listen well and deliver on a customer need. What happened?

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## Stable

Sensitive  
Anxious



Calm  
Stress Resistant

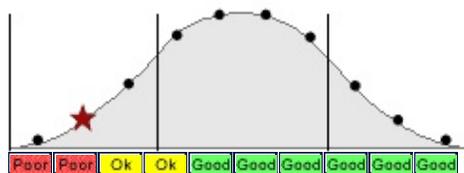
- Joe is generally relaxed and poised unless the environment or situation is particularly stressful
- Typically has a balanced sense of urgency with customers

Question: Tell me about the most difficult customer service issue you have worked on. How did you help resolve the problem?

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## Team

Individualistic  
Competitive



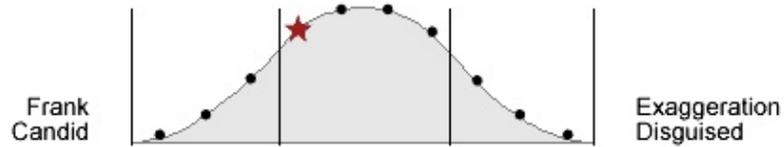
Collaborative  
Win-Win

- Joe is generally competitive and enjoys individual achievement which may make it difficult to feel motivated in Customer Service roles that rewards only on team performance
- May have difficulty working within a team and being collaborative
- May push customers to agree to something they may not need if being paid individual commissions

Question: Give me an example of a time when you would have rather worked on a customer issue on your own versus in a team. Why did you feel that way?

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## Good Impression (Social Desirability)



- Joe has responded with a moderate level of exaggeration, but still within acceptable levels

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**Note:** This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

Report Generated On 11/05/2018 by Will Landon  
ParticipantID #726549