

Win Customers For Life !

Customers go where they are wanted and stay where they are appreciated. You must earn the right to say "My Customer" every day.

Customer Service Survey identifies people who have the natural behavioural traits for great customer service. The survey can help you to hire, promote and train great customer service staff.

Customer Service Survey allows you to satisfy customer service needs, strengthen your relationships with customers, build loyalty, credibility and trust and increase sales and profitability.



Customer Service Survey™

Customer Service Survey compares individuals to an established Job Pattern and indicates those best suited for customer service positions. Two distinct areas are measured:

1. *Customer Service Knowledge Survey*, which assesses whether an individual understands the best methods of servicing customers.
2. *Personality Traits* - The observable and non-observable qualities that will determine how an individual is likely to apply their customer service knowledge on the job.

Customer Service Survey will also identify those employees who are insensitive to customer needs and requests, who cause customer complaints, who just don't care and overlook the reason to "go the extra mile."

Customer Service Survey, as for its sister product the **Call Centre Survey**, is an exceptionally easy assessment to use from both the company and candidate's perspective. It takes around 20 minutes to complete online.

Put the power of **Customer Service Survey** to work in your company today.

You'll meet your goal of great customer service and have employees who care and "go the extra mile"

The **Customer Service Survey** report covers both Customer Service Knowledge (a skill) and eight important behavioural characteristic areas: Assertiveness, Persistence, Empathy, Drive, Organisation, Maturity, Creativity and Incentive.

Built into this product is a customer service job pattern which, after years of study, reflects the level of customer service knowledge and behavioural characteristics of those who have proven to be successful as customer service representatives. Those representatives will:

- ◆ Satisfy customer's service needs so your business prospers
- ◆ Will build credibility and trust
- ◆ Strengthen your relationship with customers
- ◆ Exceed customer expectations
- ◆ Improve order frequency
- ◆ Make your customers feel valued
- ◆ Build customer loyalty
- ◆ Reduce customer problems

Utilising the **Customer Service Survey** for hiring, promoting and training your people means you will have the best staff serving your customers. The information will be available for you to train and manage your people more effectively.

With computer processing for perfect consistency and high speed production of reports, the **Customer Service Survey** has been designed to integrate into today's recruiting and training practices. The information you receive from a **Customer Service Survey** Report will provide instant clarity on essential aspects of your decision about someone's suitability and potential for a role in customer service.

Key Point Summary:

Applications

- Recruiting
- Promotion
- Training needs analysis

Report Options

- Graphic and descriptive data
- Includes job match rating of Good, Moderate or Poor

Features

- Established job pattern
- Easy to read report
- Low cost
- Computer scored

Measures

- Customer service knowledge
- Customer service attitudes
- Eight important behavioural traits

Benefits

- Highlights the best people
- Quick to complete
- More effective operators
- Strengthens the team

Administration

- Internet
- 20 minutes to complete

Gitte Helle-Nielsen – Regional Manager

Profiles International New Zealand • Nelson, Marlborough & West Coast • Nelson • NZ

P +64 3 548 6028 • C +64 27 286 9428 • E gitte@profilesinternational.co.nz

Web www.profilesinternational.co.nz/nelson