



# Sample Score Reports Inside

**Not Recommended  
Score Report Example**

Client: Acme Grocery

Date: Jul 1, 2019

First Name: Lauren

Last Name: Black

Email: lblack@email.com

Overall Score:  Not Recommended  Recommended  Strongly Recommended

NOT RECOMMENDED 

### People Skills:

NOT RECOMMENDED  

Customer Centric Focus 

Problem Avoidance/Solving 

Effective Communication 

**High Scorers:** Tend to provide better customer service interactions, resulting in higher customer satisfaction, be socially perceptive of the feelings and needs of others, take a genuine interest in understanding and helping others, are better listeners, more likely to be able to tell when something is wrong or likely to go wrong, more able to handle complaints, settle disputes, resolve grievances, and adapt their communications to best meet the needs of the situation.

**Low Scorers:** Tend to provide adequate customer service interactions, resulting in average customer satisfaction, be less socially perceptive to the feelings and needs of others, are often unable to listen empathetically, sometimes fail to control their own emotional responses, struggle to identify when something is wrong or likely to go wrong, struggle to handle complaints, settle disputes, resolve grievances, and are not as capable of adapting communications to best meet the needs of the situation.

### Trainability:

RECOMMENDED  

**High Scorers:** Tend to learn more quickly, require less instruction, have a better understanding of processes and procedure, possess more efficient time management skills, understand basic math principles, are better problem solvers, and make informed decisions.

**Low Scorers:** Tend to take longer to learn new material and may not learn it completely, require more or repeated instruction, may struggle with time management, may struggle with basic math skills, and are less able to problem solve and make effective decisions.

### Dependability:

RECOMMENDED  

**High Scorers:** Tend to be punctual and reliable, are motivated to work hard to achieve goals, are able to develop specific goals and plans to prioritize, organize, to accomplish their work, follow company rules/policies, are responsible for their own actions, are risk adverse, and get tasks completed despite distractions.

**Low Scorers:** Tend to be unreliable and have inconsistent attendance, are more easily distracted, lack follow through, are unlikely to feel responsible for their actions, more likely to take risk, and often procrastinate when asked to complete tasks.

 Not Recommended  Recommended  Strongly Recommended



# Recommended Score Report Example

## Customer Service Representative

Client: Ultra Big-Box Stores

Date: Jul 1, 2019

First Name: Robert

Last Name: Mendoza

Email: robmendoza@email.com

**Overall Score:**  Not Recommended  Recommended  Strongly Recommended

### People Skills:



- Customer Centric Focus
- Problem Avoidance/Solving
- Effective Communication

**High Scorers:** Tend to provide better customer service interactions, resulting in higher customer satisfaction, be socially perceptive of the feelings and needs of others, take a genuine interest in understanding and helping others, are better listeners, more likely to be able to tell when something is wrong or likely to go wrong, more able to handle complaints, settle disputes, resolve grievances, and adapt their communications to best meet the needs of the situation.

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■ Not Recommended ■ Recommended ■ Strongly Recommended

Client: ABC Electronics

Date: Jul 1, 2019

First Name: Jenny

Last Name: Greenwich

Email: jgreenwich@email.com

Overall Score:  Not Recommended  Recommended  Strongly Recommended

STRONGLY RECOMMENDED ✓

### People Skills:

STRONGLY RECOMMENDED ✓

Customer Centric Focus

Problem Avoidance/Solving

Effective Communication

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