

Customer Service Perspective

The Customer Service Perspective measures eight basic characteristics and two proficiencies that are critical to delivering excellent customer service. It is a tool to ensure everyone in your company is on the customer service team.

Driving Customer Service Standards Higher

With this unique, online assessment tool, you will have the means to provide line management with targeted coaching advice to:

- Develop effective work teams
- Recruit only those who match the key attributes and characteristics of top performers
- Develop customer service training plans
- Increase employee satisfaction and loyalty
- Improve customer satisfaction and loyalty
- Reduce staff turnover
- Improve engagement and retention.

Solving these challenges:	<ul style="list-style-type: none"> • Customer dissatisfaction • Legal liability issues • High employee turnover • Inappropriate messaging about your business 				
Used for:	Placement, promotion fit, succession planning, coaching and self improvement				
Measures	<ul style="list-style-type: none"> • 2 basic proficiencies: <ul style="list-style-type: none"> ○ Verbal skills ○ Numerical skills • 8 behavioural characteristics: <ul style="list-style-type: none"> ○ Conscientiousness ○ Courtesy ○ Flexibility ○ Empathy ○ Tact ○ Focus ○ Trust ○ Conformity • Alignment with company's service perspective (the degree of alignment between an individual's perspective on providing customer service and that expressed by the company). • A distortion score - to measure how candid and frank an individual is when completing the assessment. 				
Type of assessment	Normative	Time to take	20-30 minutes	Results turnaround	Immediate
What you will receive	Four Reports – Placement, Individual, Coaching and Company Perspective Comparison.				
For more about the Customer Service Perspective	Call: 0845 600 1556 Email sales@tlsa.co.uk The Leadership & Sales Academy, Paisley House, Farnham Lane, Haslemere, Surrey, GU27 1EU, United Kingdom.				

Normative assessments provide a distinct advantage over **Ipsative** tools; they benchmark candidates against:

- the UK population
- **your own** top performers in the role.
- **Others** in a similar role throughout the local population

Conversely **Ipsative** assessments (ie preferences chosen without comparison with the 'outside world' are limited in their use and are not recommended for recruitment.