



**Axiometrics International, Inc.**

*“Changing the World and the Future”*

# Customer Service Synopsis

**Prepared for:**

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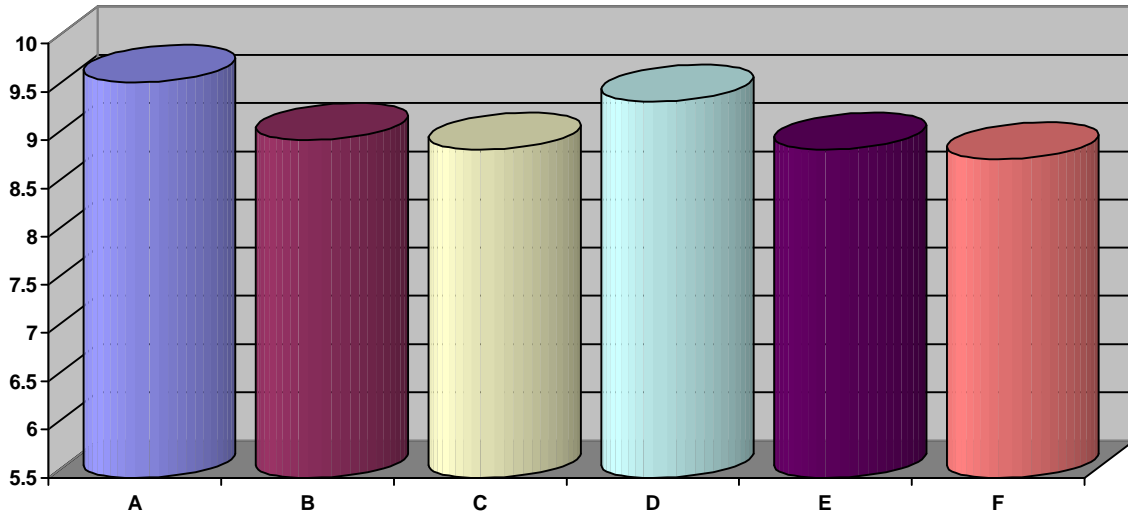
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## Customer Service Synopsis

### OVERVIEW GRAPH



<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>6.0 to 8.29</b>

**A) Relating With Customers (Primary Strength)** — The ability to see, understand and relate with customers in an objective, unbiased manner.

**B) Communicating With Customers (Secondary Strength)** — The ability to listen to customers, evaluate what is important and respond effectively.

**C) Handling Customer Rejection (Secondary Strength)** — The ability to maintain a strong sense of inner self worth regardless of circumstances.

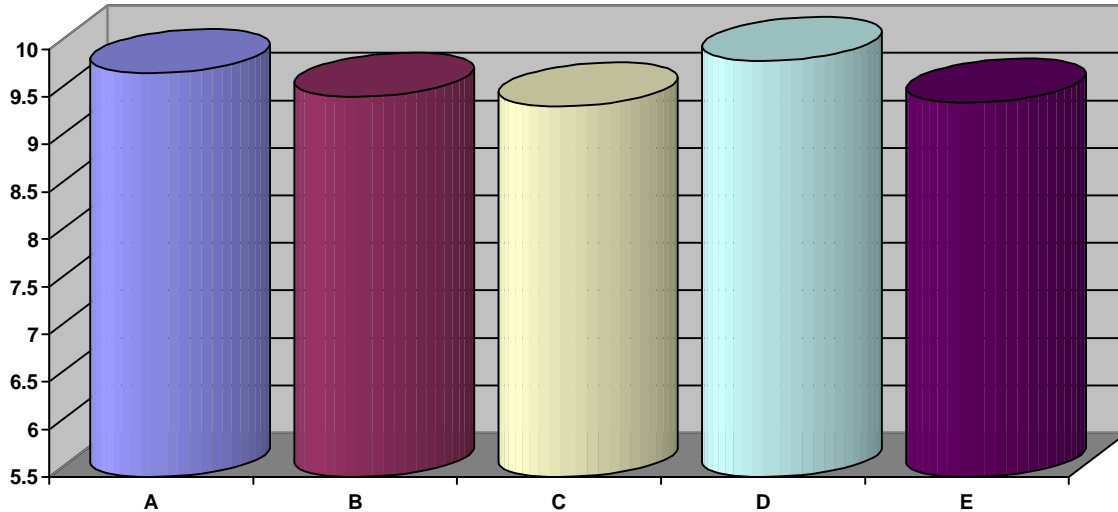
**D) Job Related Attitudes (Primary Strength)** — The ability to work within the organizational guidelines, policies and procedures to get things done.

**E) Problem Solving Capacity (Secondary Strength)** — The ability to identify potential customer problems and generate effective solutions.

**F) Personal Work Attitudes (Secondary Development)** — The ability to feel a sense of purpose and satisfaction in one's work.

## Customer Service Synopsis

### RELATING WITH CUSTOMERS



**RELATING WITH CUSTOMERS: This capacity measures the ability to see and appreciate customer needs and interests and the ability to deal with customers in a concerned and objective manner.**

<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>less than 8.3</b>

**A) Attitude Toward Customers (Primary Strength)** — This component measures one's ability to be positive, objective and tolerant with customers.

**B) Prejudice/Bias Index (Primary Strength)** — This component measures the degree of prejudice and bias in attitudes towards others.

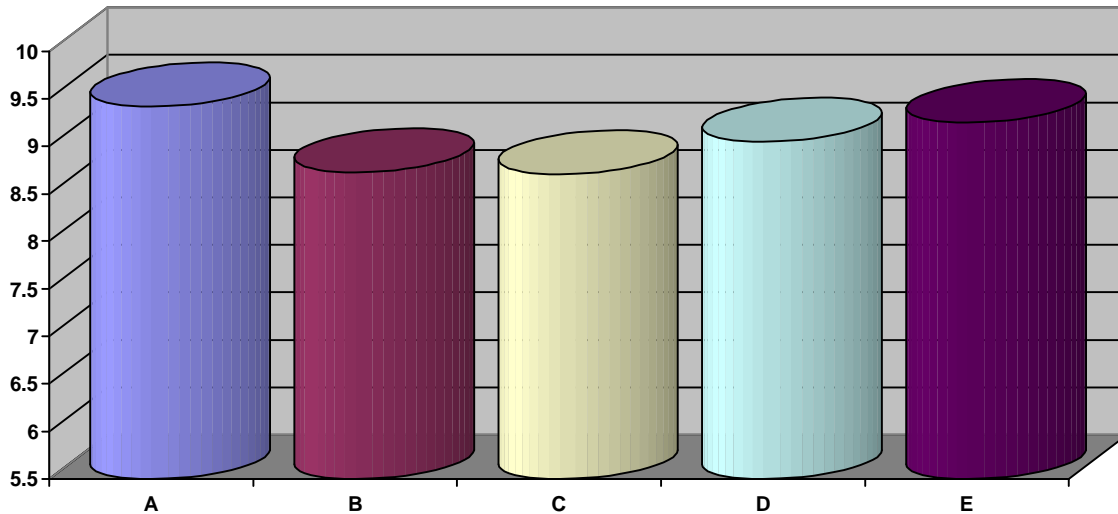
**C) Reading Customer Needs (Primary Strength)** — This component measures one's ability to see and understand the needs and interests of customers.

**D) Valuing Future Business (Primary Strength)** — This component measures one's ability to develop and maintain a positive, realistic attitude about future business with customers.

**E) Patience With Customers (Primary Strength)** — This capacity measures one's ability to see and accept customers as they are.

## Customer Service Synopsis

### COMMUNICATING WITH CUSTOMERS



**COMMUNICATING WITH CUSTOMERS:** This capacity measures a person's ability to listen to and respond to the customer in an objective, effective and efficient manner.

<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>less than 8.3</b>

**A) Listening To Customers (Primary Strength)** — This component measures how well an individual listens without imposing personal biases and expectations.

**B) Evaluating What Is Said (Secondary Development)** — This component measures the ability to focus on crucial issues in an objective manner.

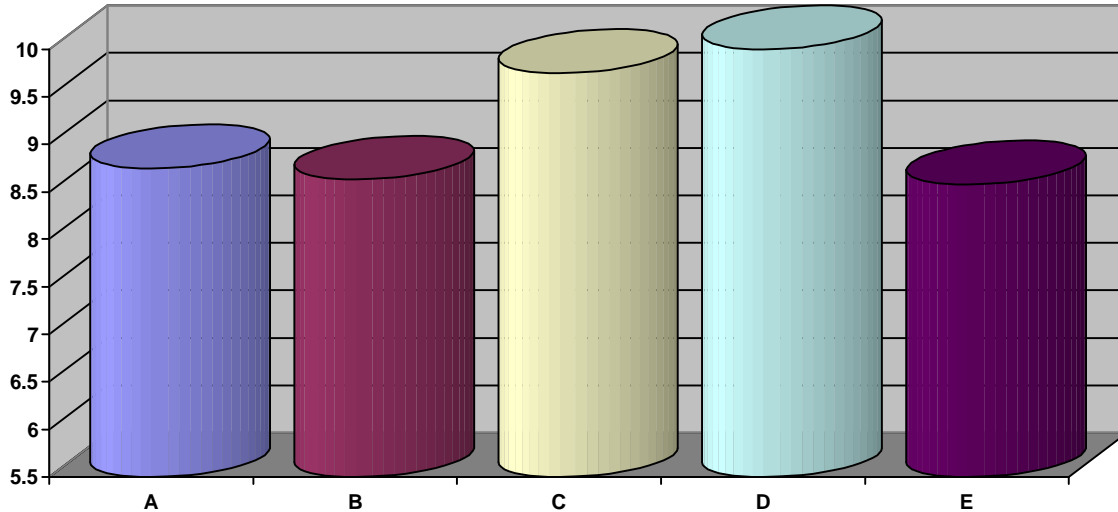
**C) Developing A Response (Secondary Development)** — This component measures how well one can construct alternatives which address issues in a clear, understandable manner.

**D) Talking At The Right Time (Secondary Strength)** — This component measures how well one can decide what to say and when to say it.

**E) Understanding Attitudes (Secondary Strength)** — This component measures one's ability to be tolerant and understanding of other viewpoints.

## Customer Service Synopsis

### HANDLING CUSTOMER REJECTION



**HANDLING CUSTOMER REJECTION:** The ability to see and appreciate one's self worth, to develop ego strength such that one can maintain self identity and self worth apart from how well one meets internal self expectations or the expectations and standards of others.

<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>less than 8.3</b>

**A) Self Esteem (Secondary Development)** — The capacity to see and appreciate one's unique worth and individuality, to see and understand 'Who One Is' apart from one's social/role or ideal self image.

**B) Self Assessment (Secondary Development)** — The ability to realistically see and understand one's strengths and limitations, to know one's potential for success as well as one's limitations.

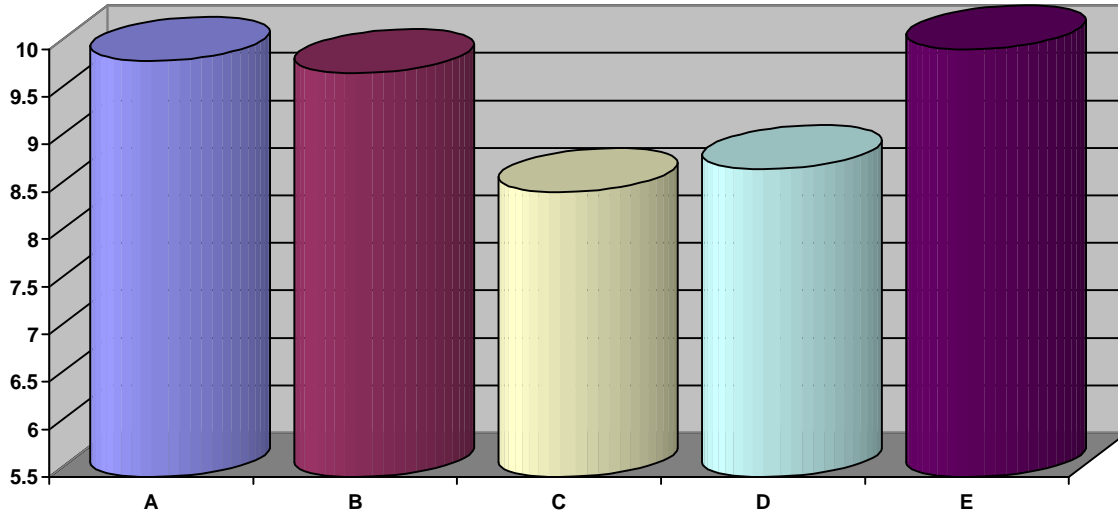
**C) Self Confidence (Primary Strength)** — The ability to develop and maintain inner strength based on the belief that one will succeed.

**D) Self Control (Primary Strength)** — The ability to maintain self composure in difficult situations, to think and act objectively rather than impulsively and emotionally.

**E) Sensitivity To Others (Secondary Development)** — This capacity indicates the degree to which one can be objective about others without allowing personal feelings, positive or negative, to get in the way of making decisions.

## Customer Service Synopsis

### JOB RELATED ATTITUDES



**JOB RELATED ATTITUDES:** This capacity measures a person's general work ethic attitudes indicating willingness to get things done in an effective and efficient manner.

<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>less than 8.3</b>

**A) Meeting Established Standards (Primary Strength)** — This component measures one's respect for and conformity to established norms and principles.

**B) Doing Things Right (Primary Strength)** — This component measures one's insistence on doing things right.

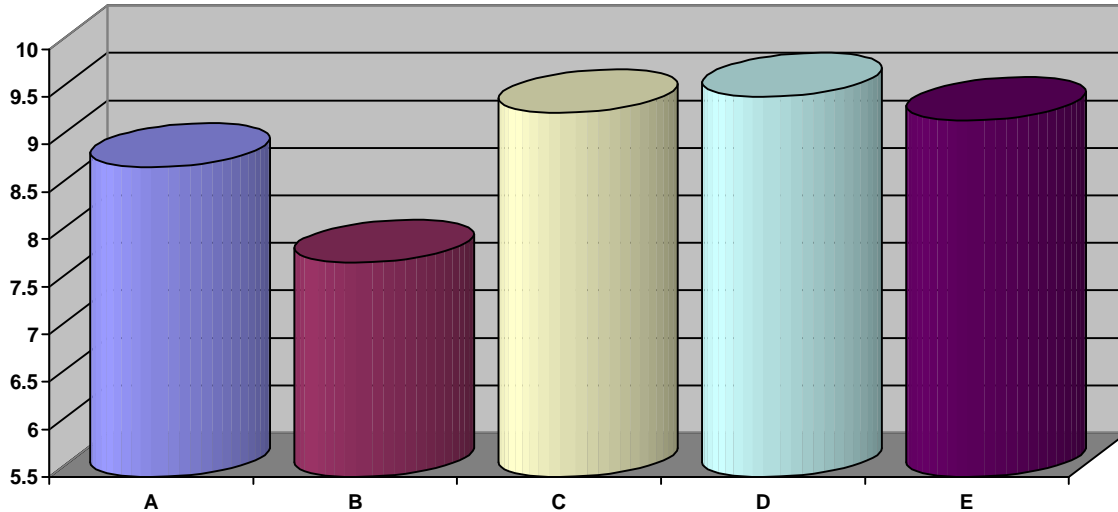
**C) Attention to Policies and Procedures (Secondary Development)** — This component measures one's sense of respect for and commitment to organizational policies and procedures.

**D) Meeting Deadlines and Schedules (Secondary Development)** — This component measures one's attention to and urgency to meet schedules and deadlines.

**E) Attitude Toward Authority (Primary Strength)** — This component measures the degree of attention to and respect for organizational and social sources or authority.

## Customer Service Synopsis

### PROBLEM SOLVING CAPACITIES



**PROBLEM SOLVING CAPACITIES:** These capacities measure the ability to see and understand what the crucial issues are in problem situations and to identify workable solutions.

<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>less than 8.3</b>

**A) Evaluating What To Do (Secondary Development)** — This component measures one's ability to identify issues and allocate resources to solve the problem.

**B) Attention To Concrete Detail (Primary Development)** — This component measures one's ability to see and pay attention to concrete detail, recognizing flaws in things and situations.

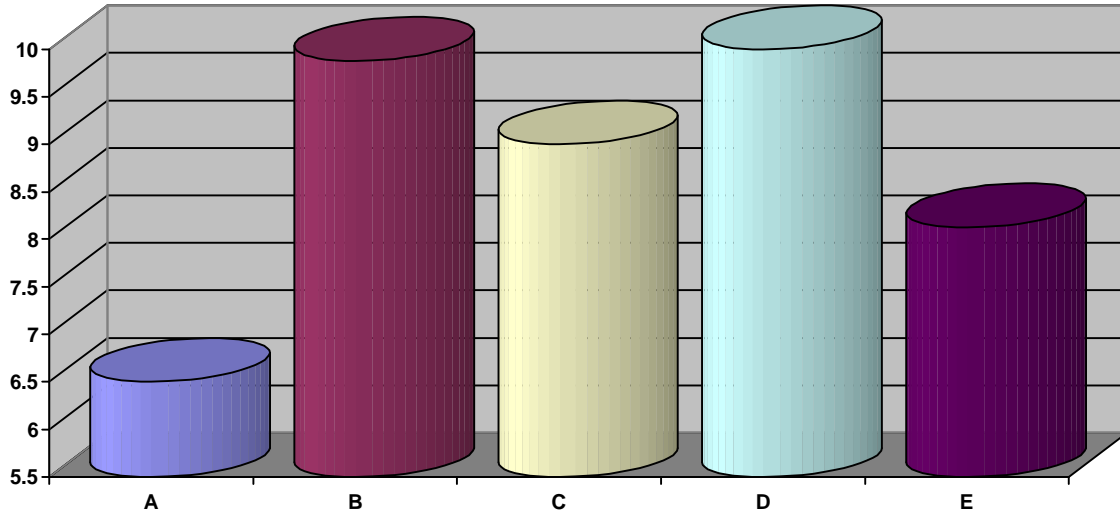
**C) Using Common Sense (Secondary Strength)** — This component measures one's ability to use practical, common sense in problem solving situations.

**D) Intuitive Insight (Primary Strength)** — This component measures one's ability to rely on intuitive inner feelings for identifying problems and deciding on a fruitful direction.

**E) Seeing Potential Problems (Secondary Strength)** — This component measures one's ability to size up situations and identify causes and solutions for problems.

## Customer Service Synopsis

### PERSONAL WORK ATTITUDES



**PERSONAL WORK ATTITUDES:** This capacity measures the ability of an individual to feel satisfied and competent in their job and to work in a persistent and consistent manner.

<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>less than 8.3</b>

**A) Role Satisfaction (Primary Development)** — This component measures one's ability to feel confident and competent.

**B) Flexibility/Adaptability (Primary Strength)** — This component measures the effect of dogmatic, rigid and black and white attitudes toward oneself and the world.

**C) Health-Tension Index (Secondary Strength)** — This component measures one's ability to balance tensions and anxieties.

**D) Persistence (Primary Strength)** — This component measures one's ability to maintain direction in spite of obstacles and regardless of any circumstances.

**E) Consistency, Reliability (Primary Development)** — This component measures one's ability to maintain a sense of order, constancy and continuity in one's decisions, to reliably handle the transfer of decision to action.



## **Customer Service Synopsis**

### **PRIMARY STRENGTH COMMENTS**

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#### **Attitude Toward Customers: (Relating With Customers)**

You have a very dynamic, optimistic attitude toward others which gives you the ability to see and understand the positive potential of others, to be concerned about and attentive to the needs and interests of others, to be open and available to others.

#### **Freedom From Prejudice: (Relating With Customers)**

You have the ability to see and understand the uniqueness and individuality of others and you are also willing to be open to the viewpoints of others. You do have strong perfectionistic ideas about what is right or wrong and these ideas can lead you to be open to others more readily if they live up to your expectations and standards.

#### **Reading Customer Needs : (Relating With Customers)**

You have very keen insight into others which gives you the ability to evaluate their potential for both good and bad, to functionally evaluate the ability of others to perform, to see opportunities for development with others which are good for you and for them, and to be aware of the needs and concerns of others.

#### **Valuing Future Business: (Relating With Customers)**

You have the ability to build a plan or strategy which not only defines the boundaries for future decisions but also fits the pieces together to help others anticipate the consequences of decisions. Utilize your talent to help your customers examine the consequences of their decisions.

#### **Patience With Customers: (Relating With Customers)**

You have the ability and the willingness to be open and available to the needs and interests of others and to see and accept the viewpoints of others. As a result, you are likely to be more patient with others when they need attention to issues which you do not agree with or which are not necessarily important to you.

#### **Listening To Others: (Communicating With Customers)**

You have the ability and willingness to listen to what others are saying, to pay attention to their own unique viewpoints, to their needs and concerns. You are likely to spend time and energy allowing others to express their viewpoints even when those viewpoints and perspectives are contrary to your own.

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## **Customer Service Synopsis**

### **PRIMARY STRENGTH COMMENTS**

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#### **Self Confidence: (Ability To Handle Rejection)**

Even though you are currently feeling uncertain and extremely frustrated in your current social/role environment, you can use this opportunity to identify new opportunities for personal development. Stop, look and listen to opportunities around you before you are ready to look for greener pastures.

#### **Self Control: (Ability To Handle Rejection)**

You have the capacity to maintain your sense of balance and equilibrium when dealing with stressful and emotional situations, to respond rationally and objectively to problem situations.

#### **Sensitivity To Others: (Ability To Handle Rejection)**

You have the ability to objectively assess not only the positive and negative potential of others but also the risk to you of becoming involved with others in personal, social and role relationships. You have the capacity to develop cautiously optimistic relationships without either becoming overly critical or too involved.

#### **Meeting Established Standards: (Job Related Attitudes)**

Your strong sense of perfectionism generates attention to making certain that things are done right. As a result, you have a keen appreciation of the need for standards and norms as well as a willingness to make certain that standards and preorganized strategies and expectations are met.

#### **Doing Things Right: (Job Related Attitudes)**

You are a perfectionistic thinker who pays attention to making certain that things are done right. As a result, you are likely to spend time and energy developing respect for accepted standards and ways of getting things done.

#### **Attitude Toward Authority: (Job Related Attitudes)**

Your strong sense of perfectionism and drive toward making certain that things are done right will build a strong sense of belief in and loyalty to authority and a willingness to work to maintain consistency and constancy in actions and decisions.

## ***Customer Service Synopsis*** **PRIMARY STRENGTH COMMENTS**

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### **Intuitive Insight: (Problem Solving Capacity)**

You have a well developed ability for intuitive thinking which gives you the capacity for identifying a fruitful direction or potential problem areas by the strength of your inner, gut feelings and instincts about what is right or wrong.

### **Flexibility, Adaptability: (Personal Work Attitudes)**

You have a strong sense of personal commitment to what you believe is right. You also have the ability to redirect your energy and direction when you discover that what you are doing is not working and to see and accept your mistakes and use them as opportunities for pushing ahead.

### **Persistence: (Personal Work Attitudes)**

Your strong commitment to your inner ideals, your personal goals and beliefs about the future and your sense of what is right provides a compulsive need to push ahead and will also act as a beacon to keep you on track in difficult and confusing situations.

## **Customer Service Synopsis**

### **SECONDARY STRENGTH COMMENTS**

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#### **Talking At The Right Time: (Communicating With Customers)**

You have the ability to correctly and immediately identify both what is the correct or appropriate response and when the time is right to make your point. Moreover, you have a strong commitment to what you believe is right, which will give you the confidence and assurance to say what you believe you need to say.

#### **Understands Attitudes: (Communicating With Customers)**

You have the ability not only to see and understand the attitudes of others but you are also extremely concerned about meeting the needs and interests of others. As a result, you will likely spend time and energy making certain that you have taken into consideration other points of view and that you have maintained an openness and availability to others.

#### **Sensitivity To Others: (Ability To Handle Rejection)**

You have the ability to objectively assess not only the positive and negative potential of others but also the risk to you of becoming involved with others in personal, social and role relationships. You have the capacity to develop cautiously optimistic relationships without either becoming overly critical or too involved.

#### **Using Common Sense: (Problem Solving Capacity)**

You have the potential for a very unconventional, novel view of practical common sense issues. This capacity can develop the ability to be creative in your thinking seeing ways of doing things which others tend to overlook and can build a strongly individualistic drive to do things in your own unique way.

#### **Seeing Potential Problems: (Problem Solving Capacity)**

You have a good capacity for identifying what the crucial issues are in complex and confusing situations and how these issues are integrated into the overall perspective of the problem situation. You know what is important and needs attention, can see the heart of the problem and can identify alternatives for resolving the problem in an effective manner.

#### **Health-Tension Index: (Personal Work Attitudes)**

You have a unique combination of clear personal identity and an excellent sense of balance in your life. You also have the ability to see and accept not only your personal successes and but also the successes and mistakes which happen in the world in a realistic way. You will likely maintain your belief that things will work for the best.

## **Customer Service Synopsis**

### **SECONDARY DEVELOPMENT COMMENTS**

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#### **Evaluating What Is Said: (Communicating With Customers)**

Because of the focused nature of your thinking, you may have difficulty correctly interpreting what others are saying. You will tend to be either unrealistically optimistic or skeptical and biased. Seek advice from others or from an objective measuring standard to test the balance and objectivity in your thinking about others.

#### **Developing A Response: (Communicating With Customers)**

Your strong sense of compassion and concern for others can cause you to be subjective in your judgments, to be too concerned about meeting the needs and interests of others, and to expect more out others than they can give. Rely on your common sense to develop techniques to remind you that you are being too trusting and sympathetic.

#### **Self Esteem: (Handling Customer Rejection)**

You are currently depreciating your own inner worth, measuring yourself against ideals and expectations and blowing up your imperfections. As a result, you may have difficulty keeping control and promise more than can be delivered or more than is necessary.

#### **Self Assessment: (Handling Customer Rejection)**

You may have difficulty clearly and realistically assessing your strengths and limitations. As a result, you may bite off more than you can chew, overlook your own potential for mistakes and have difficulty maintaining consistent confidence in your ability to perform.

#### **Sensitivity To Others (Handling Customer Rejection)**

You are extremely concerned about meeting the needs and interests of prospects and clients and as a result can become overly sensitive about what others think or say. As a result you may have difficulty handling objections and dealing with difficult situations.

#### **Attention To Policies And Procedures: (Job Related Attitudes)**

Your perfectionistic need for order and structure can lead you to dogmatically insist on obeying rules, policies and procedures to the letter of the law and without exception. Make certain that your zeal for conformity does not interfere with common sense and the natural flow of circumstances which are not always predictable.

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## ***Customer Service Synopsis*** **SECONDARY DEVELOPMENT COMMENTS**

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### **Meeting Schedules And Deadlines: (Job Related Attitudes)**

You have a strong sense of perfection and idealism which can lead you to very perfectionistic and insistent attitudes toward your schedules and time tables. Rely on your common sense to keep an open, flexible attitude toward getting things done on time.

### **Evaluating What To Do: (Problem Solving Capacity)**

Your thinking can become clouded either by excess attention or by the lack of attention to people, results or structure. As a result, your ability to evaluate and decide what needs to be done can be restricted. Seek input from others to assess your alternatives for action to make certain that you are seeing things from all relevant perspectives.

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## ***Customer Service Synopsis*** **PRIMARY DEVELOPMENT COMMENTS**

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### **Attention To Concrete Detail: (Problem Solving Capacity)**

Since you tend to become so concentrated on seeing the world as it ought to be rather than as it is, you are likely to overlook concrete detail. Build a reminder checklist to test your ability to stay in touch with what is actually happening in your environment.

### **Role Satisfaction: (Personal Work Attitudes)**

You are currently in social/role transition uncertain about what you want to do and feeling frustrated and dissatisfied about your current circumstances. Seek feedback either individually or in a course on self development to evaluate what you want to do, what you feel you should do, and what opportunities for action exist around you.

### **Consistency: (Personal Work Attitudes)**

A combination of a compulsive need to push ahead and a feeling of frustration and dissatisfaction about your current circumstances can lead to inconsistencies in your decisions and actions. Take the time to examine your priorities and expectations to make certain that you can realistically accomplish what you set out to do.