

AccuVision™

WORKFORCE READINESS SYSTEM (WRS)

Customer Care System

Customer Care Feedback Report – Applicant (sample)

for
John Doe
111-11-1111

Probability of Success

6 out of 10
people with the same score as
John Doe
have been successful in performing
the customer care activities associated with entry level positions.



NOTE: Do NOT give this page to the applicant – it is for the administrator's reference only

The AccuVision™ Workforce Readiness System (WRS) program, Customer Care Module, measures customer care skills and abilities. Included here are skills such as creating and maintaining a positive company image, communicating in a positive manner, making sound decisions, developing solutions for dealing with problem situations, and listening and avoiding misunderstandings. Technical knowledge and experience are not measured by the system. Information in this report is based strictly on the applicant's responses to the questions in the AccuVision Customer Care Module.

AccuVision™ WORKFORCE READINESS SYSTEM

CUSTOMER CARE MODULE

DEVELOPMENTAL INFORMATION

For
John Doe
111-11-1111

This report tells you how you did on the assessment, as well as things you can do to make better decisions in these kinds of situations. The report is broken up into 3 sections:

SECTION I: CUSTOMER CARE RANKING

The assessment measures various customer care qualities. They are the attitudes and standards that guide your decisions throughout the day at work. This section describes each of the qualities and ranks them according to how you did on the assessment. The strongest quality gets a 1, and the weakest a 3. The qualities which scored above average get an 'X'. This information can be used to help decide which customer care qualities are your strongest ones, and which ones you need to work on. Training should be considered for any quality without an "X", starting with the lowest ranked qualities.

SECTION II: PERFORMANCE ANALYSIS

This section tells you how you did in each of the job situations from the video. Your performance (what you decided was the best thing to do) in each job situation is listed as either “Acceptable” or “Needs Development”. The job situations in this section are not in the same order as in the video; they are grouped according to which customer care quality they measure.

SECTION III: PERFORMANCE DEVELOPMENT STRATEGIES

This section provides suggestions to help you improve your customer care qualities. For additional help, check out local college courses, books and other resources at the library.

AccuVision™ WRS – Customer Care

SECTION I: CUSTOMER CARE SKILL RANKING

CUSTOMER CARE	Rank Order *	Performance Level **
CUSTOMER RELATIONS Communicates in a positive manner, especially when handling complaints or conflict; efficiently obtains additional resources as needed to satisfy customer needs.	1	X
DECISION MAKING Makes sound decisions when carrying out company policies and guidelines, develops solutions for customer problems, recognizes the limits of own authority and knows when a customer problem should be referred to others.	2	
COMMITMENT TO QUALITY Works and communicates with clients and customers to satisfy their expectations; actively listens to customers to avoid misunderstandings.	3	

* Rank Order: 1 represents your strongest skill - comparing you only to yourself.

** Performance Level: X indicates that on this skill, you scored better than most of the people who have taken this assessment. ("Most" = 65%)

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SECTION II: SKILL AND TASK ANALYSIS

Effective performance in the situations depicted in the situations required the application of different skills. Below is a listing of the simulated work activities, clustered according to the skill most needed to effectively perform them. Also, the individual's performance level (acceptable or needs development) is indicated for each work activity associated with the skill.

CUSTOMER RELATIONS:

Communicates in a positive manner, especially when handling complaints or conflict; efficiently obtains additional resources as needed to satisfy customer needs.

Situations In Which the Participant's Performance Was Acceptable

- ☐ Remains polite and professional when interacting with customers who make unreasonable demands.
- ☐ Faced with a hostile customer, maintains positive demeanor and earnestly attempts to help the customer.

Situations In Which the Participant's Performance Needs Development

- ☐ Increases customer loyalty by immediately addressing concerns and following up.
- ☐ Handles competing customer needs in a calm and helpful manner, follows through on commitments.

DECISION MAKING:

Makes sound decisions when carrying out company policies and guidelines, develops solutions for customer problems, recognizes the limits of own authority and knows when a customer problem should be referred to others.

Situations In Which the Participant's Performance Was Acceptable

- ☐ Recognizes when it is best to personally handle customer needs versus when to direct the customer elsewhere.
- ☐ Recognizes priorities, then implements solutions based on an understanding of business need.

Situations In Which the Participant's Performance Needs Development

- ☐ Decides when to vary from routine operating policies/guidelines and when to adhere to them.
- ☐ Recognizes when more information is needed for making a decision.
- ☐ Recognizes the limits of own authority, correctly decides when to use those limits in order to keep the customer satisfied.

COMMITMENT TO QUALITY:

- *Works and communicates with clients and customers to satisfy their expectations; actively listens to customers to avoid misunderstandings.*

Situations In Which the Participant's Performance Was Acceptable

- ❑ Evaluates alternative possibilities for customer satisfaction, then chooses one that minimizes harm and makes the customer feel supported.
- ❑ Proactively helps coworkers for the purpose of increasing overall quality of company operations.
- ❑ Voice, body language, and attitude communicate to the customer that satisfying the customer's need is of highest importance.

Situations In Which the Participant's Performance Needs Development

- ❑ Balances own work schedule against customer needs; willingly makes adjustments.
- ❑ Determines customer need and improves customer relations by "listening" to customer comments and requests.

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SECTION III: PERFORMANCE DEVELOPMENTAL STRATEGIES

SKILL: CUSTOMER RELATIONS

TASK: INCREASES CUSTOMER LOYALTY BY IMMEDIATELY ADDRESSING CONCERNS AND FOLLOWING UP.

- ❑ ☐ Remember that assisting your customer is your first priority. Customers want to feel that you are sincere in your desire to help them and that they are not interrupting your “real” work.
- ❑ ☐ Sometimes it may be necessary for you to help customers locate certain products. When possible, put in the extra effort to accompany them to the correct aisle and lead them to the product. If you can't do that for whatever reason (say, for example, you are assisting another customer), then be very specific in your directions and guidance.
- ❑ ☐ If a problem cannot be immediately resolved and follow-up contact with the customer is required, take responsibility for making sure that the problem gets resolved.
- ❑ ☐ Sometimes you may need help from others in resolving a customer's issue. When the problem is resolved, be sure to acknowledge the assistance of others by a personal “thank you”.
- ❑ ☐ Act on customer problems immediately. Do not delay hoping that the problem will go away. Take responsibility, it is your problem to resolve.
- ❑ ☐ If there is no way that you are going to be able to satisfactorily resolve the customer's problem, make sure that your supervisor is informed. Maybe there is something that your supervisor can do that you cannot.
- ❑ ☐ Keep in mind that YOU are ultimately responsible for customer satisfaction. Anticipate problems, prepare for them, and when they occur, act immediately to resolve them.

{NOTE: Only 1 page out of 7 that make up Section III is included as an example}