

**Sam Sample**  
**30 Jul 2019**

**EXPERT**

**IDEAL PROFILE REPORT:  
CUSTOMER SERVICE  
REPRESENTATIVE**

**FIFTEEN FACTOR QUESTIONNAIRE PLUS**





## GUIDE TO USING THIS REPORT

### INTRODUCTION

The following report is based on the 15FQ+ results of Sam Sample and the perceived ideal personality profile for the role of Customer Service Representative. It aims to assess how well Sam Sample is suited to the personality requirements of this role. It does not take into account his experience, qualifications, abilities, aptitudes or interests, all of which may be important determinants of job performance.

### REPORT SECTIONS

The Ideal Profile report presents Sam Sample's results in the following sections:

#### Ideal Profile Summary

This section summarises the results in a profile chart which presents the ideal profile in grey as well as Sam Sample's profile overlaid in Blue. A colour scale is also provided to further highlight profile similarities and differences.

#### Question Prompts

This section is designed as an aid to a personality assessment feedback sessions by providing prompts for feedback which focus on the characteristics which may be relevant for the role. The prompts are not intended as definitive interview questions, but rather a recommended direction for eliciting job relevant information from the candidate.

### PROFILE SIMILARITY COEFFICIENT

Sam Sample's overall profile similarity to the ideal is estimated using the Barrett Shaped Distance coefficient (BSD). This coefficient varies between 0 and 1 in a similar manner to a correlation coefficient, where 0 indicates no relationship between the two profiles and 1 indicates a perfect match to the ideal.

### REFERENCE GROUP (NORM) USED

The following norm was used to generate this report:

Test	Norm Used	Sample Size
<b>Fifteen Factor Questionnaire Plus (15FQ+)</b>	Professional Managerial	1186

### DISCLAIMER

This is a strictly confidential assessment report on Sam Sample which is to be used under the guidance of a trained professional. The information contained in this report should only be disclosed on a 'need to know basis' with the prior understanding of Sam Sample.

This profile arises from a self-report questionnaire and must be interpreted in the light of corroborating evidence gained from feedback and in the context of the role in question taking into account available data such as performance appraisals, actual experience, motivation, interests, values, abilities and skills. As such the authors and distributors cannot accept responsibility for decisions made based on the information contained in this report and cannot be held directly or indirectly liable for the consequences of those decisions.



# CUSTOMER SERVICE REPRESENTATIVE IDEAL PROFILE

Sam Sample's personality profile is referenced to the ideal for the role of *Customer Service Representative*. Overall, Sam Sample's similarity to the ideal is estimated by to be **0.32\***.

## IDEAL PROFILE CHART

Profile Similarity

**0.32\***

○ Ideal Profile    ● Sam Sample's Profile

Scale	Raw	Left Description	1	2	3	4	5	6	7	8	9	10	Right Description	%ile
fA	8	Distant Aloof											Empathic	2
fB	5	Low Intellectance											High Intellectance	1
fC	14	Affected By Feelings											Emotionally Stable	43
fE	12	Accommodating											Dominant	33
fF	12	Sober Serious											Enthusiastic	26
fG	6	Expedient											Conscientious	8
fH	9	Retiring											Socially-bold	26
fI	17	Hard-headed											Tender-minded	53
fL	10	Trusting											Suspicious	64
fM	7	Concrete											Abstract	19
fN	7	Direct											Restrained	5
fO	8	Confident											Self-doubting	15
fQ <sub>1</sub>	11	Conventional											Radical	56
fQ <sub>2</sub>	11	Group-oriented											Self-sufficient	68
fQ <sub>3</sub>	12	Informal											Self-disciplined	20
fQ <sub>4</sub>	13	Composed											Tense-driven	57

\* The Profile Similarity was calculated using the Barrett Shaped Distance coefficient (BSD). This coefficient varies between 0 and 1 in a similar manner to a correlation coefficient, with 0 indicating no relationship between the two profiles.

Colour Scale Legend:

Similar



Different



## QUESTION PROMPTS

The following section lists a number of points which can be inferred from a comparison of Sam Sample's profile and the profile of an ideal candidate for the post of Customer Service Representative. The interviewer may wish to use these as the basis for further probing within an interview.

### INTERPERSONAL STYLE

<b>fA</b>	<b>The Ideal Candidate</b>	will be very friendly with a strong interest in understanding and supporting others.
	<b>Sam Sample</b>	will be very impersonal with no great need maintain interpersonal relationships.

**POSSIBLE QUESTIONS:**

- How much time do you spend socialising in a day/week?
- Given a problem, would you prefer to strive a) for the right answer? b) for a less perfect answer which is more acceptable to others?
- What do you find interesting about people?
- How many of your social or leisure interests involve other people?

<b>fF</b>	<b>The Ideal Candidate</b>	is a fairly spontaneous person who will tend to react impulsively to a situation.
	<b>Sam Sample</b>	is a fairly cautious and deliberate person who will tend to consider all of the alternatives before taking action.

**POSSIBLE QUESTIONS:**

- Do you regard yourself as more or less predictable than others in your work group?
- How do you think others amongst your working group cope with routine and boredom? Are you less tolerant or more tolerant of routine than others in your group?

<b>fQ<sub>2</sub></b>	<b>The Ideal Candidate</b>	has a tendency to like group activities.
	<b>Sam Sample</b>	has a tendency to like solitary pursuits.

**POSSIBLE QUESTIONS:**

- Give me an example of an occasion when you had an important task to complete. Did it matter to you whether you were able to work on it alone, or whether you had to work with others?
- What proportion of your work would you say requires you to operate on your own, rather than with others? Are you happy with this split? How would you change it if you could?

<b>β</b>	<b>The Ideal Candidate</b>	will be fairly confident of own intellectual abilities and prone to be independent-minded.
	<b>Sam Sample</b>	lacks great confidence in own intellectual abilities and is prone to avoid intellectual debates.

**POSSIBLE QUESTIONS:**

- When was the last time you tried to solve a complex problem on your own?
- Give me an example of taking the initiative to explain a complex concept to a colleague.
- Give me a recent example of being involved in a debate with a colleague.



<b>fE</b>	<b>The Ideal Candidate</b>	has a fairly unassertive approach to life, displaying a preference for avoiding personal confrontation.
	<b>Sam Sample</b>	is neither overly assertive nor overly accommodating.

**POSSIBLE QUESTIONS:**

- In what circumstances are you likely to give way in an argument? Give me an example.
- What sort of person do you find most difficult to deal with?

<b>fH</b>	<b>The Ideal Candidate</b>	is socially self-confident.
	<b>Sam Sample</b>	has a fairly reserved and socially restrained manner.

**POSSIBLE QUESTIONS:**

- What if anything, makes you think you are more - or less - socially confident than those with whom you work?
- When you last met someone new, did you take the initiative in getting acquainted, or were you happy to leave it to the other person? What did you say or do?

<b>fL</b>	<b>The Ideal Candidate</b>	has a fairly trusting attitude, with a tendency to take people at face value.
	<b>Sam Sample</b>	has neither too trusting an attitude toward people nor is overly suspicious of them.

**POSSIBLE QUESTIONS:**

- Do you think your friends regard you as someone who might be taken advantage of or not? What evidence have you got for your views?
- Are others in your working group more or less sceptical than yourself?

<b>fN</b>	<b>The Ideal Candidate</b>	will be fairly diplomatic when dealing with others.
	<b>Sam Sample</b>	will be very direct and forthright when dealing with others.

**POSSIBLE QUESTIONS:**

- Can you think of an instance when you felt really angry with someone but refrained from telling that person?
- Do you think business people should dress smartly or comfortably?
- Give me an example of an occasion when you had to be very diplomatic at work.
- Can you think of a recent occasion at work when you wanted to say something very direct to a colleague, but held back for some reason?



## THINKING STYLE

<b>fI</b>	<b>The Ideal Candidate</b>	tends to be influenced equally by feelings and reason.
	<b>Sam Sample</b>	tends to be influenced equally by feelings and reason.

**POSSIBLE QUESTIONS:**

- How do you think your leisure interests compare with those of others in your working group?
- Compared to others in your working group, do you think you have a preference for decisions based on logic, or on personal values?

<b>fM</b>	<b>The Ideal Candidate</b>	can be either practically or imaginatively oriented depending on the circumstances.
	<b>Sam Sample</b>	is a fairly practical person who tends to be concerned with issues of immediate reality.

**POSSIBLE QUESTIONS:**

- What occupies your mind on a long car or train journey?
- Do you think you spend more or less time, thinking about things, than might others in your working group?

<b>fQ<sub>1</sub></b>	<b>The Ideal Candidate</b>	has a fairly radical attitude and may like change.
	<b>Sam Sample</b>	is neither excessively radical nor excessively conventional.

**POSSIBLE QUESTIONS:**

- Does your company/department do sufficient to 'keep up with the game' or do you feel it lags behind? What should it be doing?
- There is much talk about industry's need to change. Is this sometimes over - exaggerated?

<b>fG</b>	<b>The Ideal Candidate</b>	brings a very detail-conscious attitude toward work matters, believing strongly that it is best to do things 'by the book'.
	<b>Sam Sample</b>	has a flexible attitude toward work matters and will be willing to bend the rules to achieve a desired goal.

**POSSIBLE QUESTIONS:**

- Give me an example of when you resolved a situation (at work) by 'going by the book'.
- Do you have any hobbies or interests which require you to be exacting and meticulous?
- Some people believe the saying 'Rules are made for the obedience of fools and the guidance of wise men'. What do you think?
- Do you have any obligations that you feel bound to fulfil?



<b>fQ<sub>3</sub></b>	<b>The Ideal Candidate</b>	is determined by social conventions.
	<b>Sam Sample</b>	tends to be relatively free from social expectations.

**POSSIBLE QUESTIONS:**

- Do you have any long term goals? Is it important to you to have these?
- How do you organise your working day?

## COPING STYLE

<b>fC</b>	<b>The Ideal Candidate</b>	is a very emotionally stable person who will be rarely flustered by situations.
	<b>Sam Sample</b>	is fairly well-balanced emotionally, being neither too temperamental nor too cold-blooded.

**POSSIBLE QUESTIONS:**

- Do you think you are more confident or less confident than those who work closest to you? Can you give me an example?
- Do you think you are better at working under pressure than some of your colleagues?

<b>fO</b>	<b>The Ideal Candidate</b>	is self-assured and confident.
	<b>Sam Sample</b>	is fairly self-assured and confident.

**POSSIBLE QUESTIONS:**

- When did you last feel guilty about something?
- Can you think of a recent event which might lead someone to describe you as a little more confident than others?

<b>fQ<sub>4</sub></b>	<b>The Ideal Candidate</b>	has a very relaxed attitude.
	<b>Sam Sample</b>	has an average amount of tension and nervous energy.

**POSSIBLE QUESTIONS:**

- Do you think those with whom you work closest are more relaxed than you, or less so?
- Does your present job require a sense of urgency? Give an example.