



# Customer Service

Name: Sample Index  
Address:

Company/Org: Coporation Global  
Email: sample@ips.com

Date: 1/16/2010  
Contact Tel: 555-123-200

**Purpose of This Report** – All truly critical work in modern organizations will either be enhanced or diminished by the quality of *customer service* exercised in that organization. Even the most excellent products and services offered by an organization will be enhanced or diminished by excellence in customer service. To the degree that an organization touches the lives of a larger number of people, customer service may be the most critical element in the organization's overall success.

For many, many years, trying to find individuals who will provide high levels of customer service has been a pressing desire for many organizations. On the other hand, being able to predict if a new worker will advance positive customer service has not been easy. In like manner, being able to assess the customer service capacity of present workers has presented its own challenges. Since excellent customer service is clearly the result of a certain value orientation and a certain quality of good judgment, the Judgment Index™ should be an effective tool in understanding and improving both the customer service potential of new and existing workers on every level of the organization.

**Design of This Report** – Managers in a major healthcare system in the United States were asked by key human resources consultants to name their very best employees from the perspective of excellence in customer service. These persons were assessed using the Judgment Index™, and the results were compiled and studied carefully in order to gain a pattern or template of the most significant scores that made these profiles strong in the arena of excellence in customer service.

## Critical Factors

**1. Care and Tolerance of People**– This scale measures both a generally tolerant attitude to a divergent range of persons – the absence of prejudice, stereotyping, and bias - and the actual likelihood of decisions and actions that reflect care and compassion. Persons with strong scores on this scale are likely to take the initiative to reach out and meet the needs of others in a kind and benevolent manner.

**2. Problem Solving Ability** – This scale measures strength in finding solutions, solving problems, and being quick to make good decisions. A great deal of excellence in customer service involves finding workable solutions in a timely manner.

**3. Resourcefulness with Difficult People and Situations** – This scale measures the ability to deal with difficult situations and difficult people by using available resources in a creative and innovative manner.

**4. Coping Skills and Positive Attitude** – This scale measures a person's coping skills in the presence of stress, and the degree to which a person is likely to use a positive attitude as a stress reducer.

**5. Strong, Positive Work Morale** – This scale measures the degree to which a person has positive morale about work. Positive morale is, clearly, an important aspect of excellence in customer service.

**6. Sense of What is Most Important** – This scale measures the degree to which a person is able to sense what is really important in a situation, what really needs to be done the most, and what will make the most positive difference in making a situation better.

**7. Balance of Judgment towards People** – This scale measures the degree to which a person will have balance in the way thathe/she treats others.

**8. Balance of Self-Esteem** – This scale measures the degree to which a person has balance in his/her own self-esteem. Solid, positive self-esteem gives a person a better personal "base" and "foundation" from which to work in dealing with others.

Key Results			
	Strong	Moderate	Weak
1. Care and Tolerance of People	●		
2. Problem Solving Ability	●		
3. Resourcefulness with Difficult People / Situations		●	
4. Coping Skills and Positive Attitude	●		
5. Strong, Positive Work Morale	●		
6. Sense of What is Most Important		●	
7. Balance of Judgment towards People	●		
8. Balance of Self-Esteem	●		

**Interpretation** – The ideal candidate/worker will possess strong skill sets in his/her field of occupational expertise. Poor skill sets and inadequate competence will increase the likelihood of poor customer service. In addition, the ideal candidate/worker will possess a strong value judgment orientation.

The Judgment Index™ will distinctively assess the presence or absence of good judgment.

**Quality and Performance equals:**

**(Competent Skill Sets + Competent Processes + Good Information) X Good Judgment**

The most ideal candidate/worker will score in the **Strong** category on all eight of the critical factors. There may be times when a person will be hired or have to function in a certain workplace without **all** of these scores being in the "Strong" column. If this is the case, the person's supervisor can immediately monitor and mentor the person's behaviors and attitudes in the designated area with the goal of improvement and enhancement.

When the Index is being used to better understand the dynamics of an existing work unit, individual or average group scores that do not meet the above parameters will clearly indicate the area in which a unit needs to work to become stronger in customer service. One of the most effective uses of this report is as a catalyst for building stronger customer service in existing work units. To the extent that there is departure from the Strong category of this report, there is an indication of the degree and specific type of development that can be done to improve customer service.

**Please Note:** The scales developed for this report are not intended in any way to be overly arbitrary or excessively limiting. However, *the ranges are fairly conservative* to ensure that candidates/workers assessed positively with this template will be very strong performers in areas where excellence in customer service is desired. Without question, a person who scores "Strong" in all of the categories can be a positive influence and good mentor for others in the general workplace, a person who will actively promote, as a strong role model, prime examples of excellent customer service.