

Profiles Customer Service Profile™ measures six basic characteristics and two proficiencies that are critical to delivering excellent customer service. It is a tool to ensure everyone in your company is part of the customer service team. Keeping your customers satisfied is essential to building a successful, growing business. While many companies work hard to increase sales, they may overlook the importance of doing the little things that keep customers happy and buying more. It is often easier to accelerate your business by cultivating the customers you already have than working to constantly attract new customers.

The Customer Service Profile identifies six behavioural characteristics and two proficiencies that are essential to extraordinary customer service. This is the information needed to coach and train your people to deliver world-class customer service.

Technical Specs:

<i>Solves these challenges:</i>	Inappropriate messaging about your business, customer dissatisfaction, legal liability issues and high employee turnover.
<i>Used For:</i>	Placement (provides tailored behavioural interview questions), Promotion Fit, Succession Planning, Coaching and Self Improvement
<i>Measures:</i>	Six behavioural characteristics (trust, tact, empathy, conformity, focus, flexibility); two basic proficiencies (vocabulary, numerical); company's service perspective (the degree of alignment between an individual's perspective on providing customer service and that expressed by the company).
<i>Time to Take:</i>	20 - 30 minutes
<i>Administration:</i>	Online or Pencil/Paper (extra charges may apply for Pencil/Paper administration)
<i>Report Types:</i>	Four Reports (Placement, Individual, Coaching and Company Perspective Comparison)
<i>Results Turnaround:</i>	Instantaneously
Cost:	RRP \$165

Channelled ... Growth will help you make the most effective assessments of your people, teams and management. Only then can you decide on what is the best training and coaching for your business. Call Brett NOW!

Brett Cameron, BA | Channelled Growth
Master NLP Practitioner, Certified Hypnotherapist
Holistic Life and Business Coach
Profiles International Business Partner



T: (02) 6656 1420

M: 0403 335 751

E: brett@channelled.com.au

W: www.channelled.com.au