

SERVICEPRO™



The **SERVICEPRO™** is a highly validated assessment tool designed to help organizations identify and select individuals who have the potential to deliver superior customer service and enhanced customer satisfaction. The **SERVICEPRO™** measures a number of key attributes that have been proven through several validation studies to predict both performance and retention.

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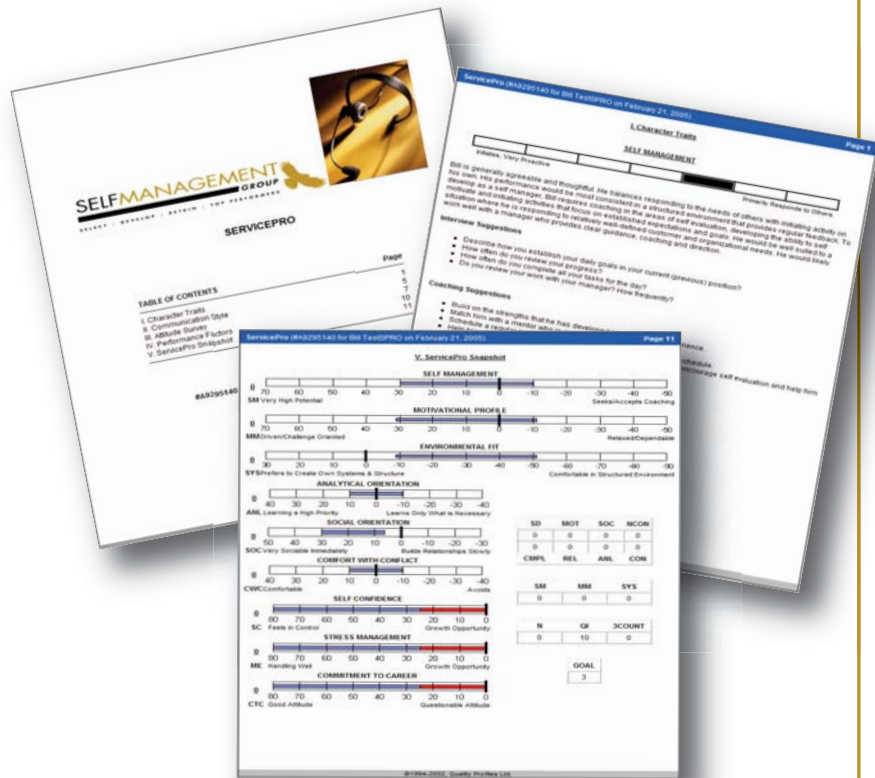
- Validated to provide high performers
- Provides customized interview questions
- Includes coaching and development suggestions
- Can be used for selection, career management and succession planning
- Multiple roles can be benchmarked for recruiting across several positions simultaneously

The **SERVICEPRO™** provides an efficient and economical solution for attracting, selecting, training and retaining top performing candidates that fit your specific corporate culture and management team.

The **SERVICEPRO™** will help you select candidates who fit your customer care culture based upon their approach to service, decision making, attitudes, need for structure as well as communication style and ability to learn required information.

The **SERVICEPRO™** measures:

- **Self Management Potential** - the #1 predictor of success
- **Service Motivation** - the motivation to provide service and satisfy customer needs
- **Team Orientation** - the potential to work as part of a team and the need for supervision
- **Analytical Orientation** - the potential to learn and apply new knowledge
- **Service Orientation** - Warm, friendly and enthusiastic
- **Self Confidence** - Possessing and projecting a positive self and corporate image
- **Stress Coping** - the ability to cope with the constantly changing demands of customer contact and service.



SELF MANAGEMENT GROUP

The **Self Management Group** is a world leader in screening, selecting, developing, and retaining top performers. For over 30 years, the **Self Management Group** has partnered with leading companies to develop high performance, self managed organizational cultures.

For more information about the **SERVICEPRO™** and the **Self Management Group's** other profiling and training systems please visit www.selfmgmt.com or call 416.746.0444.

For a free demo and complimentary consultation contact:
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