

CALL CENTRE AUDITS

David Sample

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Name/Logo Here

Private and Confidential

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QUINN TRAINING 
Optimising the Potential in People

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Basic Characteristics

Thorough, independent, friendly, amiable, kind, tenacious, communicative, industrious, opinionated, hard-working, forceful, dependable

Understanding and Responding to Client Needs

David Sample is thorough, friendly and sincere .
He is a good listener and a relaxed communicator who will strive to understand clients' needs fully
His steady approach will ensure full understanding before any action is taken or recommended
He can be assertive but will normally come across as kind, supportive and caring
He has the ability to develop trust in those with whom he works .

Imparting Information

He is a natural and competent all round communicator .
Indications are that David Sample is patient and thorough and should be able to assist others in understanding technical information
David Sample's thoroughness may irritate more active listeners .
He places a great deal of importance on a systematic and direct communication style
If he is not totally familiar with all the facts, he will not hesitate to say so

Problem Solving

David Sample is dependable and persevering and will see problems through to a satisfactory conclusion
He will research in detail in order to fully understand the problem before recommending a solution

He can be forceful and persistent in resolving problems -
David Sample is by nature a good communicator and will ensure that those involved are fully informed at all times

Demonstrating Persistence With Sensitivity

David Sample is serene, sensitive and poised and has the ability to reassure his clients
Order, loyalty and sincerity are an integral part of his personality -
His assertive yet kind and accommodating nature will encourage people to accept his recommendations
He will tend to be systematic and caring at all times

Response to Peak Workloads

David Sample will resist, and possibly even resent, being hurried -
He prefers to complete one task at a time, without unnecessary interruptions
He dislikes unplanned change and will rely heavily on proven procedures when burdened with exceptional work pressures
David Sample will keep a level head when pressurised, putting people's feelings and interests first
However, his assertiveness will become evident if pressures are unreasonable

Managing Aggression and Unreasonable Clients

Being a competent all-round communicator David Sample will apply his sensitive listening skills and natural persuasive powers to good effect when interacting with aggressive people
When necessary, he is capable of handling conflict and unreasonable client demands in a firm yet understanding manner
This sensitive person will at all times endeavour to diffuse antagonistic situations using reason, diplomacy and a friendly approach
David Sample will capitalise on his sincere and accommodating disposition, coupled with a strong sense of fair play, when resolving conflicting opinions, unreasonable challenges and/or aggression
Diplomacy will play an important role in his attempts to placate and win over irate clients.

Proactively Promoting Products, Services and Concepts

David Sample will present and promote in a calm and well-ordered manner

He will utilise his well-rounded communications and interpersonal skills to the fullest extent possible

David Sample can be very persuasive and determined in his promotional activities

As a result of his strong goal-orientation, he will persevere even with the most hesitant of clients

Summary

David Sample's kind, thorough, strong and friendly character should make him well suited to outbound call centre and support functions. He may be too forceful and independent for most inbound call centre responsibilities.