

# Inbound Telesales Rep Report

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The Receiver  
Your Company  
P.O. Box 1234  
Anycity, USA 40000-1234

## Personal & Confidential

### Bottom-Line Recommendation

**Candidate:** John Smith  
**Position:** Inbound Telesales  
**Bottom-Line:** Recommended

The validity scales from the Self-Descriptive Index indicate that Mr. Smith completed the questionnaires in an honest manner. Therefore, the profile results accurately represent his pattern of motivation and style of approaching work.

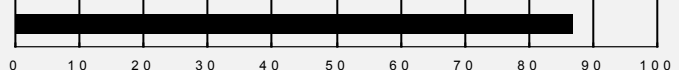
### Summary of Candidate's Critical Selling Skills Potential

Agreed-Upon Skills	Candidate Score
<b>IMAGE BUILDING</b>	<b>87%</b>
<b>PROBLEM-SOLVING</b>	<b>64%</b>
<b>IDENTIFYING CUSTOMER NEEDS</b>	<b>47%</b>
<b>MAXIMIZES RESULTS BY MAKING CUSTOMER SATISFACTION A PRIORITY</b>	<b>91%</b>
<b>MAKES PROFITABLE RECOMMENDATIONS IN A CONTRIBUTOR ROLE</b>	<b>53%</b>

### In-Depth Evaluation of Critical Inbound Telesales Skills Potential

#### IMAGE BUILDING

**SCORE**  
**87%**



**Definition:** Tailors image to fit customer expectations; adapts to different situations with sincerity and realism, taking care to avoid obvious role-playing or acting; recognizes the value of first impressions; studies the image or style with which the customer is most comfortable and adopts the dress, conversational style, and language most trusted by that customer

**Skill/Capability Level:** Ahead of the initial contact, Mr. Smith will diligently do his homework in order to gain insight into what the customer expects. He seeks to maximize his credibility by using the kind of cachet (e.g., success stories, customer lists, etc.) that will most impress the customer. He strives to project an image with which each customer will be comfortable while being careful to appear natural and sincere. He will adjust his communication style, dress, and speech in line with his customers whether they are on the shop floor or in executive offices.