

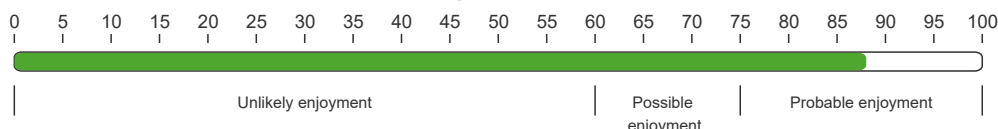
REPORT FOR
Andrew Jones**DATE OF COMPLETION**
20/04/2019**RELIABILITY - 99.2%**
Answers were very likely
accurate and truthful**ORGANIZATION**
LSF Global

Welcome to Career Enjoyment Analysis

This report compares your preferences and interests to the tasks and interests related to work satisfaction and success for typical jobs within the career called Customer Service Specialist. Keep in mind that while there is a good general reflection of the career, there may be specific jobs under this career name which emphasize somewhat different tasks and interests, and thus your score is not necessarily reflective of all jobs within this career title.

This report is divided into three sections: Key factors related to your enjoyment, Lesser Factors which could hinder your enjoyment, and Potential derailers.

Overall percentage of enjoyment = 88%



Summary of this career

Greet customers in a face-to-face situation. Create friendly and positive customer interactions. Receive customer requests and efficiently fulfill them. Selling is NOT required.

Possible educational requirements

- No Education
- High School Diploma

Areas of knowledge

CUSTOMER AND PERSONAL SERVICE

Knowledge of principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

CLERICAL

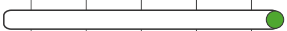
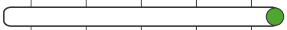
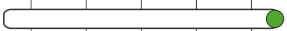


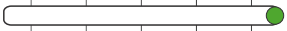
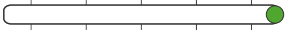
Knowledge of administrative and clerical procedures including systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology



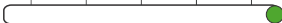
Key factors related to your enjoyment

These factors relate to areas in which a strong interest or enjoyment level is likely to help your enjoyment and success in this career, and a low level of interest or enjoyment is likely to hinder your enjoyment and success.

	Your Score	Strongly dislike	Dislike	Somewhat dislike	Occasionally enjoys	Moderate enjoyment	Some enjoyment	Substantial enjoyment	Strong enjoyment	Very strong enjoyment
Helpful: <i>The tendency to respond to others' needs and assist or support others to achieve their goals</i> Narrative: You tend to be extremely helpful and conscious of others' needs. Your helpfulness will probably have a substantial positive impact on job satisfaction and/or performance.	9.9									
Optimistic: <i>The tendency to believe the future will be positive</i> Narrative: You tend to be extremely optimistic and cheerful. Your positive attitude will be very beneficial when dealing with subordinates, co-workers, or clients. Your positive attitude will probably have a substantial positive impact on job satisfaction and/or performance.	9.5									
Organized: <i>The tendency to place and maintain order in an environment or situation</i> Narrative: You probably prefer not to do much organizing. You may do the minimum amount of organizing necessary and may occasionally lose efficiency without the support of others to help you organize. Your degree of being organized will probably have a moderate negative impact on job satisfaction and/or performance.	3.9									
Outgoing: <i>The tendency to be socially extroverted and the enjoyment of meeting new people</i> Narrative: You enjoy meeting new people and are probably very outgoing. Your enjoyment of new people will probably have a moderate positive impact on job satisfaction and/or performance.	9.2									
Warmth / empathy: <i>The tendency to express positive feelings and affinity toward others</i> Narrative: You frequently express warmth and empathy. Your warmth and empathy will probably have a substantial positive impact on job satisfaction and/or performance.	9.9									
Diplomatic: <i>The tendency to state things in a tactful manner</i> Narrative: You are very capable of being tactful and tend to state things in a very diplomatic manner. Your degree of diplomacy will probably have a slight positive impact on job satisfaction and/or performance.	8.6									

Key factors related to your enjoyment											
These factors relate to areas in which a strong interest or enjoyment level is likely to help your enjoyment and success in this career, and a low level of interest or enjoyment is likely to hinder your enjoyment and success.		Your Score	Strongly dislike	Dislike	Somewhat dislike	Occasionally enjoys	Moderate enjoyment	Some enjoyment	Substantial enjoyment	Strong enjoyment	Very strong enjoyment
Takes Initiative: <i>The tendency to perceive what is necessary to be accomplished and to proceed on one's own</i> Narrative: You very often tend to take initiative. This initiative will help you to achieve objectives. It is very important that the employer provides opportunities for initiative and guidelines regarding the type of initiative that can be taken. Otherwise, the initiative could be contrary to expectations. Your initiative will probably have a moderate positive impact on job satisfaction and/or performance.		8.7									
Less important factors that could hinder your enjoyment		Your Score	Very strong hindrance	Strong hindrance	Substantial hindrance	Moderate hindrance	Slight hindrance	No hindrance			
Enthusiastic: <i>The tendency to be eager and excited toward one's own goals</i> Narrative: You tend to be enthusiastic about your goals. If your goals are in alignment with the organization's objectives, you will probably have a drive to achieve those objectives. Your degree of enthusiasm for your goals is sufficient.		8.2									
Pressure Tolerance: <i>The level of comfort related to working under deadlines and busy schedules</i> Narrative: You are extremely likely to work well under the pressure of deadlines and tight schedules. Your degree of tolerance of pressure is sufficient.		9.7									
Self-acceptance: <i>The tendency to like oneself ("I'm O.K. the way I am")</i> Narrative: You are reasonably self-accepting. This positive self-regard will probably translate to better interactions with subordinates, co-workers, and clients. Your degree of self-acceptance is sufficient.		7.0									
Systematic: <i>The enjoyment of tasks that require carefully or methodically thinking through steps</i> Narrative: You usually prefer not to have to do work that requires being systematic. Your degree of being systematic will probably have a slight negative impact on job satisfaction and/or performance.		4.1									

Less important factors that could hinder your enjoyment		Your Score	Very strong hindrance	Strong hindrance	Substantial hindrance	Moderate hindrance	Slight hindrance	No hindrance
Tolerance Of Bluntness: <i>The level of comfort related to receiving abrupt or frank communications from others</i> Narrative: You are tolerant of people who are blunt. Your degree of tolerance of bluntness is sufficient.		7.8						
Tempo: <i>The enjoyment of work that needs to be done quickly</i> Narrative: You like to work quickly.		7.7						
Self-improvement: <i>The tendency to attempt to develop or better oneself</i> Narrative: You have an intention to improve yourself. Your level of interest in self-improvement is sufficient.		6.6						
Team: <i>The enjoyment of working closely in a co-operative team effort (not necessarily the ability to do so)</i> Narrative: You only moderately enjoy working in a team. Your degree of enjoyment of working in a team is sufficient.		4.5						
Public Contact: <i>The level of comfort interacting with a wide range of people representative of general society</i> Narrative: You generally enjoy working with the general public and are probably reasonably comfortable doing so. Your degree of enjoyment of working with the general public is sufficient.		7.2						
Tolerance Of Structure: <i>The tolerance of following rules, schedules, and procedures created by someone else</i> Narrative: You may dislike having to follow extensive rules and procedures set by someone else and thus may sometimes neglect to follow them. Your degree of tolerance for structure is sufficient.		3.3						
Wants Challenge: <i>The willingness to attempt difficult tasks or goals</i> Narrative: You are very motivated by challenging tasks or projects and need challenging work. You strongly prefer an employer who is able to offer challenging work. Your strong drive for achievement will probably be a good example for others. Your degree of drive to achieve challenging objectives is sufficient.		9.4						

Potential derailers		Your Score	Very strong hindrance	Strong hindrance	Substantial hindrance	Moderate hindrance	Slight hindrance	No hindrance
Pay Minus Motivation: <i>The tendency to have a desire for money that is greater than the personal drive necessary to earn it</i> Narrative: You probably do not have a significant degree of having a desire for high pay that is greater than your level of motivation. Your level of motivation as compared to your desire for high pay will support job satisfaction and will not hinder performance.		0.0						
Self-critical: <i>The tendency to seek self-improvement without sufficiently being self-accepting</i> Narrative: You probably do not have a significant degree of self-criticalness. Your lack of self-criticalness will support job satisfaction and will not hinder performance.		0.0						
Defensive: <i>The tendency to be self-accepting without sufficiently intending to improve</i> Narrative: You probably do not have a significant degree of defensiveness. Your lack of defensiveness will support job satisfaction and will not hinder performance.		0.3						
Dogmatic: <i>The tendency to be certain of opinions without sufficiently being open to different ideas</i> Narrative: You probably do not have a significant degree of being dogmatic. Your lack of being dogmatic will support job satisfaction and will not hinder performance.		0.0						
Harsh: <i>The tendency to enforce rules without giving sufficient emphasis to building rapport or being empathetic</i> Narrative: You probably do not have a significant tendency to be harsh or overly strict. Your lack of harshness will support job satisfaction and will not hinder performance.		0.0						
Rebellious Autonomy: <i>The tendency to seek freedom from authority without taking sufficient and appropriate initiative</i> Narrative: You probably have an extremely slight tendency to want autonomy without taking sufficient initiative. Your lack of rebellious autonomy will support job satisfaction and will not hinder performance.		0.9						

Potential derailers		Your Score	Very strong hindrance	Strong hindrance	Substantial hindrance	Moderate hindrance	Slight hindrance	No hindrance
Dominating: <i>The tendency to be assertive of one's needs without sufficiently being helpful to others</i> Narrative: You probably do not have a significant degree of being dominating. Your lack of being dominating will support job satisfaction and will not hinder performance.	0.0							
Evasive: <i>The tendency to be tactful without being sufficiently direct</i> Narrative: You probably have only a very slight tendency to be evasive when communicating rather than saying what you really think. Your lack of being evasive will support job satisfaction and will not hinder performance.	1.5							
Insensitive: <i>The tendency to be assertive with one's own needs without being sufficiently warm and empathetic</i> Narrative: You probably do not have a significant degree of being insensitive. Your lack of being insensitive will support job satisfaction and will not hinder performance.	0.0							
Blunt: <i>The tendency to be frank or direct without being sufficiently tactful or diplomatic</i> Narrative: You probably do not have a significant degree of being blunt. Your lack of being blunt will support job satisfaction and will not hinder performance.	0.0							
Skeptical: <i>The tendency to focus on the potential difficulties of a plan or strategy without giving sufficient emphasis to the potential benefits</i> Narrative: You probably do not have a significant degree of being skeptical. Your lack of being skeptical will support job satisfaction and will not hinder performance.	0.0							