

# BRIGHT

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Customer support service personnel - screening

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**BRIGHT** (18/04/2017)

+ Score Report

# BRIGHT SERVICE & SALES

BRIGHT evaluates typical behaviour and general attitude related to customer service.

## TIMOTHY TORRES

NORM International Service Norm

### DILIGENCE

Very attentive to details and conscientious in the completion of job tasks. A person with high Diligence typically sets high standards for the quality of their work, and will follow through on tasks with great effort.



Detail oriented  
Conscientious  
Focused on quality

### INTEGRITY

Acting consistently according to the values, beliefs and ethical principles a person claims to hold. A person with high Integrity is typically viewed as honest and accountable with high moral standards.



Ethical  
Accountable  
Values honesty

### STRESS TOLERANCE

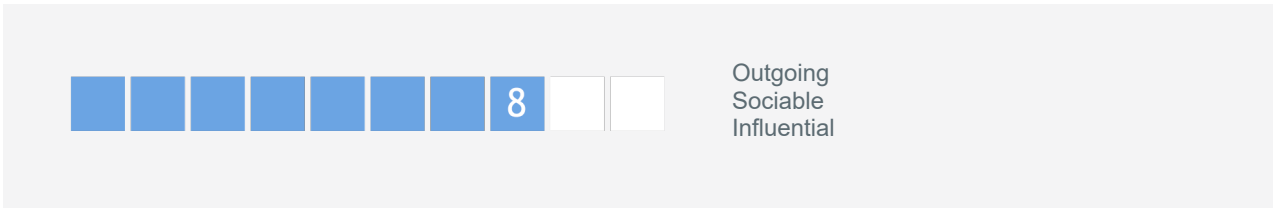
Dealing calmly and effectively with job tasks in high stress situations. A person with high Stress Tolerance typically stay focused and accomplish their work under stressful working conditions.



Calm under pressure  
Copes with stressful situations  
Emotionally self-controlled

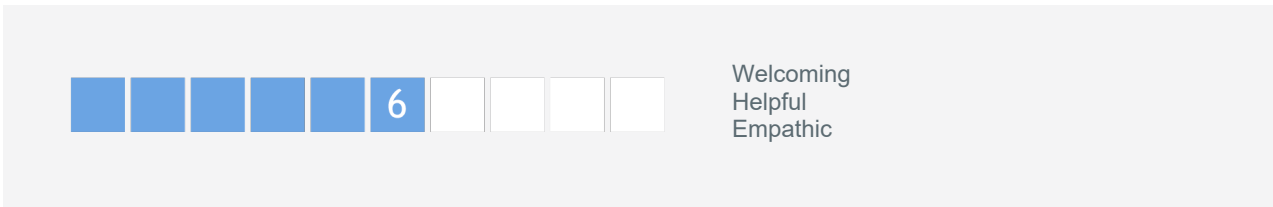
**SOCIAL CONFIDENCE**

Comfortable being the center of attention and can easily initiate conversations with others. A person with high Social Confidence typically expresses themselves with self-confidence and influence in social situations.



**SERVICE-MINDEDNESS**

Being pleasant with others and displaying an open and welcoming attitude. A person with high Service-Mindedness is typically sensitive to others' needs and feelings and will be both understanding and helpful on the job.



**SALES SELF-EFFICACY**

Interested in sales and has confidence in their ability to sell. A person with high Sales Self-Efficacy will typically enjoy the activities involved in selling such as talking others into buying.

