

Assessment report

SAVAIA · Professional assessment report

PARTICIPANT Leila Hassan	ASSESSMENT Customer Service Skills Assessment	OVERALL SCORE 2.7 / 5
DATE 18 May 2026	COMPETENCIES 6 Scored	

Development summary

Leila identified the customer's issue and remained polite throughout. The conversation would be stronger with more probing, a clearer personal acknowledgement, more concise language, and a specific follow-up path.

Competency scores

Competency	Score
Listening and Understanding	3.0 / 5
Empathy and Customer Connection	3.0 / 5
Communication	2.5 / 5
Ownership	3.0 / 5
Judgement and Problem Solving	2.5 / 5
Resolution and Next Steps	2.0 / 5

Competency evidence

SAVAIA · Observable behaviour from the assessment

Listening and Understanding

EVIDENCE

The initial conversation identified the broad issue but included limited probing.

Empathy and Customer Connection

EVIDENCE

The initial acknowledgement was polite but general.

Communication

EVIDENCE

Tentative and lengthy phrasing reduced clarity.

Ownership

EVIDENCE

Responsibility for follow-up was not fully explicit.

Judgement and Problem Solving

EVIDENCE

Only one option was explored in the initial assessment.

Resolution and Next Steps

EVIDENCE

The initial follow-up lacked a precise timeframe and channel.

Continue to build

- Confirm a precise timeframe and channel before closing.
- Continue practising concise, confident language in higher-pressure conversations.
- Explore a wider range of options before confirming the final resolution.

Scoring scale

1	2	3	4	5
Not Yet	Partially	Competent	Advanced	Expert

READING THE REPORT

This report reflects demonstrated capability in a single assessment conversation. Scores are based on observable behaviour against the defined competencies.