

Assessment & reassessment report

SAVAIA · Professional capability comparison

PARTICIPANT Leila Hassan		ASSESSMENT Customer Service Skills Assessment	
INITIAL SCORE 2.7 / 5 18 May 2026	REASSESSMENT 4.2 / 5 18 Aug 2026	CHANGE +1.5 Overall	COMPETENCIES 6 Compared

Development summary

The reassessment shows meaningful progress across all six competencies. Leila now diagnoses customer needs more carefully, communicates with greater clarity and takes more visible ownership of the resolution. The strongest progress is evident in Resolution and Next Steps. Continued practice will help make this more confident approach fully consistent in complex situations.

Competency comparison

	Initial assessment	Reassessment		
Listening and Understanding			3.0 4.5	+1.5
Empathy and Customer Connection			3.0 4.5	+1.5
Communication			2.5 4.0	+1.5
Ownership			3.0 4.5	+1.5
Judgement and Problem Solving			2.5 4.0	+1.5
Resolution and Next Steps			2.0 3.5	+1.5

Development evidence

SAVAIA · What changed between assessments

Listening and Understanding

INITIAL ASSESSMENT

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

REASSESSMENT EVIDENCE

Leila used focused questions, checked her understanding and summarised the customer's priority before responding.

DEVELOPMENT DEMONSTRATED

Clearer diagnosis of the customer's underlying need.

Empathy and Customer Connection

INITIAL ASSESSMENT

The initial acknowledgement was polite but general.

REASSESSMENT EVIDENCE

Leila gave a specific acknowledgement of the inconvenience and maintained a calm, respectful tone.

DEVELOPMENT DEMONSTRATED

A more personal and credible customer connection.

Communication

INITIAL ASSESSMENT

Tentative and lengthy phrasing reduced clarity.

REASSESSMENT EVIDENCE

The reassessment response was more concise and confident, with fewer qualifiers and a clearer explanation.

DEVELOPMENT DEMONSTRATED

Stronger clarity and confidence, with further consistency still possible.

Development evidence

SAVAIA · What changed between assessments

Ownership

INITIAL ASSESSMENT

Responsibility for follow-up was not fully explicit.

REASSESSMENT EVIDENCE

Leila clearly stated what she would do, when she would do it and how the customer would be updated.

DEVELOPMENT DEMONSTRATED

Visible personal accountability for the outcome.

Judgement and Problem Solving

INITIAL ASSESSMENT

Only one option was explored in the initial assessment.

REASSESSMENT EVIDENCE

Leila considered alternatives and explained why the proposed action best addressed the immediate need.

DEVELOPMENT DEMONSTRATED

Broader option generation and more considered decision-making.

Resolution and Next Steps

INITIAL ASSESSMENT

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

REASSESSMENT EVIDENCE

Leila provided a specific timeframe, communication channel and contingency if the first action did not resolve the issue.

DEVELOPMENT DEMONSTRATED

A clearer, more credible resolution path.

Continue to build

- Use the same structured approach when several customer priorities compete.
- Explore a wider range of options before confirming the final resolution.
- Continue practising concise, confident language in higher-pressure conversations.

Scoring scale

1 Not Yet	2 Partially	3 Competent	4 Advanced	5 Expert
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READING THE REPORT

This report compares demonstrated capability in the initial assessment and reassessment. Score changes indicate differences observed across the two assessment conversations.