

Sample Report

Testing Results



Test information

Identity - Service
John TestTaker 000-00-0000
10/1/04 10:33 AM 18 minute(s)



Performance Analysis

	0	50	99	Percentile	Grade
Overall Performance				64	Average
Performance Area				Score	Grade
Helping Disposition				79	Above Avg.
Team Player				91	High
Reliability				14	Low
Stress Management				71	Above Avg.

Candidness

The candidate displayed a **High** level of candidness when answering questions in this test.



Detailed Descriptions of Results

► Overall Performance

Description: Now that many businesses are able to provide the same quality products at competitive prices, customer service has become one of the key factors in determining the success or failure of today's organizations. Given the importance placed on customer service, organizations need to make sure they hire service-oriented employees.

The overall service score is a general indicator of the individual's ability to engage in service-oriented behaviors as defined by the scales in this assessment. For more detailed insights, please review the individual results for each scale.

Score Percentile: 64. This candidate scored higher than 64% of other candidates. (Above Average Performance)

Description This individual's overall service score suggests that he/she is likely to possess the service orientation needed to provide good service to customers and co-workers. Most people in the study sample scored lower on this overall service score than this individual.

Performance in Each Area

▶ Helping Disposition

Score Percentile: 79. This candidate scored higher than 79% of other candidates. (Above Average Performance)

Description Helping Disposition measures the degree to which an individual is friendly and is likely to go out of his/her way to assist or help customers and/or co-workers. This characteristic is important for most, if not all, jobs.

This individual's helping disposition score suggests that he/she is friendly and likely to go out of his/her way to assist or help customers and/or co-workers. Most people in the study sample scored lower on helping disposition than this individual.

▶ Team Player

Score Percentile: 91. This candidate scored higher than 91% of other candidates. (High Performance)

Description Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships, including working in harmony with others to achieve a common goal. This characteristic is important for jobs requiring interaction and cooperation among co-workers.

individual's team-player score is superior to that of most other people in the study sample. This individual is likely to cooperate in all aspects of his/her work relationships, including working in harmony with others to achieve a common goal. This is definitely an area of strength for this individual.

▶ Reliability

- Score** Percentile: 14. This candidate scored higher than 14% of other candidates. (Low Performance)
- Description** Reliability measures the degree to which the individual is likely to be dependable, hardworking, and conscientious about the quality of his/her work. This characteristic is appropriate for all jobs.
- This individual's reliability score is extremely low when compared to people from the study sample. It is likely that individuals that score in this range will have trouble with respect to being dependable, hardworking and conscientious about the quality of his/her work. This seems to be an area of weakness for this individual. A more thorough examination - including in-depth interviewing and more extensive reference and background checks - is highly recommended for this individual.

▶ Stress Management

- Score** Percentile: 71. This candidate scored higher than 71% of other candidates. (Above Average Performance)
- Description** Stress Management measures the degree to which this individual is likely to demonstrate patience and stress tolerance during times of conflict with customers and co-workers and in other stressful work-related situations. This characteristic is appropriate for jobs requiring interactions with customers and multi-tasking and for positions in fast-paced organizations.
- This individual's stress-management score suggests that he/she is likely to demonstrate patience and stress tolerance during times of conflict with customers and co-workers and in other stressful work-related situations. Most people in the study sample scored lower on stress management than this individual.

▶ Candidness

- Score** High
- Description** Candidness measures the degree to which the individual is likely to be honest in his/her responses and is therefore not trying to outsmart the test in an effort to present him/herself in a more favorable light.
- This individual obtained a high candidness score, suggesting there is a very high probability he/she answered the test questions honestly. The candidate's responses are likely to be an accurate representation of his/her attitudes and behaviors.



Interview Suggestions

The following suggestions for interview questions can provide useful follow up in areas where the candidate's test performance indicates that further exploration is recommended.

Helping Disposition

- Do you feel a small lie is okay if it leads to an opportunity you may not have gotten otherwise? Please give examples.
- How important do you feel honesty is for success in top management? Please explain your answer.

Team Player

- Is it necessary to get along with all team members to have a successful team? Please explain your answer.
- Do you feel being part of a team is as rewarding as working independently? Please explain why you feel this way.

Reliability

- How much emphasis do you place on being punctual? Is it really that important?
- How important is it for you to be punctual? Is too much made out of being a couple minutes late or missing project deadlines by a day or two?