

test center

by People Systems

Retail Store Non-Commission Sales Assessment Report

Candidate: XXXXXXXXXXXX
Username: XXXXXXXXXXXX
Date: XXXXXXXXXXXX

Sample Report

The following pages represent a report based on the results of a psychological assessment. The profile presented below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (indicated by the shaded areas). The candidate's score is indicated by the diamond symbol : ◆

	Low	Below Average	Average	Above Average	High
Agreeableness			◆		
Company Loyalty				◆	
Conscientiousness			◆		
Customer Service / Responsiveness		◆			
Emotional Stability / Resilience			◆		
Optimism			◆		
Teamwork				◆	
Work Drive				◆	

Cashier Related Math

94% Correct

Personality Assessment

Strengths:

- For the most part, he is agreeable and easygoing at work. David will usually avoid disagreements, conflict, and arguments with other people.
- David tends to trust that company policies are reasonable and that managers make good decisions for all concerned. He tries not to get involved with people who hold negative or distrustful beliefs about the company.
- He is moderately conscientious and methodical in the way he works. David fulfills most commitments and expectations, though he also makes up his own mind about when and how he will do so.
- Most types of work pressure and strain will not be a problem for David. He is generally stable and well-adjusted.
- He is generally optimistic about most future possibilities and contingencies. However, David is also somewhat wary about what can go wrong.
- David values teamwork and interdependence in his work group. He will work with others in a collaborative, mutually supportive manner.
- David has an above-average work drive. He usually works hard and does what it takes, including putting in overtime or working long hours, to meet the demands of his job.

Developmental Concerns:

- At times, David can be hard to get along with. He could make more of an effort to be consistently agreeable and pleasant in his job-based interactions.
- During difficult times in the company, David is more prone than many of his co-workers to develop negative attitudes about the company and question whether he should remain loyal and committed.
- David may occasionally be unreliable or inattentive to details in the way he performs his job. He could sometimes be more conscientious about performing job tasks as expected and on time.
- David has a below-average level of customer service orientation. He may not always care enough about providing prompt, quality service to customers. If hired, he could probably benefit from mentoring, coaching, and training that reinforces the importance of good customer relations.
- David may not be able to handle as much job stress as other employees in this position. Highly demanding situations and heavy job stress could be a problem for him in terms of managing his anxiety and/or controlling his emotions in a mature, professional manner.

INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. You should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions when interviewing the candidate. You will probably want to customize these questions to best fit your style and what you already know about the candidate as well as the job for which s/he is being considered. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. Some additional probes which you might want to use with individual questions are:

- * When did this take place?
- * What factors led up to it?
- * What were the outcomes?
- * What did others in the organization say about this?
- * How often has this type of situation arisen?

AGREEABLENESS

- Tell me about a project that required everybody to get along smoothly and harmoniously. What did you do to help promote harmony and cohesion?
- Sometimes it is good to question or challenge the ideas or decisions of the people you work with, even if it leads to disagreement or an argument. Tell me about a time when you have done so.
- Describe a situation where you took a stand on something that was not necessarily popular with other people, but where you felt it was the correct thing to do?
- Tell me about a situation where you went along with the group (or with individual coworkers) just to keep the peace, preserve harmony, or show support, even though you did not agree with them.
- Conflict seems to be inevitable in most work settings as business competition increases and more demands are made on all employees. Tell me about a conflict or disagreement you had with another employee? [Probes: What was the nature of the problem? What did you do to help resolve it? How often has this occurred?]

COMPANY LOYALTY

- We've all had the experience of hearing co-workers grumble about the company or its management. What type of experiences have you had? Tell me about one of them: what were the complaints, why were people upset, what was the situation. What did you say / how did you react to the conversation? (Listen for whether the candidate's comments promoted positive or negative attitudes.)
- In a previous job, when someone in the public would ask you about your company, what type of things would you say? (You'd like to hear that the candidate took the opportunity to create positive impressions about the company.)

- When you get upset about a work-related problem. Who do you typically talk to? Tell me about a time when you were aggravated or upset about a problem at work (maybe a team issue or something about company policies), what did you tell him or her? (Listen for someone who would badmouth the company in public.)

CUSTOMER SERVICE

- No matter how hard you try, some customers are rude, annoying, or impossible to please. Describe the most difficult customer you have had to deal with and what efforts you made to accommodate him or her.
- Describe a situation where you went above and beyond your job description to make a customer satisfied. [Probes: What did you do? What was the outcome? How often has this type of thing happened in the last year?]
- Tell me about a time when you had to reconcile competing demands from the customer with company demands or needs.
- Tell me about a time when a customer gave you a difficult problem to solve.
- There are limits to how far an employee should go to try to satisfy customer demands and requests. Describe the criteria you use to decide when that limit has been reached.

EMOTIONAL STABILITY/RESILIENCE

- Tell me about a time when you had to keep on working despite having some problem or concern weighing on your mind. [Probes: How long did it go on? How was it resolved? How often has this kind of thing happened in the last six months?]
- Stress is a natural part of most work environments these days. Describe a situation where some significant form of stress has impacted you on your job and how you dealt with it.
- Describe a situation where you learned to live with something stressful at work.

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