

# test center

by People Systems

## Technical Equipment Support Representative 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
<b>Agreeableness</b>			◆		
<b>Conscientiousness</b>				◆	
<b>Customer Service Orientation</b>		◆			
<b>Emotional Stability/Resilience</b>				◆	
<b>Empathy</b>				◆	
<b>Long Tenure Potential</b>			◆		
<b>Openness</b>			◆		
<b>Optimism</b>			◆		
<b>Self-Confidence</b>				◆	
<b>Work Drive</b>				◆	

## Aptitude Assessment

	Percentile Range									
	0-10%	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	Top 10%
<b>Abstract Reasoning</b>										X
<b>Mechanical Reasoning</b>										X
<b>Numeric Reasoning</b>								X		
<b>Verbal Reasoning</b>										X
<b>Overall Aptitude</b>										X

### Explanation of Cognitive Aptitude Scores:

The aptitude scores in this section reflect percentile rankings -- not percent correct on the test. With percentiles, the average is the 50%ile. Half of the people score below this score and half score above it. As another example, if a person scores 80-89%ile on a specific test in this report, it means that they scored as well as or better than 80-89% of the norm group, but not as high as 11-20% of the norm group.

The **Overall Cognitive Aptitude** is an average of the separate aptitude sections given to this candidate.

The lower the Overall Cognitive Aptitude score, we predict that the candidate will have difficulty learning new information and making decisions. For example, if they are well experienced in their occupation, they may be able to continue to perform well practiced tasks adequately, but have difficulty learning new things. As such, they will need additional training time and more support from supervisors. People who produce lower Overall Cognitive Aptitude scores generally prefer tasks that call for specific responses rather than ones requiring insightful solutions. They are also slower in processing information and are often easily overwhelmed by complex problems, especially ones they have not dealt with before.

The higher the Overall Cognitive Aptitude score, the more we predict that the candidate will learn quickly, pick up a lot of new information on their own without needing to be trained, handle a large information load easily, make decisions in an efficient manner, and show a great deal of insight about how to solve new and complex problems.

## Personality Assessment

### Strengths:

- She usually gets along smoothly with other people in the workplace. Kathy tends to have amiable relations with coworkers.
- Kathy tends to be a trustworthy, responsible, and reliable person who performs her work in a conscientious manner. She usually adheres to organizational rules, customs, and protocol.
- She is a fairly emotionally resilient, hardy person who has good control over her emotions in a sales role. Kathy can weather most forms of job stress and pressure.
- She is usually able to put herself in the shoes of the people she relates to and to see things from their perspective. Kathy's empathetic style enables her to gain rapport with most customers. She can gain their trust with her attentiveness to their problems and concerns.
- She is about average in terms of being willing to try new procedures and change her current ways of doing things on her job. Kathy needs to be shown the benefits of change before she is willing to try something new.
- She takes many situations and people at face value, without preconceptions or advance judgments. While Kathy is usually optimistic about most prospects and future contingencies, she is not gullible or unrealistic in her expectations.
- Kathy is fairly self-assured and secure with her capabilities. She is not prone to doubt herself or fret about things. Kathy will approach tasks with confidence that she can handle problems and perform competently.
- Kathy makes a fairly strong commitment to her work. Her above-average work drive means that she usually works vigorously and does what it takes, including working overtime or irregular hours, to meet the demands of her job.

**Developmental Concerns:**

- Kathy can sometimes be viewed as unpleasant or difficult to deal with. She may need some constructive feedback on the importance of being consistently courteous and agreeable in all work situations.
- She could strengthen her commitment to providing responsive, high-quality service to customers somewhat. Kathy needs to work on placing more emphasis on activities that lead to customer satisfaction and retention.
- Kathy may occasionally have difficulty keeping her own emotions separate from the emotions of the people she works with. She can sometimes over-identify with their problems and concerns, such that her objectivity and professionalism are undermined. Kathy can sometimes try too hard to please everybody.
- Kathy could be a bit more willing to experiment with new ideas and procedures on her job. She may need to focus on being more interested in professional development and continued learning.
- Kathy can, at times, fail to see what is positive and promising about sales prospects. She could be more consistently optimistic and inclined to expect positive outcomes from her selling efforts.

## 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?

## 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.

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