

NAME: Julie Sample
CANDIDATE ID: #002070
EMAIL: julie@sample.com
JOB APPLYING FOR: N/A
INVITED BY: EmployTest Team (sales@employtest.com)
ORGANIZATION: Demo
TESTING TIME: 4 min. 25 seconds
TEST VERSION: (v1)

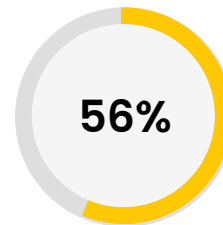


STARTED:
12/29/21 04:23 PM

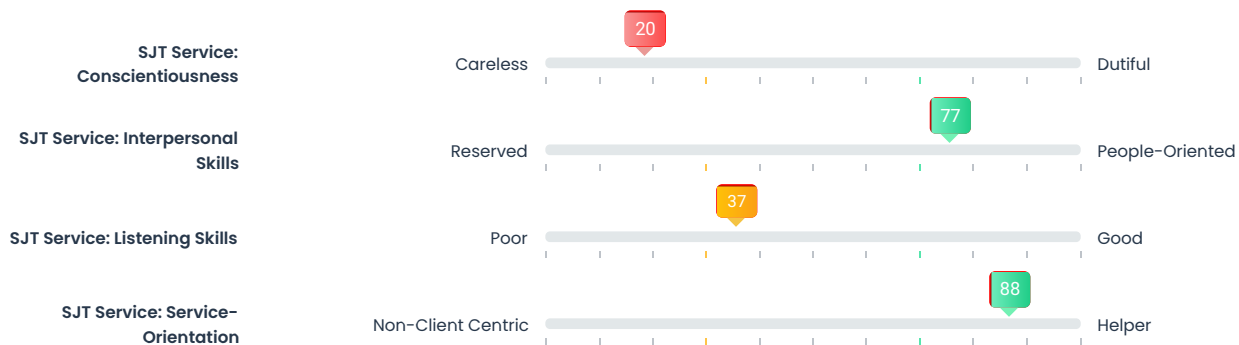
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TOTAL SCORE SUMMARY

The large circle represents the average of the scale scores included in this profile. Scores are presented in terms of percentiles and indicate where the candidate falls relative to everyone else who has completed this profile. Review individual scale details to understand strengths and potential areas for improvement.



SCORE DETAILS



SCALE SCORE INTERPRETATIONS

The information that follows offers detailed interpretations for each scale included in this profile. The Strength of Responses graphic below shows the candidate's response pattern for a particular scale. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with the behavioral dimensions assessed in this profile.

SJT SERVICE: CONSCIENTIOUSNESS

Careless

20

Dutiful

The degree to which the candidate thinks things through, is organized and reliable. The degree to which they are able to make decisions based on careful thought rather than impulse.

Julie Sample scored in the 20th percentile on SJT Service: Conscientiousness (Caution), meaning Julie scored lower than 80 percent of other candidates who have completed this assessment.

Strength of Responses

Strong: 29%

Above Average: 57%

Average: 0%

Below Average: 14%

Weak: 0%

Expected Behaviors

- This level of service-orientation is lower than that of most other candidates.

- May find it difficult to consistently put the customer first.

- It is difficult for them to go out of their way to help the customer.

- Needs to be reminded of the importance of being customer focused.

Average Time to Complete Each Question 10.0 seconds

SJT SERVICE: INTERPERSONAL SKILLS

Reserved

77

People-Oriented

The degree to which the candidate is friendly, people-oriented and exhibits excellent interpersonal skills when interacting with others.

Julie Sample scored in the 77th percentile on SJT Service: Interpersonal Skills (High), meaning Julie scored higher than 77 percent of other candidates who have completed this assessment.

Strength of Responses

Strong: 43%

Above Average: 57%

Average: 0%

Below Average: 0%

Weak: 0%

Expected Behaviors

- This level of service-orientation is superior to that of most other candidates.

- Is customer focused.

- Will do all they can to keep the customer satisfied.

- Has the ability to remain service-oriented even during difficult customer interactions.

Average Time to Complete Each Question 6.0 seconds

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SJT SERVICE: LISTENING SKILLS



The degree to which the candidate focuses on the needs of the customer during interactions. The degree to which they listen carefully to the individual's needs and attempts to fulfill those needs.

Julie Sample scored in the 37th percentile on SJT Service: Listening Skills (Moderate), meaning Julie scored lower than 63 percent of other candidates who have completed this assessment.

Strength of Responses



Strong: 38%
Above Average: 25%
Average: 0%
Below Average: 37%
Weak: 0%

Average Time to Complete Each Question **5.5 seconds**

Expected Behaviors

- Tends to be customer focused but at times may let difficult interactions affect them.
- Their service demeanor is generally good but sometimes they may need a little reminder to stay customer focused.
- This level of service-orientation is consistent with most other candidates.

SJT SERVICE: SERVICE-ORIENTATION



The degree to which the candidate is customer focused and is likely to go out of their way to help the customer. The ability to remain service-oriented even during difficult customer situations.

Julie Sample scored in the 88th percentile on SJT Service: Service-Orientation (High), meaning Julie scored higher than 88 percent of other candidates who have completed this assessment.

Strength of Responses



Strong: 50%
Above Average: 50%
Average: 0%
Below Average: 0%
Weak: 0%

Average Time to Complete Each Question **11.75 seconds**

Expected Behaviors

- This level of service-orientation is superior to that of most other candidates.
- Is customer focused.
- Will do all they can to keep the customer satisfied.
- Has the ability to remain service-oriented even during difficult customer interactions.

MANAGEMENT STRATEGIES

This section of the report offers suggestions for developing or managing the candidate based on his/her Profile responses.

SJT SERVICE: CONSCIENTIOUSNESS



- Given the lack of emphasis on planning and goal setting by this candidate, working closely with the individual to establish goals and priorities is a must.
- Consistent supervision to ensure behaviors leading to set goals are accomplished is also recommended.

- Consequences for lack of consistency, punctuality and unreliable behaviors should be in place to stress their importance. Rewards and recognition based on what motivates the individual should also take place when they do exhibit conscientious and reliable behaviors.
- The effects of this individual's unreliable behaviors on team members or their department is also of concern, therefore strict enforcement of team/department rules and procedures needs to take place to reduce negative impacts.

SJT SERVICE: INTERPERSONAL SKILLS



- This individual has the interpersonal skills needed to be in jobs requiring interactions with customers. Therefore, they can be an asset when placed in direct contact with customers.
- They tend to be very friendly and outgoing. Ensure that they have the ability to interact with others regularly to maintain their levels of satisfaction.

- They tend to get along with all coworkers therefore are ideal for jobs requiring interactions between departments.
- Some of these candidates may have a tendency to be overly sociable. If this gets in the way of their productivity, bring it to their attention so they get back on task.

SJT SERVICE: LISTENING SKILLS



- This individual's listening skills are average and therefore may require some focus in the way of training or coaching.
- Discuss expectations and ensure objectives are understood.
- If the job they are performing requires high levels of interaction with prospects or customers, closely monitor their strategies and assist where possible.

- They may need a little push to get them to attend training sales courses.
- Consider making training mandatory until they see the benefit of learning new sales strategies.

SJT SERVICE: SERVICE-ORIENTATION



- This individual is most effective interacting with and assisting customers.
- Reinforce excellent customer service through praise or awards programs.
- This individual may be a good mentor or trainer in the area of how to best service customers.

INTERVIEW GUIDE

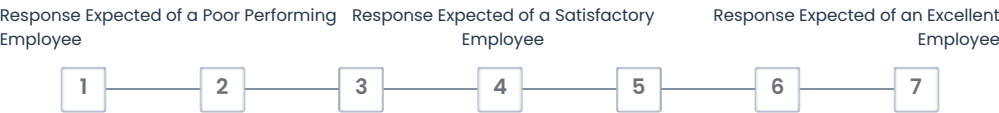
This report includes follow-up interview questions that focus on those areas where further development might be needed. These questions serve as an excellent guide during the hiring process, coaching or developmental efforts to further uncover potentially negative behavioral tendencies

SJT SERVICE: CONSCIENTIOUSNESS

QUESTION

Describe situations you have encountered when you have heard a coworker giving out incorrect information to a customer. What did you do?

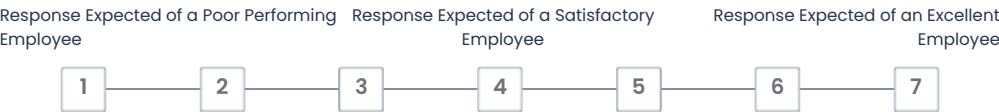
RESPONSE NOTE:



QUESTION

Describe situations you have encountered at work that caused you to be stressed out.

RESPONSE NOTE:



QUESTION

Give work examples of when you have behaved impulsively.

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

QUESTION

If you were in charge of managing your customer's investments, what would be more important to you, gaining their trust or maximizing their investment? Please explain your answer.

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

QUESTION

Describe situations you have encountered when you have heard a coworker offend a customer. How did you handle this situation?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

SJT SERVICE: INTERPERSONAL SKILLS

QUESTION

From your work experience, do you feel one can be taught to be customer service oriented? Or is this something that can not be trained?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

QUESTION

How have you handled situations where coworkers have asked for your help while you are busy? At what point do you just have to focus on getting your job done?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

QUESTION

How would you differentiate how you treat customers versus coworkers? How do you treat them differently when it comes to service?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

QUESTION

Describe your past work relationships with coworkers? Do you develop close relationships or do you think its best to keep your distance?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

SJT SERVICE: LISTENING SKILLS

QUESTION

How have you handled customer calls in the past when they complained about what you thought was an insignificant matter. How did you handle the situation?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

QUESTION

From your experience, do customers in general complain about insignificant matters? How do you generally handle customer complaints in terms of seriousness?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

QUESTION

Do you tend to be more assertive or laid back during conversations? Please explain.

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

QUESTION

Would you say you take an assertive role during your interactions or are you more of a passive listener? How does this affect your sales performance?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

QUESTION

What has been your experience with customer service training? Has it helped you or do you feel it is a waste of time? Please explain.

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

QUESTION

Tell me about the most difficult customer situations you have encountered and how you handled them? What were the end results?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

QUESTION

Describe a situation when a customer insulted you personally. What did you do and what was the outcome?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

1

2

3

4

5

6

7

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee

QUESTION

What are your thoughts of going above and beyond what you might feel is your responsibility in order to accommodate a customer's needs. Can you give me some examples of when you have been approached by a customer who asked you to do something that you felt was above and beyond your responsibility with respect to servicing them?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee



QUESTION

How would you handle a situation when a customer requests to speak only with you but you are busy attending to other customers?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee



SUM OF RATINGS :

NUMBER OF QUESTIONS RATED:

AVERAGE RATING :

(Sum of all ratings divided by the number
of questions rated.)