

SELECT for Banking Service Associates v3



Survey Results for *Robin Example*

ID:

Test Date: 3/20/2017 12:14:07 PM

Organization: 060/0 [] æ ^

This Report Is Confidential

- Lock it up
- Don't leave it out
- Don't show it to the candidate

Use This Report To Make Good Decisions

- Retest or avoid candidates with Invalid results
- Avoid candidates with Avoid scores
- Use interview probes and other report information to evaluate
- Combine information from all sources (survey, interview, ref

SAMPLE REPORT

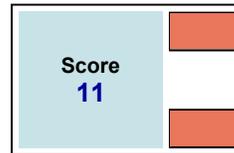
Random Response:

A check for random responding. If Invalid, the candidate could not or did not read the test well enough to avoid responding randomly, and these results should not be used.



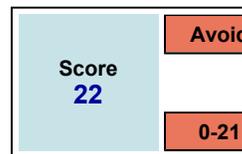
Integrity Index:

A measure of the candidate's attitudes about personal integrity and work ethic.



Performance Index:

A measure of the traits associated with successful performance in this job.



Performance Sub-scale Analysis:

The table presents the candidate's scores for each sub-scale of the Performance Index.

Flagged areas should be probed in the interview.

Subscale
Energy (activity level; action orientation)
Frustration Tolerance (remain emotionally positive in spite
Accommodation to Others (willingness to accommodate the des
Acceptance of Diversity (tolerance of others different from sel
Positive Service Attitude (appreciation of the service role)

*If flagged, see interview probe sugge

Counterproductive

In this section, undesirable responses by the candidate to theft, job commitment etc. questions are presented. The total number of survey questions for each to selected an undesirable response to the following:

JOB COMMITMENT (10 possible questions)

- How many employers have you had in the last three years? . . **Three**

WORK ETHIC (6 possible questions)

- It would bother you very much if you knew another employee was lo
Disagree

"
"

Preparation:

- Review the application form
- Review the test results

STEP 1: Open the Interview

Hello, my name is _____ and I'm the _____ (your position). We _____ (your position). The purpose of this interview is to learn more about you and your work e questions about your previous experience, how you approach certain things, etc. Y some notes -- that's to help me remember better what you said after the interview i answers; what we want is to learn more about you. At the end, I'll leave some time have. If you are ready, we can begin.

STEP 2: Review the Application and Investigate Potential Probl

___ All blanks completed?	___ Employment gaps
___ Application signed?	___ Extremely high or
___ Several jobs in the last 2 years?	___ Earnings show pro
___ Vague reasons for leaving job(s)?	___ Can complete all e

Example Questions

I see that you were unemployed from _____ to _____. Please tell me about this peri

I see that you left your previous employer. Would you explain further?

I noticed that you have changed jobs frequently in the recent past. Why?

STEP 3: Review Test Flags and Begin In-depth Questions

While asking the following interview questions, be sure to listen and probe in the f

- Low Positive Service Attitude

1. Tell me briefly about your last job. Which aspects did you like most? Also, whi me with examples of each of these tasks. (*Listen for how the candidate's preferenc fit in the work environment.*)

2. Describe the type of work environment you like the best? The least? Can you pr environments in other jobs? (*Probe regarding specific tasks, people, physical work does this fit with the your environment?*)

Development Suggestions

Congratulations on joining our team! We want our team members to be as start, and the purpose of this report is to help you along that path. This information you receive from your manager during your training, will help you to develop your effectiveness in the role.

As part of the selection process you completed an assessment tool which has been proven to have an impact on success in this type of role. Based on your responses, we have identified several development areas for you. These are highlighted in the Development Suggestions section. Working to develop your skill set in this area(s), you can learn to be more effective, therefore putting yourself in the best position to succeed in this role.

Low Positive Service

Your responses to the assessment suggest that you may be less trusting and polite to most people. It could be that you are cautious in general or perhaps you have had negative experiences with customers, employers, or co-workers. In either case, carrying this skepticism makes it difficult to respond favorably to others' needs/requests and to make the effort to do what is necessary for customer satisfaction. To develop more positive service attitudes, consider the following:

- Begin by placing yourself in your customer's shoes. What expectations do you have for your company? How can you best meet or exceed those expectations?
- Think about times when you have been a customer and received poor service. What would you expect a person representing the company to do? Focus on giving the customer the best possible service in their position.
- Try to view every customer as someone who could have a powerful impression on your boss (good or bad). They might possibly be someone you will even encounter on a future job interview. Remember that you never know who will come back to haunt you tomorrow.
- Even when customers are difficult, it is your job to be polite and respectful. Remember to be professional and objective when dealing with them and answer their questions in a considerate manner.