

Select for Personal Services v3



Survey Results for *Robin Example*

ID:

Test Date: 3/20/2017 12:43:49 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,

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.

Valid
X

Integrity Index:

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

Score 9	Avoid
	0-7

Performance Index:

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

Score 24	Avoid
	0-22

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 of fru
Accommodation to Others (willingness to accommodate the desires
Acceptance of Diversity (tolerance of others different from self)
Positive Service Attitude (appreciation of the service role)
Socially Outgoing (enjoy interacting with people)

*If flagged, see interview probe suggestion(

.....**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 topic i 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 losing
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).
 position. The purpose of this interview is to learn more about you and your wo
 questions about your previous experience, how you approach certain things, et
 some notes -- that's to help me remember better what you said after the intervi
 answers; what we want is to learn more about you. At the end, I'll leave some t
 If you are ready, we can begin.

STEP 2: Review the Application and Investigate Potential Pr

___ All blanks completed?	___ Employment
___ Application signed?	___ Extremely hi
___ Several jobs in the last 2 years?	___ Earnings sho
___ Vague reasons for leaving job(s)?	___ Can complete

Example Questions

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

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 t

- Low Positive Service Attitude

1. Tell me about your responsibilities in your previous (or current) job? Which
 you like the least? Why? (*Listen for relevant work experience and likes and di*

2. Tell me about a time you worked or volunteered in a position where your p
 people? How did you like it? How successful were you? (*Probe for willingnes*

Development Suggestions

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

As part of the selection process you completed an assessment tool which measures areas proven to have an impact on success in this type of role. Based on your response, we have identified 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 positive towards most people. It could be that you are cautious in general or perhaps you have felt let down by customers, employers, or co-workers. In either case, carrying this skepticism into your new role may prevent you from responding favorably to others' needs/requests and making the effort to do more to increase customer satisfaction. To develop more positive service attitudes, consider the following suggestions:

- Begin by placing yourself in your customer's shoes. What expectations would your customer have of 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, as a person representing the company, do? Focus on giving the customer what they need in their position.
- Try to view every customer as someone who could have a powerful impact (good or bad) on your boss. They might possibly be someone you could 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.