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Illuminating Talent

Candidate: **Betty Penske**
Assessment: Workplace Scenarios for Service Roles
Completed: July 27, 2024
Prepared for: Susan Bookman
HR Avatar Data Collection Account

Customer Service Competency Results and Interview Guide

This test measures judgment in situations that focus on important competencies for high job performance and tenure in jobs in organizations where the employee is required to provide customer service. Competencies measured include Building Relationships with Customers and Coworkers, Demonstrating Customer Focus, Resolving Conflicts and Meeting Customer Needs, Working Well with Teams, and Helping Customers Understand Information. This report includes a one page summary, followed by detailed results with an embedded interview guide. Note that these results should always be used as a part of a balanced candidate selection process that includes independent evaluation steps, such as interviews and reference checks.

Overall

Candidate	Score	Interpretation
Betty Penske bettypenske@yourcompany.org Workplace Scenarios for Service Roles July 27, 2024	**81**	

The candidate's scores indicate an exceptionally high level of strength in competencies that are important for sales performance. This suggests that the candidate will be quite adept at working through the sales process, will build very strong and lasting relationships with customers, and will be very effective at communicating with customers as well as coworkers. The candidate is also likely to be extremely capable at influencing others and closing deals.

Key
- ▼ Candidate Score
- Higher Risk
- Lower Risk
- Custom Baseline (Optional)

Competency Summary

Competency	Score	Interpretation
Personality Characteristics (relates to fit with the job/team environment)		
Building Relationships with Customers and Coworkers	96	
Demonstrating Customer Focus	76	
Helping Customers Understand Information	86	
Resolving Conflicts and Meeting Customer Needs	70	
Working Well with Teams	77	

Comparison

Percentile scores indicate how the candidate compares to other test-takers within various groups. The candidate scored equal to or better than the fraction of test-takers indicated by the percentile.

Test-Taker Group	Percentile	
Global	81st	
United States	67th	
HR Avatar Data	74th	

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Detail

Candidate:	Betty Penske, bettypenske@yourcompany.org
Assessment:	Workplace Scenarios for Service Roles
Authorized:	July 27, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz
Started:	July 27, 2024, 7:36:02AM EST
Completed:	July 27, 2024, 7:36:02AM EST
Overall Score:	81

Personality Characteristics Detail

This section contains a list of personality characteristics that are frequently associated with job performance. Remember, these are not skills and do not indicate the ability to do a job. Rather, they can be used to evaluate the candidate's fit with the general needs of the job and the organizational culture. Sample interview questions are provided to gather more information.

Detail	Interview Guide
Building Relationships with Customers and Coworkers Score: 96 0 20 40 60 80 100 *Description:* Develops constructive and cooperative working relationships with others, and maintaining them over time. Effectively manages 1:1 interactions with others, maintaining positive relationships while accomplishing objectives. Builds credibility through trust and respect. *Interpretation:* The candidate's score in this area should contribute to enhanced overall job performance. This person's responses reflect exceptional strengths in maintaining positive relationships while accomplishing objectives and building credibility. Likely to engage with customers in a way that builds a powerful and lasting connection that fosters trust and respect and enables greatly improved sales performance.	Tell me about a time you had to work with a customer or co-worker to help solve a difficult issue. ★ 1 ★ 2 ★ 3 ★ 4 ★ 5 **1** Example demonstrates ineffective interpersonal skills when interacting with others and a lack of appropriate focus on increasing customer loyalty. **3** Example demonstrates moderately effective interpersonal skills when interacting with others and moderate focus on increasing customer loyalty. **5** Example demonstrates very effective interpersonal skills when interacting with others, with a focus on increasing customer loyalty.

Detail	Interview Guide

Demonstrating Customer Focus

Score: 76

0 — 20 — 40 — 60 — 80 — 100

Description:

Works with customers to understand needs and ensure that products and services meet their needs. Does what can be done to resolve issues, gets the customer to someone who can help if needed, and follows up to ensure there is resolution. Handles the situation in a conscientious and customer-focused way.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

This person's responses reflect strong skills in working to understand customer needs, doing whatever it takes to resolve customer issues, and following up to ensure there is resolution. Likely to build rapport and customer loyalty by by being responsive, meeting the customer's needs, and opening a channel of communication that helps him or her formulate and propose winning solutions.

Tell me about a time when you exceeded a customer's expectations with superior performance.

☆ 1 ☆ 2 ☆ 3 ☆ 4 ☆ 5

1 Example demonstrates ineffective customer interaction, failing to add value, and delivery of unacceptable service.

3 Example demonstrates moderately effective customer interaction, adding some value, and delivery of acceptable service.

5 Example demonstrates very effective customer interaction, adding significant value, and delivery of superior service.

Helping Customers Understand Information

Score: 86

0 — 20 — 40 — 60 — 80 — 100

Description:

Translates or explains what information means and how it can be used. Provides a sufficient amount of detail to enable understanding. Asks questions to understand needs, issues, and current level of understanding. Demonstrates empathy with the other person. Helps to review information and looks for details that will help the other person understand and/or address the problem.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

This person's responses reflect exceptional strengths in effectively asking questions to understand needs, tailoring communication style to meet those needs, and patiently, proactively, and clearly presenting information. Likely to provide exceptionally clear information, resulting in very well-informed and satisfied customers and effective interactions with coworkers.

Tell me about a time when you had to explain something to a confused customer.

☆ 1 ☆ 2 ☆ 3 ☆ 4 ☆ 5

1 Example demonstrates impatient and unclear presentation of information, without examples or different wordings to explain the meaning.

3 Example demonstrates reasonably clear presentation of information, with some effort to provide an example or different wording to explain meaning.

5 Example demonstrates patient and clear presentation of information, using examples or different wordings to explain the meaning.

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Detail	Interview Guide

Resolving Conflicts and Meeting Customer Needs
Score: 70

0	20	40	60	80	100

Description:

Handles complaints. Looks for ways to solve problems collectively and agree on next steps. Settles disputes and resolves grievances and conflicts, or otherwise negotiates with others. Works to understand the views of both sides of a conflict, ensures relevant information is shared and considered, and helps parties in a conflict to find common objectives.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

This person's responses reflect strengths in proactively addressing customer complaints, seeing both sides of a conflict and cooperating with others to find common objectives, and negotiating effectively on behalf of the organization. Likely to increase levels of cooperation in the workplace, effectively handle customer challenges, and settle disputes among coworkers.

Interview Guide:

Describe a time when you had to negotiate with a customer.

⭐ 1   ⭐ 2   ⭐ 3   ⭐ 4   ⭐ 5

1 — Example demonstrates ineffective conflict management and negotiation behaviors.

3 — Example demonstrates moderately skilled conflict management and negotiation behaviors.

5 — Example demonstrates very skilled conflict management and negotiation behaviors.

Working Well with Teams
Score: 77

0	20	40	60	80	100

Description:

Works effectively with other people and teams, supporting and showing respect for others. Shows interest in other people's work. Says positive things about the work and organization. Helps others get their work done. Makes sure the team's work gets done. Puts team goals ahead of individual goals.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

This person's responses reflect a high level of skill at working effectively with people and teams and demonstrating respect and genuine interest when engaging or partnering with others. Likely to have a positive impact on team dynamics and to help others achieve their goals and the group to achieve shared goals.

Describe a time when you went out of your way to help a co-worker achieve a goal.

⭐ 1   ⭐ 2   ⭐ 3   ⭐ 4   ⭐ 5

1 — Example demonstrates a negative impact on team dynamics, not supporting others in achieving objectives.

3 — Example demonstrates a neutral impact on team dynamics, providing mild support of others in achieving objectives.

5 — Example demonstrates a positive impact on team dynamics, willingly helping others in achieving objectives.

Report Preparation Notes

- Hiring decisions should never be based on a single source of information. The most effective use of this assessment report is as a part of a multi-faceted program of candidate evaluation that includes resume review, interviews, and reference checks.
- Overall vs Percentiles Scores: The overall score reflects the success in the test, based on the mean (average) and standard deviation of the test scores. The percentile score reflects the percentage of test-takers who scored equal or below this overall score. We recommend you use the Overall Score as your primary evaluation criteria. However, percentile scores can often be useful in comparing specific candidates against one another and with a group, such as for test takers in a certain organization or within a certain account.
- Note that comparison information is calculated based on completed instances of this assessment at that time the assessment is scored. As additional instances are completed, the comparative data may change. You can always update a report to the current values by clicking on 'Recalculate Percentiles' within the online results viewing pages at www.hravatar.com.
- Most competency scores are norm-based, which means that they can be interpreted in terms of their distance from the average or mean score. For all scales, a score equal to the mean receives a score of 65 and scores above and below this value are set so that a score change of 15 equals one standard deviation.
- For linear competencies, higher is better across the entire scale. For these scales a score between 65 and 80 (light green) represents 0 to 1 standard deviation above the mean and a score above 80 (dark green) represents more than one standard deviation above the mean. Similarly, a score of 50 - 65 (yellow) represents 0 to 1 standard deviation below the mean, while a score of 35 - 50 (orange) equates to 1 to 2 standard deviations below the mean, and a score below 35 represents more than 2 standard deviations below the mean.
- Sim ID: 14695-1, Key: 0-0, Rpt: 32, Prd: 5525, Created: 2024-07-27 12:36 UTC
- UA: Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko

Score Calculation Detail

The following table provides a summary of how the overall score was calculated from each of the individual competency scores. First, all competency scores are calculated on a scale of 0-100. Note that some competencies use their color category rather than their actual numeric score in the overall calculation. For these, a standard score associated with the assigned color category is used in the overall score calculation rather than the actual numeric score. This is reflected in the ''Score Value Used'' column. Next, a weighted average of scores is computed using individual competency weights, typically set using job analysis data provided by the US Government Occupational Information Network (O*Net).

Competency	Score	How applied to overall	Score Value Used	Weight (%)
Building Relationships with Customers and Coworkers	96.9346	Numeric Score	96.9346	20.0000
Demonstrating Customer Focus	76.6524	Numeric Score	76.6524	20.0000
Helping Customers Understand Information	86.1922	Numeric Score	86.1922	20.0000
Resolving Conflicts and Meeting Customer Needs	70.3938	Numeric Score	70.3938	20.0000
Working Well with Teams	77.0679	Numeric Score	77.0679	20.0000

Weighted Average: 81.4482
Final Overall Score: 81

Notes

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