

Candidate: **Betty Penske**  
Assessment: Customer Service Representative - With Sales (Short plus Video Interview)  
Completed: July 27, 2024  
Prepared for: Susan Bookman  
HR Avatar Data Collection Account

## Test Results and Interview Guide

The Customer Service Representative - With Sales (Short plus Video Interview) assessment measures key factors related to high performance and tenure in this job. Attribute types measured vary by test, but can include cognitive ability, skills, knowledge, personality characteristics, emotional intelligence, and past behavioral history. 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
<b>Betty Penske</b> bettypenske@yourcompany.org Customer Service Representative - With Sales (Short plus Video Interview) July 27, 2024  Summary: High Performance Potential	<b>81</b>	

**Key**

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




## Competency Summary

Competency	Score	Interpretation
<b>Cognitive Abilities (relates to job performance, problem-solving, ability to learn, etc.)</b>		
Analytical Thinking and Attention to Detail	81	
<b>Skills/Knowledge (relates to immediate readiness)</b>		
Interview Questions	95	
Fundamental Sales Concepts	64	
<b>Personality Characteristics (relates to fit with the job/team environment)</b>		
Adaptability	66	
Competitive Spirit	89	
Customer Service Mindset	66	
Drive	73	
Integrity	10	
Resilience	73	
Sales Hunter Mindset	87	
Teamwork	68	
<b>Behavioral History (relates to performance and turnover)</b>		
History Survey - Performance	96	
History Survey - Tenure	73	
<b>Emotional Intelligence (relates to situational judgment, performance and teamwork)</b>		
Empathy and Emotional Self-Control	75	

Importance to Job ↑

## 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	0	10	20	30	40	50	60	70	80	90	100
Global	81st											
United States	67th											
HR Avatar Data	74th											

## Detail

Candidate: **Betty Penske**, bettypenske@yourcompany.org  
 Assessment: Customer Service Representative - With Sales (Short plus Video Interview)  
 Authorized: July 27, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz  
 Started: July 27, 2024, 6:22:48AM EST  
 Completed: July 27, 2024, 6:22:48AM EST  
 Overall Score: 81

## Cognitive Abilities Detail








This section contains a list of job-related cognitive abilities that have been evaluated in a job-like context using simulation technology. Studies have demonstrated that cognitive abilities are highly correlated with job performance for many jobs. Abilities also correlate with problem-solving and the ability to learn quickly.

Detail	Interview Guide
<p><b>Analytical Thinking and Attention to Detail</b>                      Score: 81</p>  <p><i>Description:</i>                      This scale indicates both the capacity to think in a thoughtful, discerning way, to solve problems, utilize resources, analyze data, and apply attention to detail. Individuals who demonstrate high amounts of analytical thinking are able to recognize patterns rapidly, navigate through problems, and resolve difficult problems systematically. Individuals who demonstrate high attention to detail produce work products that are consistently accurate and require little checking. They rarely forget schedule commitments or overlook even the smallest details.</p> <p><i>Interpretation:</i>                      High scores in this area correlate with superior performance for many jobs.</p> <p>Able to think in a thoughtful, discerning way. Can often solve difficult problems, plan many-featured tasks and projects, organize multiple resources, and analyze complex data. Able to quickly recall and use information when needed or appropriate. Additionally, able to achieve a high degree of thoroughness and accuracy in a work task. Concerned for all areas involved. Work products require little or no review or checking to maintain consistency.</p>	<p>Can you give me an example of where your attention to detail or your thoughtful analysis of a situation helped make a project successful?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  1 Poor example. Does not show attention to detail or analytical ability.                 </div> <div style="text-align: center;">  2 Moderately relevant or impactful example.                 </div> <div style="text-align: center;">  3 Strongly relevant and clear example.                 </div> <div style="text-align: center;">  4  </div> <div style="text-align: center;">  5  </div> </div>

## Knowledge and Skills Detail

This section contains a list of job-related knowledge areas and skills that have been evaluated. Low scores in these areas often indicate that additional learning may be required before top performance can be achieved.



Continued on next page.













Detail	Interview Guide
<p><b>Interview Questions</b> Score: 95</p>  <p><i>Description:</i> A customized series of open-ended video-response questions were asked. Results include the video responses themselves for viewing, as well as transcripts, text analysis, and voice analysis. Text analysis includes vocabulary and grammar. Voice analysis includes perceived voice intonation and other speaking quality factors.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Text and voice analysis indicates significantly above average quality to open-ended responses.</p> <p>Please see below to view the converted text from the voice sample that was collected.</p>	
<p><b>Fundamental Sales Concepts</b> Score: 64</p>  <p><i>Description:</i> Evaluates the candidate's knowledge of basic sales principles and practices, with an aim to determine the degree of training that will be required before the candidate can be expected to become productive.</p> <p><i>Interpretation:</i> Candidate appears capable of average job performance in this area with little or no training.</p> <p>Scores indicate a working knowledge of basic sales principles and practices. Candidate is likely ready to be productive with a small amount of basic training.</p>	<p>Tell me about a specific deal or sales situation where your knowledge of selling principles and practices helped you make the sale. How did it go?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 Example didn't require or demonstrate knowledge.         </div> <div style="text-align: center;">  2 Knowledge was only moderately important or moderately demonstrated in example.         </div> <div style="text-align: center;">  3 Clearly relevant application and demonstration of knowledge.         </div> <div style="text-align: center;">  4         </div> <div style="text-align: center;">  5         </div> </div>

## 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.

Continued on next page.

Detail	Interview Guide
<p><b>Adaptability</b> Score: 66</p>  <p><i>Description:</i> This scale reflects how accepting a person is of frequent or substantial changes in his or her job requirements. Changing work requirements usually cause stress and put pressure on an individual to adapt. High scorers usually thrive under changing work conditions, while low scorers may burn out or become paralyzed. In more stable job circumstances, high scorers may become bored, while low scorers would remain satisfied.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Prefers a dynamic work environment. Able to remain focused and positive in times of significant workplace change. Fairly easy-going and relaxed. However, may appear uninterested under certain circumstances.</p>	<p>Describe a time where you had to adapt to some significant changes at work. How did you feel? How did you handle the change?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1 Feelings: Strong Dislike or Very Resistant. Weren't able to handle the change or needed significant help.</div> <div style="text-align: center;">★ 2 Feelings: Unfazed or Slightly Resistant. Handled the situation &amp; change only impacted their work in a minor way.</div> <div style="text-align: center;">★ 3 Feelings: Excited or Comfortable. Handled the situation well and in a way that didn't interfere with their work.</div> <div style="text-align: center;">★ 4</div> <div style="text-align: center;">★ 5</div> </div>
<p><b>Competitive Spirit</b> Score: 89</p>  <p><i>Description:</i> This scale indicates the degree to which an individual is driven by a desire to win, to achieve objectives, and to outperform their peers. Competitiveness is the tendency to evaluate one's performance in comparison to others. It is characterized by a desire to do better than others, enjoying situations that can lead to a clear winner, and thriving in an environment where people are differentiated by accomplishments.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Driven by competition. Derives significant self-esteem from winning and is willing to expend extra effort to come out on top. Very comfortable competing with peers.</p>	<p>When was the last time you were in a competitive situation, like a contest, at work? How did it go?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1 Explains a time they were competitive, but story does not demonstrate a desire to compete.</div> <div style="text-align: center;">★ 2 Explains a time they were competitive. Story shows an average desire to compete.</div> <div style="text-align: center;">★ 3 Explains a recent time they were competitive. Story demonstrates high healthy levels of competitiveness.</div> <div style="text-align: center;">★ 4</div> <div style="text-align: center;">★ 5</div> </div>

Detail	Interview Guide
<p><b>Customer Service Mindset</b> Score: 66</p>  <p><i>Description:</i> Individuals who score highly on this scale understand their job is not just to solve customer problems, but to create a delightful experience that fosters loyalty and long-term rapport. They see every call as an opportunity to create a positive experience and to earn each customer's loyalty.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Holds an above average desire to understand customer needs and do what it takes to resolve customer issues. Likely to deliver very good customer service that improves customer satisfaction and customer relationships and positively impacts the reputation of the organization.</p>	<p>What does customer service mean to you?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  1 Their meaning is unrelated to the role or doesn't show meaning at all.         </div> <div style="text-align: center;">  2 Their meaning is something related to the role but not meaningful, more of a standard answer.         </div> <div style="text-align: center;">  3 Their meaning is something related to the role and is meaningful.         </div> <div style="text-align: center;">  4         </div> <div style="text-align: center;">  5         </div> </div>
<p><b>Drive</b> Score: 73</p>  <p><i>Description:</i> This scale reflects the degree to which an individual will work hard to achieve goals and solve critical problems in the organization. High scores on this scale indicate a person will be diligent in their work and use all necessary sources to solve problems. Low scores on this scale indicate a person may be unenthusiastic about work and may struggle with complex tasks and challenges.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Motivated by challenging goals and tasks, financial reward, and/or recognition, and willing to work hard to succeed. Focused on understanding and following guidelines, personal achievement, and meeting or exceeding quality and production standards.</p>	<p>Describe a time when you had some extra time available at work. How did you use this extra time?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  1 Did not use their time in a beneficial way, or in a way that added value to the organization.         </div> <div style="text-align: center;">  2 Used their time in a work related way, but those efforts didn't demonstrate hard work or added value (easy).         </div> <div style="text-align: center;">  3 Used time in a beneficial way and added value to the organization. Showed ability to work hard and willingness to put in extra effort.         </div> <div style="text-align: center;">  4         </div> <div style="text-align: center;">  5         </div> </div>

Detail	Interview Guide
<p><b>Integrity</b> Score: 10</p> <p><i>Description:</i> This scale reflects the degree to which an individual acts positively towards the organization, avoids unnecessary risk, and, simply put, does the right thing. High scores on this scale indicate a person will act in the organization's best interest, follow the rules, and work hard under limited supervision. Low scores on this scale indicate a person may engage in risk-taking behaviors, work to undermine the organization, and only do the bare minimum.</p> <p><i>Interpretation:</i> The candidate's score in this area indicates risk of a negative impact on performance for some jobs. Additional probing is strongly recommended.</p> <p>Distrusts the organization and management. Frequently assumes new ideas or changes will have a negative individual impact. Can be defensive regarding his or her own work, or show hostility towards management or company policies. May take unnecessary risks on the job.</p>	<p>Do you think it's ever okay to withhold information from your supervisor? How would you judge whether doing so is okay or not?</p> <p style="text-align: center;">★      ★      ★      ★      ★ 1      2      3      4      5</p> <p>Answer shows that they are not concerned about ethics or organizational values/rules.</p> <p>Explains only situational circumstances. Judgement does not stem from an ethical standpoint.</p> <p>Explains only situational circumstances, or no circumstances. Judgement stems from ethical standards.</p>
<p><b>Resilience</b> Score: 73</p> <p><i>Description:</i> This scale reflects the degree to which an individual can withstand adversity, bounce back from difficult events, and be persistent in doing work tasks despite difficulties that come their way. High scores on this scale indicate a person will likely be able to deal with difficult situations with ease, perceive they have control over events in their life, and continue to push forward to achieve goals. Low scores on this scale indicate a person may claim that mistakes/failures were out of their control. Low scorers tend to not cope well with on-the-job stress and don't put in the extra effort to achieve success when obstacles come their way.</p> <p>Please note that resilience is not a fixed trait. Unlike many other personality characteristics, resilience can be developed over time. Additionally, multiple factors can influence how resilient a person is within a specific situation. In recognition of these features, additional probing using suggested interview questions is strongly recommended.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Responses indicate that the candidate can effectively work through difficulties at work by exhibiting positive emotions and the ability to take control of events. Candidate can likely push forward to achieve their goals, even when obstacles come their way.</p>	<p>Describe a time when something at work/school didn't go as planned. How did you feel? How did it impact your work moving forward?</p> <p style="text-align: center;">★      ★      ★      ★      ★ 1      2      3      4      5</p> <p>Feelings had a negative outlook. Event impacted their work in a negative way, they weren't able to learn from it or persevere.</p> <p>Feelings are true to the situation. Event impacted their work in a negative way but were able to learn from it and persevere.</p> <p>Feelings are true to the situation but with a positive outlook. The event impacted their work in a positive way or didn't impact their work at all.</p>





Detail	Interview Guide
<p><b>Sales Hunter Mindset</b> Score: 87</p> <p><i>Description:</i> Individuals who score highly on the Sales Mindset competency are inclined to be go-getters, seeking out new customers and new opportunities and pursuing them with enthusiasm and determination. They can tolerate higher stress levels and are not easily discouraged. They also expect to be rewarded for producing results.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Prefers seeking new customers to supporting existing ones. Thrives in high pressure sales situations. Expects to be rewarded for results rather than simply effort. Has high assertiveness and self-confidence.</p>	<p>How do you stay current on your target market?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1 Is unable to clearly explain a strategy for tackling the current target market.</div> <div style="text-align: center;">★ 2 Has a decent idea of how to tackle the current target market.</div> <div style="text-align: center;">★ 3 Explains a well thought out strategy to tackle the current target market.</div> <div style="text-align: center;">★ 4</div> <div style="text-align: center;">★ 5</div> </div>
<p><b>Teamwork</b> Score: 68</p> <p><i>Description:</i> This scale reflects the degree to which an individual works well with teams and maintains positive interpersonal relationships. High scores on this scale indicate a person will thrive in collaborative team settings and maintain high-quality relationships with coworkers. Low scores on this scale indicate a person will prefer working on individual projects and may struggle to maintain close working relationships with colleagues.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Actively cultivates relationships. Comfortable meeting new people and sensitive to how others feel. Works with colleagues and seeks input to develop friendships and meet goals.</p>	<p>Describe a time when you worked in a team. What was your role? How did you delegate tasks with the other team members?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1 They describe their role in a way that does not show significance. Delegation tactics were not efficient or helpful.</div> <div style="text-align: center;">★ 2 They describe their role in a way that doesn't show significance. Delegation tactics were efficient and helpful.</div> <div style="text-align: center;">★ 3 They describe their role in a way that shows significance. Delegation tactics were efficient and helpful.</div> <div style="text-align: center;">★ 4</div> <div style="text-align: center;">★ 5</div> </div>

## Behavioral History Detail

This section evaluates answers the candidate gave concerning his or her work-related history. Studies often show that a candidate's past behavior often indicates his or her future behavior. Potential caution areas (if any) are specified in each detail section.







Continued on next page.

Detail	Interview Guide
<p><b>History Survey - Performance</b> Score: 96</p>  <p><i>Description:</i> Evaluates elements of the candidate's past work and education history to identify indications of high or low performance potential.</p> <p><i>Interpretation:</i> The candidate's score indicates past behaviors that contribute to high job performance.</p> <p>Exhibits past behaviors and achievements that are likely to enhance job performance.</p> <p>The following potential performance risk areas were identified:</p> <ul style="list-style-type: none"> <li>• Below average productivity history</li> <li>• Below average performance reviews</li> </ul> <p>Further probing is recommended for each of these items.</p>	<p>How does your work compare with your peers? Do you produce more or less? How do you know?</p> <p>★ 1      ★ 2      ★ 3      ★ 4      ★ 5</p> <hr/> <p>What kind of feedback have you received about your performance from your managers and your peers?</p> <p>★ 1      ★ 2      ★ 3      ★ 4      ★ 5</p>
<p><b>History Survey - Tenure</b> Score: 73</p>  <p><i>Description:</i> Evaluates a candidate's past employment history and related factors for indications of potentially low job tenure.</p> <p><i>Interpretation:</i> The candidate's score indicates past behaviors that contribute to above average job performance.</p> <p>Exhibits behaviors likely to result in slightly longer than average job tenure.</p> <p>The following potential performance risk areas were identified:</p> <ul style="list-style-type: none"> <li>• Frequent job changes</li> <li>• Potential long commute</li> </ul> <p>Further probing is recommended for each of these items.</p>	<p>Review your last few jobs with me, explaining why you left the old job and what attracted you to the new one.</p> <p>★ 1      ★ 2      ★ 3      ★ 4      ★ 5</p> <hr/> <p>What is the longest distance you have had to commute to work? What did you do during the commute? How long did you keep that job?</p> <p>★ 1      ★ 2      ★ 3      ★ 4      ★ 5</p>

## Emotional Intelligence Detail




This section contains a list of emotional intelligence characteristics that indicate how tuned in a candidate is to his or her own emotions, and those of others, as well as the candidate's ability to control his or her behavior in light of the emotions he or she is experiencing. These traits can often impact performance in groups or teams. Sample interview questions are provided to gather more information.

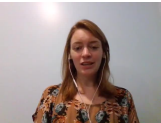

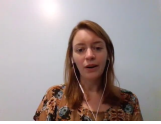


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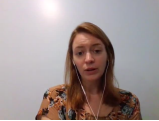
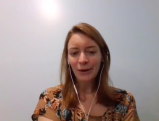
Detail	Interview Guide
<p><b>Empathy and Emotional Self-Control</b> Score: 75</p>  <p><i>Description:</i> This scale reflects both the ability to sense and understand other people's feelings, feel sympathy for others, and see things from other people's point of view, and the ability to manage the desire to satisfy urges or impulses, showing restraint and managing behaviors to ensure appropriate and effective interactions with others.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Demonstrates strengths in sensing the emotional needs of others, sympathizing with other people's problems, and seeing things from other people's point of view. Likely to be effective at demonstrating to customers or coworkers that they understand and care about them, resulting in improved customer loyalty, stronger work relationships, and reduced levels of conflict in the workplace.</p>	<p>How well can you sense how others around you are feeling? How do you use this information when interacting with them?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  1 Demonstrates that they are unable to sense how others around them are feeling.         </div> <div style="text-align: center;">  2 Provides examples on how they are able to sense other's feelings. They don't use this to show understanding and care.         </div> <div style="text-align: center;">  3 Provides examples on how they are able to sense other's feelings. They use this to show they understand and care about them.         </div> <div style="text-align: center;">  4         </div> <div style="text-align: center;">  5         </div> </div>

## Audio/Video Responses

During the assessment, the candidate was asked to answer open-ended answer to one or more questions by either audio or video. If the candidate did not have the ability to upload audio or video they were asked to write their responses. The text of their responses as well as any included analysis of their speaking or text is provided below. Additionally, you can click on the links below (or cut and past into a web browser) to view or listen to their response directly.















Question	Response
<p>Please describe something you like to do during your free time.</p>	<p>Hello, my name is Sandy. Something that I like to do during my free time is play music. I think it is a great escape. I think it's very relaxing. I think it helps grow your mind as you age. Uh, everyone in my family plays music. So it's a highlight of my day if I get to pick up an instrument and play as well as sing, whether that be in the car or at home. I also like to spend a lot of time with family and friends. They're very important to me. They support me a lot. So spending time with them provides me with a lot of happiness.</p> <div data-bbox="711 632 870 751">  </div> <p data-bbox="914 667 1166 695">View this video recording:</p>
<p>Talk about yourself. Start with your name, then add whatever you want.</p>	<p>Oh, goodness, where to start. There's a lot that I could say about myself. I feel what's more important to this interview is my education. Um, I had my undergraduate in psychology, just a bachelor's in science and then moving on to my master's degree. I have a master's in science, in industrial organizational psychology. Uh, a lot of my free time is spent with friends and family. I love to play sports. I love musical instruments. I love going on adventures. I love staying healthy when I can as well, both mentally and physically. And I would say that's, that's the best start to me. Oh, I also have a dog. His name is Sammy and he is an absolute sweetie. He is my life.</p> <div data-bbox="711 1041 870 1161">  </div> <p data-bbox="914 1077 1166 1104">View this video recording:</p>
<p>What are your biggest strengths and weaknesses?</p>	<p>So to start with my biggest strengths, I would say I have a lot of leadership skills. I have been in leadership positions all of my life, even from elementary school, moving all the way through college and even now in the workplace, uh I love, you know, leading others and, and having that role, I'm a very strong communicator. I believe communication is very um a lot of my peers and coworkers have, have talked about that as well that I'm very, I'm almost an over communicator not to bleed too much into the weaknesses, but I am very high on the communication side. I'm very creative. I, I have had creativity throughout my life with, with music and art. Um and that has bled into uh psychology as well. I am very good with time management. I'm very organized, it comes with the, the position as well. Uh I'm very curious, I love growing my, my learning ability as far as weaknesses. I, I could say in part that over communication could be a weakness. I notice that sometimes in emails, my emails are, are very lengthy for certain things because I feel that I have to over communicate to make sure that everything is clear to all different types of parties as well as a weakness being that I always put my health first before my job. So if necessary, if needed, I put my health and the health of my closest family members first.</p> <div data-bbox="711 1644 870 1764">  </div> <p data-bbox="914 1680 1166 1707">View this video recording:</p>

Question	Response
<p>How does your experience relate to the job you are applying for?</p>	<p>Both my job experience and my education experience relate to the job that I'm applying for. I have had over five years of job experience directly related to the same task expected on this job. And my degrees, both my bachelor's and my master's applied directly to the job that I'm applying for.</p> <div data-bbox="711 352 870 474" style="display: inline-block; vertical-align: middle;">  </div> <p style="display: inline-block; vertical-align: middle; margin-left: 20px;">View this video recording:</p>
<p>Why do you think you would succeed in the job you are applying for?</p>	<p>I believe that I will succeed in this job because of my education and my job experience previously talked about in the last question. Um that and just my dedication to what this company stands for. I, I really do believe in this company. I think that I am a good fit for what is being asked of me. And I think that I will also be able to expand the scope of the job even further, hopefully helping the company more than it has already been helped.</p> <div data-bbox="711 693 870 814" style="display: inline-block; vertical-align: middle;">  </div> <p style="display: inline-block; vertical-align: middle; margin-left: 20px;">View this video recording:</p>
<p>What would your most recent or current manager say about your performance?</p>	<p>My current manager would say that I have pretty high level performance more likely in the top 5% of the people in our current company. I remember in my last annual review with him, uh He mentioned that my only fault was that I was too organized, um almost intimidatingly. So, um so I believe that my manager would say that my performance is really good. Um We haven't had any issues in the past um recent managers before that would say the same. I've always gone above and beyond with my performance as doing more of what was asked of me.</p> <div data-bbox="711 1056 870 1178" style="display: inline-block; vertical-align: middle;">  </div> <p style="display: inline-block; vertical-align: middle; margin-left: 20px;">View this video recording:</p>
<p>Talk about where you see yourself five years from now.</p>	<p>I plan on continue working in my field. Hopefully at a more senior level, more gained experience, more leadership responsibility, maybe even going to a few conferences, maybe speaking at conferences. I I plan to really hone in on this field and take it above and beyond. Um and hopefully be working for your company.</p> <div data-bbox="711 1348 870 1470" style="display: inline-block; vertical-align: middle;">  </div> <p style="display: inline-block; vertical-align: middle; margin-left: 20px;">View this video recording:</p>
<p>Why is the human resources function so critical to most organizations?</p>	<p>Human resources is critical for many reasons. Uh It provides structured methods to address and resolve conflicts within the workplace. It creates a harmonious work environment. It maximizes employee productivity in some cases and overall, it protects the company uh with any issues that may arise within the workforce.</p> <div data-bbox="711 1640 870 1761" style="display: inline-block; vertical-align: middle;">  </div> <p style="display: inline-block; vertical-align: middle; margin-left: 20px;">View this video recording:</p>

Question	Response
<p>How did you develop your human resources knowledge and how do you keep it up-to-date?</p>	<p>I initially developed my human resources knowledge by going to school in the fields that I went through. Um As far as keeping it up to date, I am a part of many newsletters. I keep up to date with all the laws and changes, with hiring and, and development and training, as well as attending conferences and being a part of newsletters.</p> <div data-bbox="711 380 868 499"></div> <p data-bbox="912 417 1166 443">View this video recording:</p>
<p>Is there anything you want to tell the company that you haven't had a chance to say yet?</p>	<p>I am just very excited for this opportunity. I hope I get moved to the next step so I can get to know you all a little bit better if an assessment is given, I can't wait to take it to show you my level of skills. And um that is it.</p> <div data-bbox="711 646 868 766"></div> <p data-bbox="912 684 1166 709">View this video recording:</p>

## Voice Analysis Information

Spoken voice samples are processed through an artificial intelligence-based algorithm to determine how the speakers voice and speaking style is perceived by others. The following statistics and ratings were collected as part of this analysis and these were used in calculating the related competency scores.

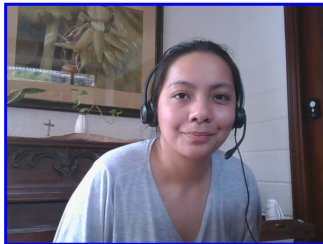
Voice Analysis Info used in scoring: Interview Questions				
<b>General Speaking Features</b>				
Strength of Opening	37	Weak		Strong
Clarity	90	Muffled		Clear
Pace	Good	Too Slow		Too Fast
Pause to Talk Ratio	Too Little	Too Few/Short		Too Many/Long
<b>Variety Features</b>				
Volume Variety	Very Good	Too Little		Too Much
Pace Variety	Very Good	Too Little		Too Much
Pitch Variety	Too Little	Too Little		Too Much
<b>Positive Vibes</b>				
Assertive	37	Low		High (good)
Authentic	50	Low		High (good)
Captivating	34	Low		High (good)
Clear	49	Low		High (good)
Confident	44	Low		High (good)
Energetic	41	Low		High (good)
Organized	46	Low		High (good)
Personable	47	Low		High (good)
Persuasive	37	Low		High (good)
<b>Negative Vibes</b>				
Arrogant	14	Low (good)		High
Belligerent	14	Low (good)		High
Boring	49	Low (good)		High
Condescending	13	Low (good)		High
Confusing	33	Low (good)		High
Detached	40	Low (good)		High
Ditsy	22	Low (good)		High
Nervous	35	Low (good)		High
Pushy	16	Low (good)		High
Timid	32	Low (good)		High
Unapproachable	29	Low (good)		High

## Identity Confirmation Photos

The following photos of the candidate and any identification were uploaded during the assessment session.

### Photo Analysis Results

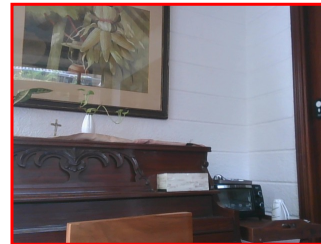
- Risk:	Medium risk of cheating based on image inconsistencies
- Percent match among processed faces	100%
- Total images processed	17
- Total images with valid faces	14 (82%)
- Total pairs of faces compared	13
- Pairs in which faces matched	13 (100%)



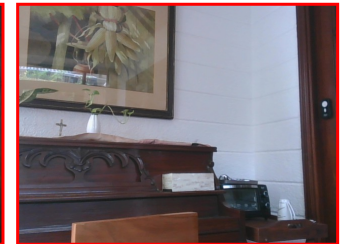
Pre/Post-Test Photo



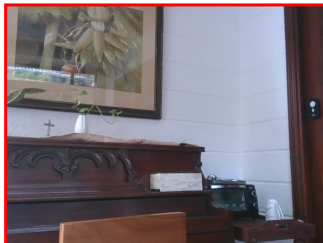
ID Photo



In-Test Error Detected (No Face Detected)



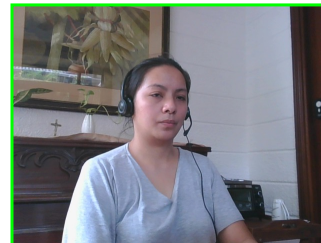
In-Test Error Detected (No Face Detected)



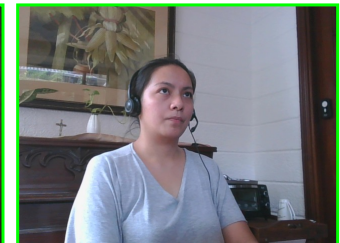
In-Test Error Detected (No Face Detected)



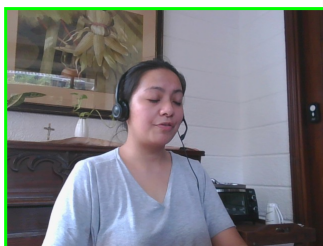
In-Test Photo



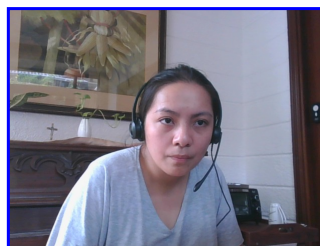
In-Test Photo



In-Test Photo



In-Test Photo



Pre/Post-Test Photo



## 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](http://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.
- This assessment makes use of data from the Occupational Information Network (O\*NET), which is funded by the U.S. Federal Government - U.S. Department of Labor/Employment and Training Administration (USDOL/ETA) - as a primary source of occupational information. The O\*NET database contains information on hundreds of standardized and occupation-specific descriptors that are continually updated by ongoing research. These data are used in preparing descriptive information as well as setting relative weights between competencies used in calculating the overall score. For additional information about O\*NET, visit <http://www.onetcenter.org>.
- O\*Net Standard Occupational Code (SOC) Used: 41-9041.00
- O\*Net Version: 26.3
- Sim ID: 15215-1, Key: 0-0, Rpt: 70, Prd: 6062, Created: 2024-07-27 11:22 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 the individual competency scores. Competency scores are calculated on a 0-100 scale by first calculating a Z statistic based on test-taker responses and then transforming the Z value to a scale with target mean and standard deviation. Certain competencies have a normal score distribution where it is best to be closest to the mean. For these competencies we modify the Z statistic by multiplying its absolute value by minus 1 for the overall score calculation. Next, to calculate the overall score, a weighted average of all modified competency Z statistics is computed and this weighted average is itself transformed to a Z statistic, which is then transformed to a score with the same target mean and standard deviation. Finally outlier scores are adjusted if they are below 0 or above 100.

Competency	Score	How applied to overall	Score Value Used	Weight (%)
Adaptability	66.9643	Z-Statistic	0.1310	3.1183
Analytical Thinking and Attention to Detail	81.1224	Z-Statistic	1.0748	16.3200
Competitive Spirit	89.3423	Z-Statistic	1.6228	3.0015
Customer Service Mindset	66.2097	Z-Statistic	0.0806	1.8512
Drive	73.8584	Z-Statistic	0.5906	3.0015
Empathy and Emotional Self-Control	75.2459	Z-Statistic	0.6831	6.5730
Fundamental Sales Concepts	64.0632	Z-Statistic	-0.0625	13.1460
Integrity	10.0000	Z-Statistic	-3.6667	3.1093
Interview Questions	95.3791	Z-Statistic	95.3791	41.0813
Resilience	73.2807	Z-Statistic	0.5520	3.1183
Sales Hunter Mindset	87.8983	Z-Statistic	1.5266	3.1183
Teamwork	68.3009	Z-Statistic	0.2201	2.5612

Weighted Average of Competency Z-Scores:	39.4235
Mean applied to Raw Weighted Avg:	0.0000
Standard Deviation applied to Raw Weighted Avg:	1.0000
Normalized Raw Score:	39.4235
Mean:	65.0000
Standard Deviation Used:	15.0000
Final Overall Score:	100.0000

## Notes

(This area is intentionally blank - it's reserved as space for your notes.)