

Test Results and Interview Guide

Candidate: **Richard Wantsajob**
Assessment: Pre-Hire Personality (Customer Service Focus, Swipe Format, Spanish)
Completed: October 26, 2024
Prepared for: Sara Maple
Example Company

What's Included

- Overall Score
- Competency Summary Table
- Comparison Matrix
- Detailed Competency Results with Interview Guide

Important Note: The Pre-Hire Personality (Customer Service Focus, Swipe Format, Spanish) 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
Richard Wantsajob rich.wantsajob@gmail.com Pre-Hire Personality (Customer Service Focus, Swipe Format, Spanish) October 26, 2024	63	

The candidate's scores indicate moderate performance potential in most jobs. We recommend that this score be used in conjunction with a comprehensive process for evaluating potential performance, including the specific knowledge, skills, and abilities required for a particular job.

Key

- Candidate Score
- Higher Risk
- Lower Risk

Competency Summary

Competency	Score	Interpretation
Personality Characteristics (relates to fit with the job/team environment)		
Customer Service Mindset	69	
Adaptability	63	
Empathy and Emotional Self-Control	74	
Integrity	10	
Drive	76	
Resilience	80	
Teamwork	68	

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	63rd												
United States	52nd												
Example Company	58th												

Detail

Candidate: **Richard Wantsajob**, rich.wantsajob@gmail.com
 Assessment: Pre-Hire Personality (Customer Service Focus, Swipe Format, Spanish)
 Authorized: October 26, 2024, by Sara Maple, Example Company, qamailsaram.mike@hravatar.com
 Started: October 25, 2024, 9:17:18 PM EDT
 Completed: October 25, 2024, 9:17:18 PM EDT
 Overall Score: 63

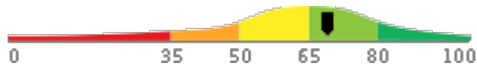
Personality Characteristics Detail

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

Customer Service Mindset

Score: 69



Description:

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.

Interpretation:

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

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.

How do you keep yourself motivated when people are being mean to you?



1

Doesn't have effective ways to take care of themselves, to remain calm and motivated. Doesn't demonstrate being self-aware and patient.



2

Has effective ways to take care of themselves, to remain calm and motivated. Doesn't demonstrate being self-aware and patient.



3



4

Has effective ways to take care of themselves, to remain calm and motivated. Demonstrates being self-aware and patient.

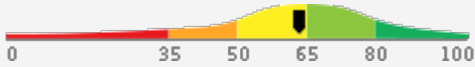


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Detail Interview Guide

Adaptability

Score: 63



Description:

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.

Interpretation:

The candidate's score in this area indicates neither a positive nor a negative impact on performance.

Prefers a moderate amount of change in order to make progress. Feels too much change can be disruptive and undesirable. With coaching and reassurance is capable of remaining focused and positive throughout most change processes.

What are some of the techniques you use to keep yourself from getting burnt out when faced with ever-changing conditions?



1

Candidate doesn't have an effective technique to keep them from getting burnt out.



2

Candidate is only able to explain one effective technique to keep them from getting burnt out.



3



4

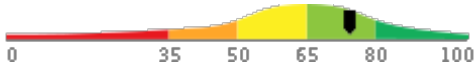
Candidate explains multiple effective techniques allowing themselves to not get burnt out.



5

Empathy and Emotional Self-Control

Score: 74



Description:

Demonstrates exceptional 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 very effective at demonstrating to customers or coworkers that they understand and care about them, resulting in significantly improved customer loyalty, much stronger work relationships, and noticeably reduced levels of conflict in the workplace.

Interpretation:

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

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.

How well can you sense how others around you are feeling? How do you use this information when interacting with them?



1

Demonstrates that they are unable to sense how others around them are feeling.



2

Provides examples on how they are able to sense other's feelings. They don't use this to show understanding and care.



3



4

Provides examples on how they are able to sense others' feelings. They use this to show they understand and care about them.

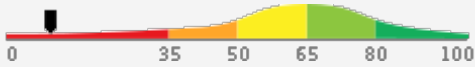


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Detail Interview Guide

Integrity

Score: 10



Description:

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.

Interpretation:

The candidate's score in this area indicates risk of a negative impact on performance for some jobs. Additional probing is strongly recommended.

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.

Do you think it's ever okay to withhold information from your supervisor? How would you judge whether doing so is okay or not?



Answer shows that they are not concerned about ethics or organizational values/rules.



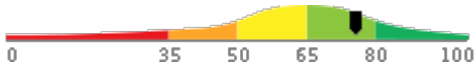
Explains only situational circumstances. Judgement does not stem from an ethical standpoint.



Explains only situational circumstances, or no circumstances. Judgement stems from ethical standards.

Drive

Score: 76



Description:

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.

Interpretation:

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

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.

How do you respond when the going gets tough and it seems like you and your team are facing a nearly impossible task?



They are unenthusiastic. They respond by working to their expectations or less due to being overwhelmed.



Their feelings are neutral. They respond by working hard to achieve the goal.



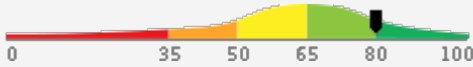
They are enthusiastic. They respond by working hard to achieve the goal and by using all necessary sources.

Detail

Interview Guide

Resilience

Score: 80



Description:

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.

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.

Interpretation:

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

Responses indicate that the candidate can effectively work through difficulties at work by exhibiting positive emotions, having control over the events, being proactive, remaining hopeful, and learning from the experience. Candidate can always be expected to push forward to achieve their goals, even when obstacles come their way.

What are some challenges you face when you receive bad news?



They don't think they have any challenges. OR They recognize they have challenges but don't know how to work through them.



Recognize they have challenges and it may impact their work, however they see the positive outlook and have a plan to fix the challenges.



Recognize they have challenges, however they see the positive outlook in the long run and it doesn't impact their work.

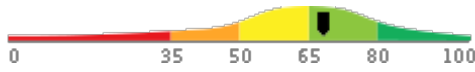


Detail

Interview Guide

Teamwork

Score: 68



Description:

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.

Interpretation:

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

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.

Do you prefer working in teams or by yourself? Why?



They choose teams or individual and feel they would be incapable of working in the opposite environment.



They feel they would work well in either environment but are unable to back that up with rational reasons.



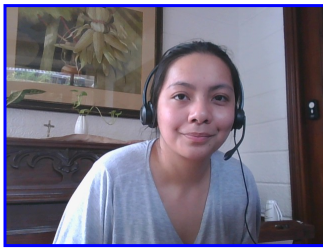
Response reflects rational reasons for why they prefer teams, individual, or both. They feel they would work well in either environment.

Identity Confirmation Photos

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

Photo Analysis Results

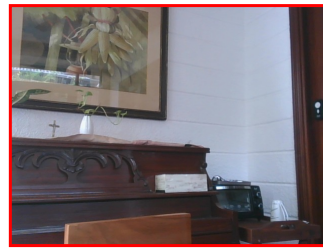
- Risk:	Medium risk of cheating based on image inconsistencies
- Percent match among processed faces	100%
- Total images processed	17
- Total images with valid faces	14 (82%)
- Total pairs of faces compared	13
- Pairs in which faces matched	13 (100%)



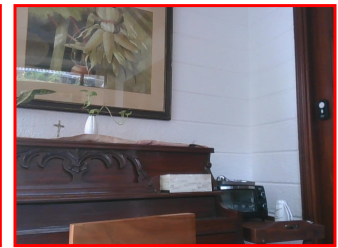
Pre/Post-Test Photo



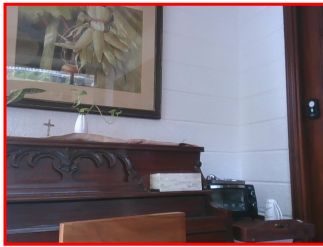
ID Photo



In-Test Error Detected (No Face Detected)



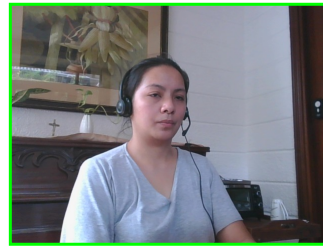
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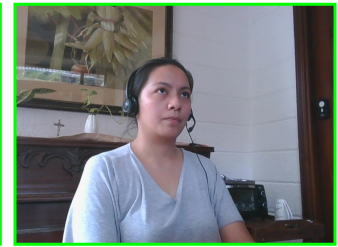
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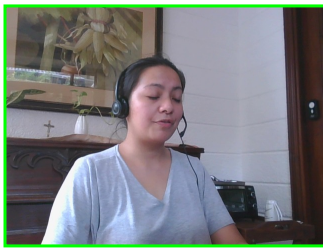
In-Test Photo



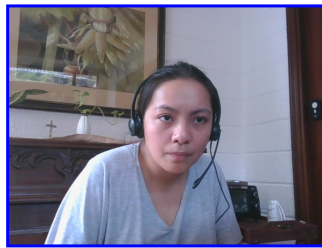
In-Test Photo



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.
- 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: 16099-1, Key: 0-0, Rpt: 91, Prd: 7081, Created: 2024-10-26 01:17 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 (%)
Customer Service Mindset	69.6617	Z-Statistic	0.3108	14.2857
Adaptability	63.8949	Z-Statistic	-0.0737	14.2857
Empathy and Emotional Self-Control	74.6216	Z-Statistic	0.6414	14.2857
Integrity	10.0000	Z-Statistic	-3.6667	14.2857
Drive	76.0859	Z-Statistic	0.7391	14.2857
Resilience	80.5365	Z-Statistic	1.0358	14.2857
Teamwork	68.5740	Z-Statistic	0.2383	14.2857
Weighted Average of Competency Z-Scores:				-0.1107
Mean applied to Raw Weighted Avg:				0.0000
Standard Deviation applied to Raw Weighted Avg:				1.0000
Normalized Raw Score:				-0.1107
Mean:				65.0000
Standard Deviation Used:				15.0000
Final Overall Score:				63.3392

Notes

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