

# Test Results and Interview Guide

Candidate: **Richard Wantsajob**  
Assessment: Mail Carrier (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 Mail Carrier (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
<b>Richard Wantsajob</b> rich.wantsajob@gmail.com Mail Carrier (Spanish) October 26, 2024 Summary: Moderate to High Performance Potential	<b>76</b>	

**Key**

- █ Candidate Score
- Higher Risk
- Lower Risk

## 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	83	
<b>Personality Characteristics (relates to fit with the job/team environment)</b>		
Customer Service Mindset	95	
Adaptability	82	
Integrity	10	
Drive	79	
Resilience	66	
Teamwork	81	
<b>Emotional Intelligence (relates to situational judgment, performance and teamwork)</b>		
Empathy and Emotional Self-Control	82	
<b>Scored Survey Questions (Custom Questions)</b>		
History Survey - Performance	68	
History Survey - Tenure	68	

↑ 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	76th												
United States	63rd												
Example Company	70th												

## Detail

Candidate: **Richard Wantsajob**, rich.wantsajob@gmail.com  
 Assessment: Mail Carrier (Spanish)  
 Authorized: October 26, 2024, by Sara Maple, Example Company, qamailsaram.mike@hravatar.com  
 Started: October 25, 2024, 9:17:27 PM EDT  
 Completed: October 25, 2024, 9:17:27 PM EDT  
 Overall Score: 76

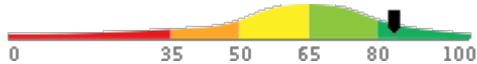
## Cognitive Abilities Detail

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

### Analytical Thinking and Attention to Detail

Score: 83



**Description:**

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.

**Interpretation:**

High scores in this area correlate with superior performance for many jobs.

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.

Can you give me an example of where your attention to detail or your thoughtful analysis of a situation helped make a project successful?



1

Poor example. Does not show attention to detail or analytical ability.



2

Moderately relevant or impactful example.



3



4

Strongly relevant and clear example.



5

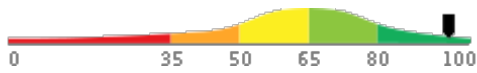
## Personality Characteristics Detail

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: 95



**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.

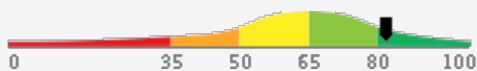
Holds a strong desire to understand customer needs and do whatever it takes to resolve customer issues. Likely to deliver exceptional customer service that delights the customer, greatly improves customer satisfaction and customer relationships, and strengthens the reputation of the organization.

What appeals to you about being in a customer service role?

- |                                  |        |   |        |   |
|----------------------------------|--------|---|--------|---|
| ★<br>1                           | ★<br>2 | ★<br>3  | ★<br>4 | ★<br>5  |
| Doesn't find the role appealing. |        | Has quality reasoning for applying to the role but doesn't show they will enjoy working in a customer service role. |        | Ties their passions and skills into why they applied for a customer service role. |

### Adaptability

Score: 82



**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 should contribute to enhanced overall job performance.

Thrives on change. Sees self as very flexible and easy-going. However, he or she may often be perceived as disinterested, unmotivated, or too easy-going in times of upheaval.

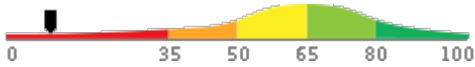
Even in a fast-changing environment there can be periods of relative calm and stability. How do you keep from getting bored during these slower times?

- |   |  |        |   |        |
|---|--|--------|---|--------|
| ★<br>1  | ★<br>2   | ★<br>3 | ★<br>4  | ★<br>5 |
| Candidate has no effective technique to keep them from getting bored. | Candidate can explain one effective technique to keep them from getting bored. |        | Candidate explains multiple effective techniques to keep them from getting bored. Shows they enjoy stability too. |        |

**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.

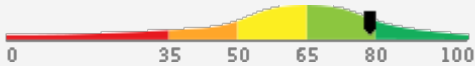
Distrusts the organization and management. Frequently assumes new ideas or changes will have a negative individual impact. Can be defensive regarding his or her own work, or show hostility towards management or company policies. May take unnecessary risks on the job.

What circumstance(s) might cause you to withhold information from your supervisor? How would you judge whether doing so would be justified?

- |  |        |  |        |   |
|--|--------|--|--------|---|
| ★<br>1   | ★<br>2 | ★<br>3   | ★<br>4 | ★<br>5  |
| 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: 79



*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.

Describe a time when you had some extra time available at work. How did you use this extra time?

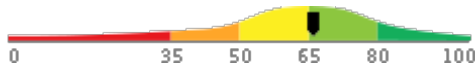
- |   |        |  |        |  |
|---|--------|--|--------|--|
| ★<br>1  | ★<br>2 | ★<br>3   | ★<br>4 | ★<br>5   |
| Did not use their time in a beneficial way, or in a way that added value to the organization. |        | Used their time in a work related way, but those efforts didn't demonstrate hard work or added value (easy). |        | Used time in a beneficial way and added value to the organization. Showed ability to work hard and willingness to put in extra effort. |

**Detail**

**Interview Guide**

**Resilience**

Score: 66



*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 and the ability to take control of events. Candidate can likely push forward to achieve their goals, even when obstacles come their way.

Tell me about a time you tried to reach an aggressive goal that you failed to achieve. What was the reason you missed the goal?



1

Their answer revolves around outside forces (boss, economy, coworkers, etc.) They do not take responsibility.



2

Their answer is a mix of what they could have done better and how others could have helped impact their goal.



3



4



5

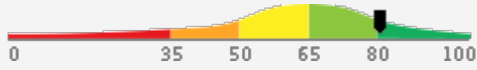
Their answer revolves around them and what they could have done better to set themselves up and achieve the goal.

**Detail**

**Interview Guide**

**Teamwork**

Score: 81



*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 and maintains relationships. Able to quickly establish rapport with new acquaintances and accurately sense others' feelings. Maintains positive relationships with colleagues and uses them to achieve work outcomes 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.

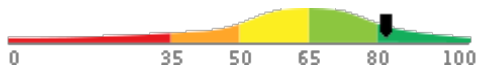
## Emotional Intelligence Detail

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.

**Detail** Interview Guide

### Empathy and Emotional Self-Control

Score: 82



*Description:*

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.

*Interpretation:*

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

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.

What do you typically do when you are working closely with someone who is very upset?



1

They have an inappropriate response and don't demonstrate understanding or care.



2

They (1) have an appropriate response and (2) demonstrate understanding but unable to show the customer that they care.



3



4

They (1) have an appropriate response (2) demonstrate understanding and (3) show the customer that they care.



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## Scored Survey Detail

This section provides additional detail on the candidate's scored survey responses. Potential caution areas (if any) are specified in each detail section.

**Detail** Interview Guide

### History Survey - Performance

Score: 68

*Description:*

Evaluates elements of the candidate's past work and education history to identify indications of high or low performance potential.

Exhibits past behaviors and achievements that are likely to result in significantly below average job performance. Additional probing in this area is highly recommended.



1

No examples or rationale given.



2

Weak connection between past and future.



3



4

Clear connection between past and future.



5



**Detail**

**Interview Guide**

**History Survey -  
Tenure**

Score: 68

*Description:*

Evaluates a candidate's past employment history and related factors for indications of potentially low job tenure.

What are some of the reasons you have left previous jobs?



1

Many different reasons. Blames employer.



2

Circumstances for leaving generally credible or somewhat outside control.



3



4

Reasonable rationale or circumstances clearly outside control.



5

## Identity Confirmation Photos

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

### Photo Analysis Results

<b>- Risk:</b>	<b>Medium risk of cheating based on image inconsistencies</b>
- 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*



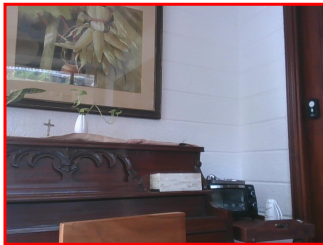
*ID Photo*



*In-Test Error Detected (No Face Detected)*



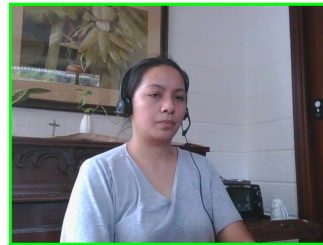
*In-Test Error Detected (No Face Detected)*



*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: 43-5052.00
- O\*Net Version: 26.3
- Sim ID: 16243-1, Key: 0-0, Rpt: 91, Prd: 7244, 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	95.6272	Z-Statistic	2.0418	3.6219
Adaptability	82.1243	Z-Statistic	1.1416	4.7008
Empathy and Emotional Self-Control	82.3151	Z-Statistic	1.1543	8.4548
History Survey - Performance	68.9450	Z-Statistic	0.2630	8.4548
History Survey - Tenure	68.9270	Z-Statistic	0.2618	8.4548
Integrity	10.0000	Z-Statistic	-3.6667	5.5330
Drive	79.1317	Z-Statistic	0.9421	5.5330
Analytical Thinking and Attention to Detail	83.9295	Z-Statistic	1.2620	45.4446
Resilience	66.3483	Z-Statistic	0.0899	5.5330
Teamwork	81.1261	Z-Statistic	1.0751	4.2692
Weighted Average of Competency Z-Scores:				0.7432
Mean applied to Raw Weighted Avg:				0.0000
Standard Deviation applied to Raw Weighted Avg:				1.0000
Normalized Raw Score:				0.7432
Mean:				65.0000
Standard Deviation Used:				15.0000
Final Overall Score:				76.1480

## Notes

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