

Customer Service Performer

Assessment On: Carolyn Adams
Phone: 379-654-1982
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Position: Customer Service

Company: Acme Sales Company
Report Type: Delivery Driver

Assessment Date: 4/21/2008

For More Information
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Customer Service Performer

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Basic Math

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

MATH SKILLS measures the general knowledge of arithmetic an individual possesses. Ms. Adams's knowledge of general arithmetic is very good. She can be expected to add, subtract or multiply with the speed and degree of accuracy required for most positions.

Numerical Perception

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

NUMERICAL PERCEPTION measures an individual's accuracy in handling numeric and alphabetic data. Ms. Adams's average Numerical Perception score indicates that she can handle detail work, but her work should be checked for mistakes. Ms. Adams's score may be the result of a vision problem which can be corrected.

Energy

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

ENERGY measures the individual's stress and drive level, and ability to deal with people and customers when under pressure. Ms. Adams has a high energy level and will utilize this energy to meet job requirements or customers' needs.

Flexibility

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

FLEXIBILITY measures an individual's attitude toward ethics, honesty, reliability and dependability. This trait relates to handling customers' needs, as well as job and employer requirements and procedures. Ms. Adams is oriented to be flexible and adaptable, yet normally ethical and willing to adhere to the policies and procedures of the company, especially as they relate to job requirements and dealing with people and customers.

Organization

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

ORGANIZATION measures an individual's mental orientation to plan and organize her life events and job requirements. Carolyn is oriented to be an extremely organized individual who is always aware of priorities. She will be able to handle the requirements of the job in a timely manner, but will need time to adapt to work changes or interruptions.

Communication

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

COMMUNICATION measures an individual's desire to comfortably communicate verbally with people. Being reserved, Carolyn is not always comfortable meeting and dealing with people. She may, therefore, appear aloof and unfriendly toward customers and fellow workers.

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Emotional Dev

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

EMOTIONAL DEVELOPMENT measures an individual's ego, self-confidence and self-esteem. Ms. Adams does not have strong ego, self-esteem or self-confidence. She may become impatient with fellow workers and customers, and as a result, lose her temper or display inappropriate behavior.

Assertiveness

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

ASSERTIVENESS measures an individual's desire to interact with fellow workers and customers in a cooperative manner, rather than attempting to control a situation. Carolyn can take orders or give orders. She is cooperative with fellow workers and customers, yet has sufficient assertiveness to hold her own in a situation.

Competitiveness

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

COMPETITIVENESS measures whether an individual desires to participate as a team member or be individually responsible for results. Carolyn has a desire to excel and will set some personal job objectives, but is more of a team player who prefers working with fellow workers and achieving in a team-oriented effort for job accomplishment.

Mental Toughness

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

MENTAL TOUGHNESS measures an individual's mental and emotional sensitivity. Ms. Adams is sensitive to her own needs, as well as those of her fellow workers or customers, but is mentally tough enough to handle some setbacks, criticism or complaints.

Questioning /Probing

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

QUESTIONING/PROBING measures an individual's innate orientation to explore the "real reason" for people's actions or objectives. Carolyn accepts things at face value and tends to not question what people's real motives and objectives are. She will not normally ask questions or probe, preferring instead to accept the information given to her by others at face value.

Motivation

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

MOTIVATION measures an individual's desire for job security rather than recognition, incentives and change. Ms. Adams is security-motivated and desires employment that provides income and job security, as well as job benefits such as retirement, insurance, etc. As long as her need for security is met, she will not usually seek recognition, job change or incentives.

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----- **Validity Scales** -----

Distortion

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Ms. Adams is a secure person who is not afraid to admit her weaknesses. She is also good at assessing her strengths. She tends to be open and frank, with these assessment results having a high degree of accuracy.

Equivocation

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

She has scored within our acceptable equivocation range.

----- **History of Dishonesty** -----

- * NO SIGNIFICANT HISTORY OF STEALING
- * NO SIGNIFICANT HISTORY OF DRUG OR ALCOHOL ABUSE

This report is confidential and is an opinion based on test results and other available data. In the selection process it may count up to one third (1/3) of the decision process along with the interview, reference check, education and experience.

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Mental Aptitudes - for Delivery Driver position												
		1	2	3	4	5	6	7	8	9		
BASIC MATH	Low Skills								X			High Skills
NUMERICAL PERCEPTION	Imprecise						X					Accurate
Personality Dimensions - for Delivery Driver position												
		1	2	3	4	5	6	7	8	9		
ENERGY	Restless				X	[.]						Calm
FLEXIBILITY	Flexible					X [.]						Rigid
ORGANIZATION	Disorganized									[. X]		Planful
COMMUNICATION	Reserved		X	[.]								Interactive
EMOTIONAL DEV	Impatient			X [.]								Tolerant
ASSERTIVENESS	Cooperative			[. X . .]								Authoritative
COMPETITIVENESS	Team Player			[. X . .]								Individualist
MENTAL TOUGHNESS	Sensitive				[X]							Tough
QUESTIONING /PROBING	Trusting	X	[.]									Skeptical
MOTIVATION	Security				[X]							Recognition
Validity Scales - for Delivery Driver position												
		1	2	3	4	5	6	7	8	9		
DISTORTION	Frank Answer	[. X . .]										Exaggerates
EQUIVOCATION	Choose Alter.	[. X . .]										Choose Middle

STANINE: The STANINE is a system of measurements which divides the population into nine parts.

NOTE: Areas with dots and brackets ([.....]) are of primary importance with the dots and brackets reflecting the most desirable range for an individual to score in to have those characteristics. Areas without dots and brackets are secondary areas that provide additional information regarding the individual.

AREAS OF CONCERN - Scores of 1 or 2 in any of the following dimensions: *Energy, Flexibility, Emotional Development or Mental Toughness* are areas of concern.