# Customer Service Performer

## Cynthia Sample

Bank Teller
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Report Type: Bank Teller

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Cynthia Sample
Money Hill Bank
10/29/2025

# Customer Service Performer

Report Narratives

## Mental Aptitudes

The Achiever Performance Assessment correlates two cognitive learning skills to create a comprehensive, multi-faceted profile for your candidate or employee to better assist you in determining job fit, training and development needs, and leadership ability with a better coaching tool to improve performance.

### Numerical Perception 7-9

- Visual Acuity Dealing with Numbers and Symbols
- Skill with Detail Work

NUMERICAL PERCEPTION measures an individual's accuracy in handling numeric and alphabetic data. Ms. Sample's superior Numerical Perception score indicates that she can process data quickly and correctly.

9 Fit

### Math

- Understanding of Basic Arithmetic
- Ability to Perform Simple Calculations

MATH SKILLS measures the general knowledge of arithmetic an individual possesses. Ms. Sample'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.

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Report Narratives

## Performance Scales

Performance Scales are the values and behaviors that are consistent with successful on job performance in the specific job being assessed. These key values and behaviors not only determine job fit, but also identify areas of need for training, development and coaching to engage employees more effectively for better overall job performance.

### Energy

4-7

- Energy Level
- Level of Internalized Tension
- Physical Activity

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

4 Fit

### Flexibility

6-9

- Adherence to Precedent, Rules, and Policies
- Adaptability to Change
- Reliability and Consistency

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. Sample is oriented to be an ethical, honest individual who adheres to policies and procedures of the organization as they relate to job requirements and dealing with customers.

6 Fit

### Organization

5-7

- Planning and Organizational Habits
- Time Management
- Ability to Multi-task

ORGANIZATION measures an individual's mental orientation to plan and organize her life events and job requirements. Cynthia is oriented to plan to some degree, but may still need deadlines and guidelines set for her to ensure she handles the requirements of the job in a timely manner.

4

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Report Narratives

## Communication

4-6

- Need for Social Interaction
- Ability to Focus on Listening
- Communication Style

COMMUNICATION measures an individual's desire to comfortably communicate verbally with people. Cynthia is able to meet and deal with people, but will not spend a great deal of time talking and interacting with fellow workers and customers.

4 Fit

## Emotional Development

4-6

- Sense of Urgency
- Ability to Adjust to Emotional Stress
- Level of Self-esteem

EMOTIONAL DEVELOPMENT measures an individual's ego, self-confidence and self-esteem. Ms. Sample has lower ego strength, self-confidence and self-esteem. She is generally able to deal with fellow workers and customers with an appropriate degree of patience, but can become impatient with those who are demanding or difficult.

4 Fit

## Assertiveness

3-6

- Desire for Authority and Control
- Decision Making Style
- Attitude Towards Confrontation

ASSERTIVENESS measures an individual's desire to interact with fellow workers and customers in a cooperative manner, rather than attempting to control a situation. Cynthia is assertive enough to hold her own with fellow workers and customers, but will not appear unduly domineering.

6 Fit

## Competitiveness

2-5

- Need for Individual Achievement
- Team Compatibility
- Response to Incentives

COMPETITIVENESS measures whether an individual desires to participate as a team member or be individually responsible for results. Cynthia has a desire to excel, but prefers working as part of a team, rather than being individually responsible for results. Job objectives she sets will be those aimed at working with fellow workers to provide good service to customers in an effort to meet their needs.

4 Fit

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Report Narratives

## Mental Toughness

4-6

- Attitude Towards Criticism
- Level of Empathy
- Stamina and Endurance Levels

MENTAL TOUGHNESS measures an individual's mental and emotional sensitivity. Ms. Sample 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.

## Question/Probing

4-6

- Willingness to Ask Questions
- Degree of Shrewdness
- Level of Trust in Others

QUESTIONING/PROBING measures an individual's innate orientation to explore the "real reason" for people's actions or objectives. Cynthia will attempt to probe and question to determine real motives or objectives, but could appear cynical and suspicious.

## Motivation

1-5

- Motivated by Security vs. Recognition
- Willingness to Take Risks
- Desire for Change

MOTIVATION measures an individual's desire for job security rather than recognition, incentives and change. Ms. Sample 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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Report Narratives

## Validity

### Distortion

1-6

- Willingness to be Candid About Strengths and Weaknesses
- Desire for Social Conformity

Ms. Sample 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.

3 Fit

### Equivocation

1-6

- Ability to Follow Instructions
- Indicates the Ability to Commit to an Opinion or Viewpoint

She has scored within our acceptable equivocation range.

4 Fit

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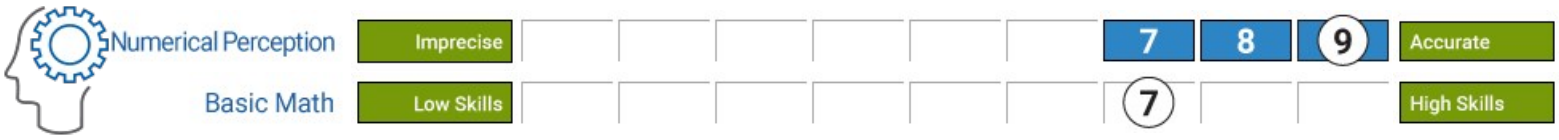
# Customer Service Performer

Scoresheet
Bank Teller

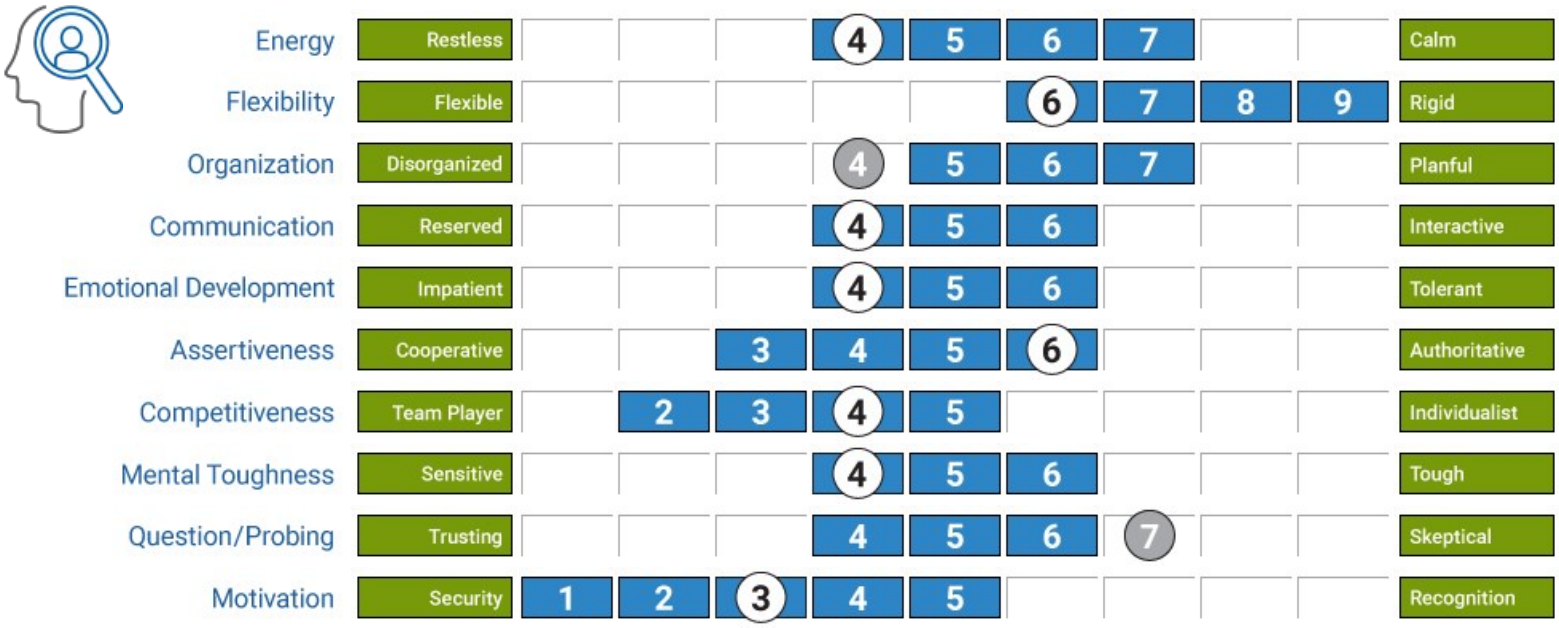
## Mental Aptitudes

Provides distinct measurements of cognitive ability assessing how an individual will approach job functions from a mental standpoint.



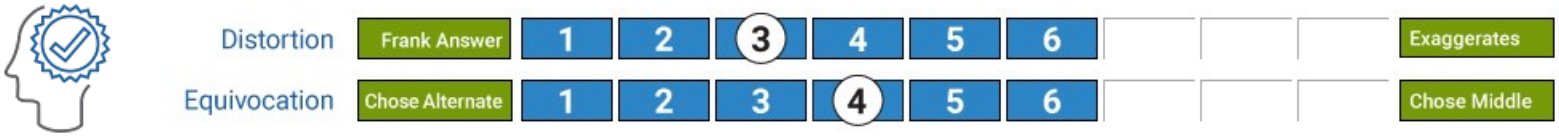

## Performance Scales

Provides measurements of behavior representing an individual's primary personality traits and how they typically behave.




## Validity Scales

Provides measurements of internal validity providing insight into the accuracy of the individual's responses to the Performance Scales.




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

**AREAS OF CONCERN:** Scores of 1 OR 2 in any of the following dimensions: *Energy, Flexibility, Emotional Development OR Mental Toughness.*

**NOTE:** Blue blocks are of primary importance as they represent the desired range for that characteristic. Scores within that range, or with no range identified, have a white circle. Scores outside the desired range will have a gray circle.

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Direct Admissions

*** NO SIGNIFICANT HISTORY OF STEALING**

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

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Development Suggestions

## Introduction

Investing in training and development is not what is ultimately important, PERFORMANCE is! What is learned through training and development will yield a higher return on investment, resulting in improved job performance!

The pressure on organizations to improve training and development continues to intensify. Advances in technology, shifts in demographics, and the constant competitive necessity to upgrade workforce skills are challenging every organization.

Utilizing these assessment results provides leadership with credible behavioral information that enables them to take an objective and systematic approach to analyzing and managing the training and development needs of individuals to improve their performance in the workplace. For example, the information provided in the assessment results can assist management in developing and executing a plan to train a new hire during the onboarding process, thereby accelerating their learning curve. It can also prove to be an invaluable tool for management to evaluate and coach current employees to reach their potential.

Engagement is the key. These assessment results can be used as an effective tool to assist management in learning more about their people in their effort to build better employee relationships and employee engagement.

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Development Suggestions

## Introduction

For those individuals who seek to achieve higher levels of productivity and success in their jobs and life, and for those employers who desire such for the people they employ, we offer the following suggestions where the person assessed could benefit from growth and development. We trust you will find these suggestions helpful.

## Question/Probing

### Measures the tendency not to accept information at face value.

You are not highly trusting and will probe into matters in order to better understand instructions, directives or information. You are cautious and analytical, which is an asset in resolving problems. Underlying cynicism, however, could endanger good collaborative efforts.

**Your self-affirmation sentence:**

"I trust others."

### Steps to Effect Change

For the extremely cynical person, trust in others is essential for growth.

You will need to curb skepticism that can separate you from friends, family and/or associates, and create barriers where constructive interaction is necessary. Those people desiring to become closer to you are not always out to take advantage and it's good to give others the benefit of the doubt until they prove untrustworthy.

Remember that people have a way of living up to what you expect from them. If you are positive and trusting, people will generally respond by trying to please you. If, however, you exhibit a lack of trust in others, they may have an unfortunate tendency to also live up to those negative expectations. This is not to say that you should unquestionably accept everything that is said or done, for this would also be realistic and detrimental. Remaining in control and confronting those with obvious hidden motives, while remaining basically positive and enthusiastic, will be your best course of action.

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