

# Candidate Assessment Report: Customer Service Team Member



Candidate Name:

John Example

Test Date:

02/10/2009

**Overall Score:**

A	B	C	D	F
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**Recommendation:**

Proceed

Workplace Judgment	On-the-Job Behaviors				
<p>Accurately make effective decisions to:</p> <ul style="list-style-type: none"> <li>▪ Meet customer needs</li> <li>▪ Maintain a safe work area</li> <li>▪ Work well with coworkers</li> <li>▪ Solve workplace problems</li> </ul>	<p>High scorers are More Likely to:</p> <ul style="list-style-type: none"> <li>▪ Deal with upset customers effectively.</li> <li>▪ Meet or exceed customer expectations.</li> <li>▪ Ensure the work area is safe.</li> <li>▪ Comply with safety rules and procedures.</li> <li>▪ Work well with difficult coworkers.</li> <li>▪ Resolve problems in the workplace.</li> </ul>				
<table border="1" style="width: 100%;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;">Good</td> </tr> </table>				Good	
			Good		

Workplace Personality	On-the-Job Behaviors				
<p>Personality characteristics related to job performance, including:</p> <ul style="list-style-type: none"> <li>▪ Agreeableness</li> <li>▪ Achievement &amp; Dependability</li> <li>▪ Extraversion</li> <li>▪ Self Confidence</li> </ul>	<p>High scorers are More Likely to:</p> <ul style="list-style-type: none"> <li>▪ Cooperate and value getting along with others.</li> <li>▪ Demonstrate a strong work ethic and dependability.</li> <li>▪ Pay attention to details and quality.</li> <li>▪ Work toward challenging goals.</li> <li>▪ Overcome setbacks and failure.</li> <li>▪ Enjoy being around people.</li> </ul>				
<table border="1" style="width: 100%;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;">Fair</td> <td style="width: 25%;"></td> </tr> </table>			Fair		
		Fair			

Retention Index	On-the-Job Behaviors				
<p>This candidate's retention index predicts his or her retention level as:</p>	<p>High scorers are More Likely to:</p> <ul style="list-style-type: none"> <li>▪ Stay with the organization longer than 30 days.</li> <li>▪ Arrive to work on time.</li> <li>▪ Avoid unscheduled absences.</li> <li>▪ Speak positively to others about the organization.</li> <li>▪ Feel a sense of commitment and pride toward their job.</li> </ul>				
<table border="1" style="width: 100%;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;">Excellent</td> </tr> </table>				Excellent	
			Excellent		

**Confidential Report**