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Zekerlife Pty Ltd

Assessment Taken:
2/2/2007

Assessment Printed:
9/6/2018

John Sample
Sample Customer Service



Table of Contents

Part 1	Understanding this Report General information about this report, Prevue Assessments and Prevue Benchmarks.	3
Part 2	Prevue Results Graph A visual comparison of John Sample's Prevue Assessments scores to the Prevue Benchmark for the Sample Customer Service position, and the Benchmark Suitability score for John Sample's overall fit to the Sample Customer Service position.	4
Part 3	Total Person Description John Sample's overall profile based on the results of the Prevue Assessments considered in this report.	5
Part 4	Suggested Interview Questions Interview questions to explore areas where John Sample does not match the Prevue Benchmark for the Sample Customer Service position.	6
Part 5	Individual Characteristics Details of John Sample's scores on each of the scales addressed in this report and an overview of the strengths John brings to the position.	10
Part 6	Best Practice Information Guidelines for using Prevue Assessments and understanding this report.	14

Report Design Options Selected for this Report

Report Family: Screening & Selection

Type: Selection Report

Scope: Abilities, Interests & Personality (WNSIP)

Format: Comprehensive (from choice of Comprehensive, Summary, Interview or Graph)

Style: Customer Service (from choice of Management, Sales, Customer Service or Other)

Prevue Assessments presented in this report:

- ▶ Prevue Abilities Assessments that examine four cognitive Abilities scales
- ▶ Prevue Interests Assessment that examines three scales of occupational Interests/Motivations
- ▶ Prevue Personality Assessment that provides information on thirteen Personality scales

For more information about Prevue Assessments and design options for Prevue reports see www.prevuehr.com

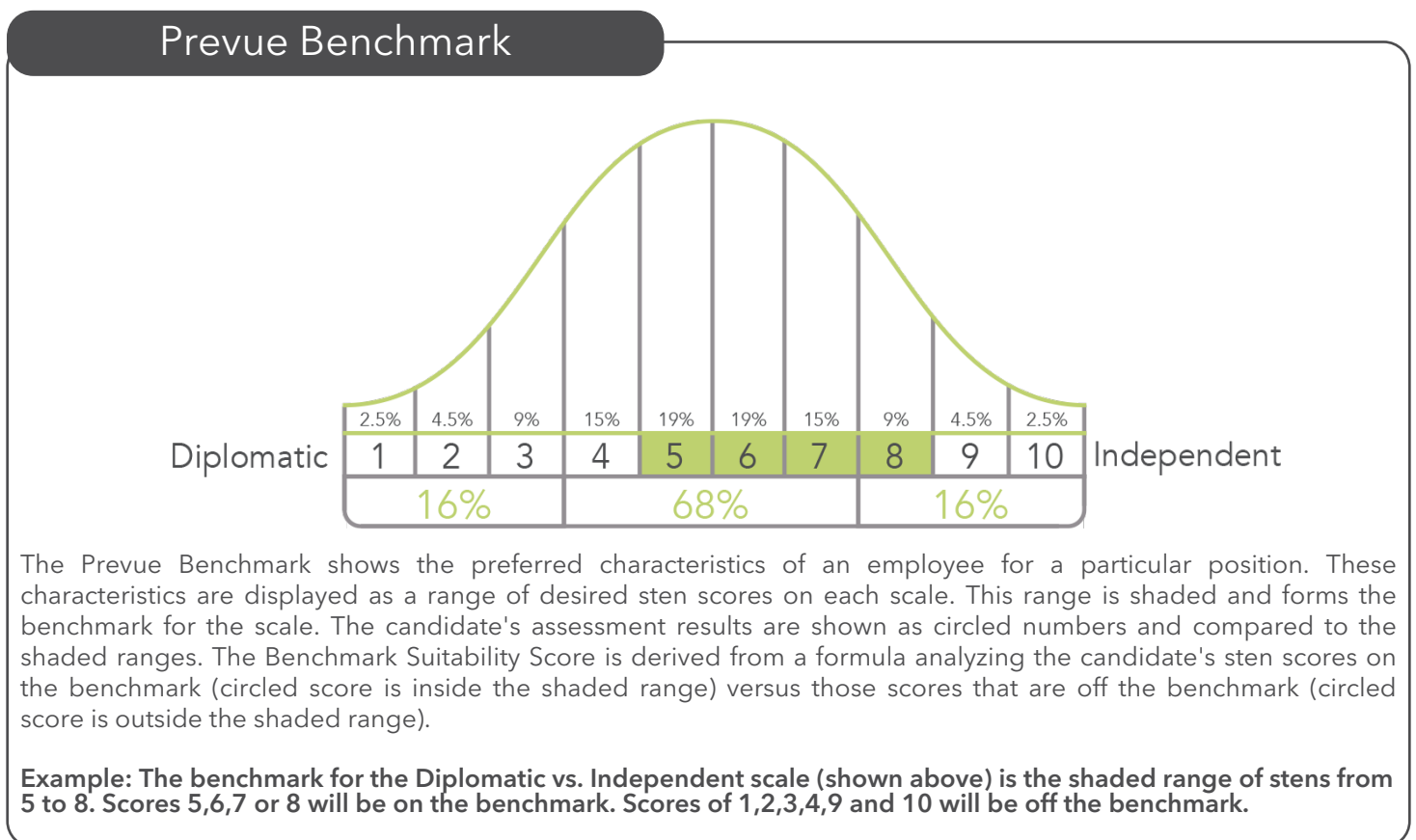
Part 1 - Understanding this Report

Introduction

This Selection Report describes John Sample’s suitability for the Sample Customer Service position at Zekerlife Pty Ltd. The information in this report comes first from reviewing the scores on each of the scales of the Prevue Assessments that were completed by John Sample and second from comparing those scores to the Prevue Benchmark for the position. Both the scores on the Prevue Assessments and the comparison of those scores to the Prevue Benchmark are exhibited graphically in the Prevue Results Graph in Part 2.

Prevue Assessments

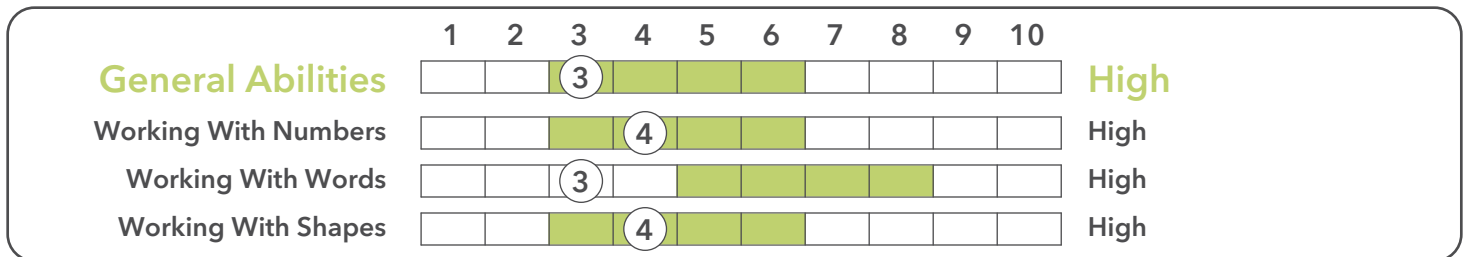
The Prevue Results Graph shows John Sample’s ‘sten’ score on each of the Prevue Assessments scales considered in the report. A sten score is a candidate’s score on a normal bell-shaped curve representing the general working population. The diagram below shows the normal bell curve divided into standard tenths (‘standard tenths’ is shortened to ‘sten’) for the Diplomatic vs. Independent Personality Scale. The diagram also shows the percentage of the general working population that will typically score in each sten.



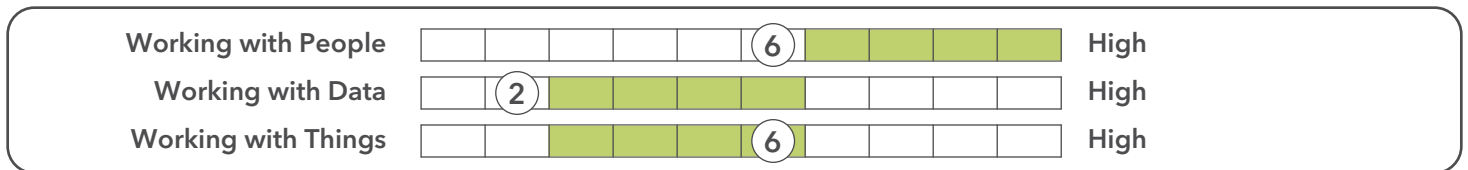
Part 2 - Prevue Results Graph

John Sample's scores are shown in the circled numbers on each of the Prevue scales presented below. The Prevue Benchmark for the Sample Customer Service position is indicated by the green shaded ranges on each scale, which are preferred scores for this position. A score inside a shaded range is on the benchmark. A score outside a shaded range is off the benchmark.

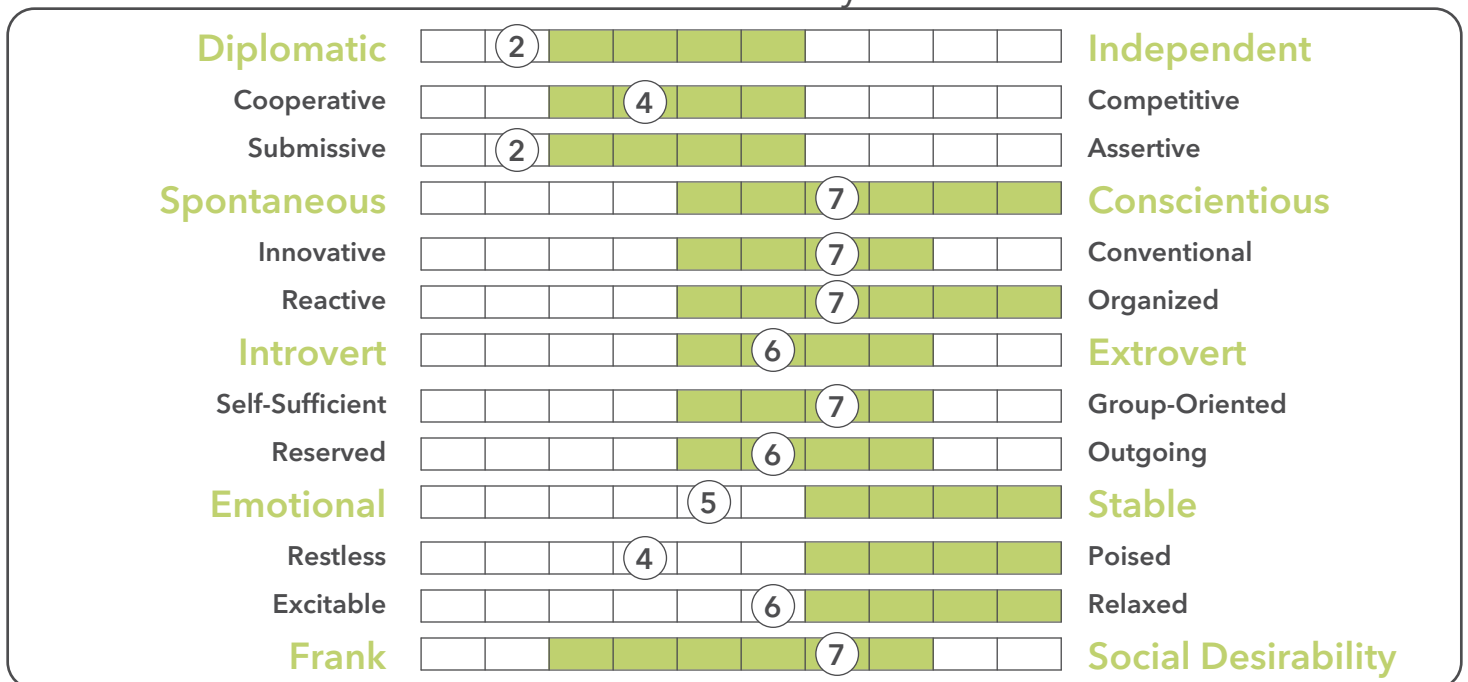
Abilities



Motivation/Interests



Personality



Benchmark Suitability Score

The Benchmark Suitability Score quantifies John Sample's overall fit to the benchmark for the Sample Customer Service position. Note: John Sample's Prevue Assessments results, including the Benchmark Suitability Score should comprise no more than one-third of the selection decision process. Refer to Best Practice Information for details.

80%

Part 3 - Total Person Description

The Total Person Description provides an overview of John Sample compared to the general working population. This profile is derived from the scores shown on the Prevue Results Graph.

This person has average ability to work with numbers and shapes, but he has lower than average verbal skills. This means that he will be competent for many numeric assignments and spatial tasks, but any work requiring skill with words will be very challenging for him. Mr. Sample will be able to do simple arithmetic and to work with routine spreadsheets, data tables, etc. Because he can mentally manipulate shapes and objects reasonably well, he will be able to follow ordinary diagrams, to arrange displays, and to estimate space requirements. For any written work, he will require more instruction and more time. Similarly, when faced with major changes in the workplace, Mr. Sample will need additional time to adapt.

Mr. Sample is interested in people and would probably be most happy in a job that involves contact with others. He has little interest in abstract information, but he is well motivated to work with tools or machinery. Although he can work with technology, he would perform best where he can take advantage of his preference for interpersonal activity. In a computer context, he would do best in direct communication with others via Internet connections, E-mail, and word processing.

Mr. Sample has well-balanced desires to compete and to cooperate. He will put himself forward in some situations but not so far as to compromise team spirit. He will balance his own need for achievement against the need to maintain good relations with others. Although he will usually submit to the will of the group or more assertive opponents, he will occasionally defend his ideas and promote his own ambitions, particularly if he feels secure within the group or knows the other people well. On the whole, he prefers to avoid rather than confront conflict. John Sample will use tact and diplomacy to maintain harmony in the workplace.

John Sample prefers to work with proven procedures and practices. He is reluctant to change unless there is a compelling reason. This is a strong score for many businesses, as it combines the consistency necessary for smooth operations with the flexibility to meet sudden changes in the marketplace. He works best in situations that allow for reasonable scheduling and planning, although he can deal with unexpected changes that might disrupt his plans. He may be frustrated in chaotic work conditions or situations that have little or no structure.

John Sample enjoys the company of other people and could be troubled by extended periods of solitude. Most people will find him to be friendly and personable. He is quick to talk to others and enjoys their attention. While he can listen effectively when concentrating, his instinct is to be the one doing the talking. His enthusiasm is a tremendous advantage when presenting ideas. Though conversational and outgoing, Mr. Sample is also self-reliant and does not require constant social interaction. In a group setting, he will occasionally command attention but he is also comfortable as a quiet observer.

John Sample is sensitive to the emotions of others and himself, but this is kept in perspective. Certainly, inappropriate criticism can upset his equilibrium, but he is not bothered by the normal give and take of human relations. He is generally calm and, while aware of stress, he does not let it stop him from achieving his goals. Mr. Sample exemplifies an effective combination of emotional awareness without excessive vulnerability. He tolerates stress without being indifferent to it. Whether he is required to give a fast response to a crisis or methodical attention to a routine task, Mr. Sample will work well under most pressures.

Interview Guide

Part 4 - Suggested Interview Questions

Planning the Interview

Planning the interview requires identifying concerns about the candidate's work history, references and scores off the Prevue Benchmark for the Sample Customer Service position. Use the available candidate information plus this report to structure the interview and make the best hiring decision.

This section provides suggested interview questions to address the following:

- ▶ First to examine those areas where John Sample's score did not fall on the benchmark for the position.

You should customize the interview questions as needed for this position at Zekerlife Pty Ltd. **You may wish to take a copy of Part 4 to have it available for the interview.**

Scores off the Benchmark

John Sample's scores fell off the Benchmark for the following scales. This indicates that the candidate could encounter challenges in these areas. Review each score description set out below and consider the suggested interview questions. The more distant the score is from the benchmark for a scale the more important it is for you to probe these areas.



With below average ability for Working with Words, John Sample falls below the given benchmark but may still be reasonably competent for many verbal tasks. This level of ability usually translates to moderate performance on word recognition tasks such as finding or recording customer names and correcting common spelling errors. However, more time is necessary for processing written information. Advanced tasks, such as handling complicated paperwork, require training and support.

1. When sending a note to a customer, how do you make sure that spelling and grammar are correct?
2. Consider a new, multipart form to be used on the job. If no training were provided, how would you teach yourself to use the new form?
3. Describe how you read a lengthy service manual.

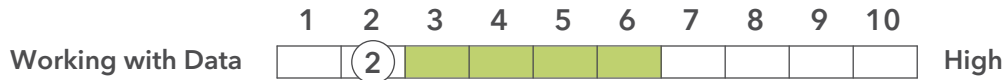
Your Comments:



Mr. Sample shows an average level of interest in work which involves dealing with people.

1. What is the biggest team you have worked on? Describe some of the advantages of working as part of a team.
2. Describe how you dealt with the last difficult customer you had to deal with.
3. There are some situations where working by yourself is preferable. Could you describe when you have been in this circumstance?

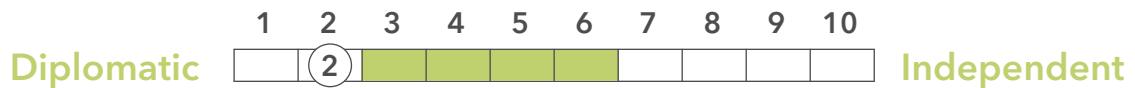
Your Comments:



People like Mr. Sample usually avoid jobs where they have to spend a lot of time dealing with figures, statistics or accounts.

1. What types of problems are difficult for you?
2. How many customer contacts did you have in a typical day?
3. Describe the systems you have introduced into your job.

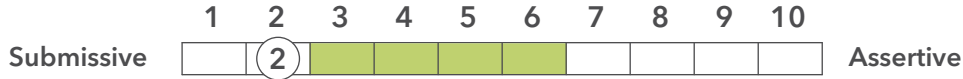
Your Comments:



Mr. Sample is likely to be a considerate and cooperative person.

1. Describe a situation when you had to become the team leader. What did you think of that role?
2. Illustrate how you resolved the last customer dilemma you encountered.
3. Describe the customer service situations where you are the most comfortable when it comes to asserting policy.

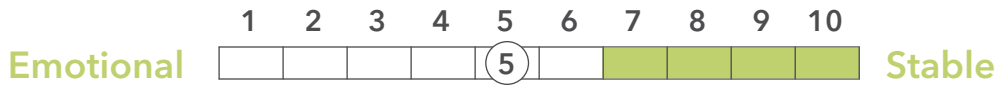
Your Comments:



Mr. Sample appears to be a fairly modest and non-controversial person.

1. There have been occasions when you have had to get your point across. Explain how you accomplished this.
2. When you feel strongly about something, how do you go about getting your ideas accepted?
3. Discuss the outcome of your last situation involving conflict with a customer?

Your Comments:



Mr. John Sample is stable and calm under normal situations.

1. Irate customers are a part of business. Can you describe the last incident where you were involved with a customer who was disappointed with the service they were receiving?
2. Describe what you look for in a customer when determining if you should trust what they are saying.
3. Describe how you deal with negative customers.

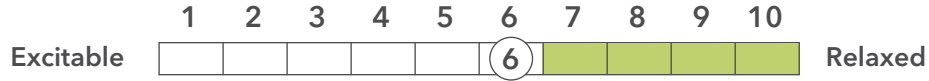
Your Comments:



Mr. Sample has a degree of sensibility to feelings and emotions.

1. Describe a typical customer situation that you would find irritating.
2. What caused the last disagreement you had with a boss?
3. Describe how you remain calm while dealing with an irritated customer.

Your Comments:



Mr. Sample sees himself as a person who is usually calm and relaxed in response to most situations.

1. Describe the sort of things at work that caused you to become anxious.
2. There are occasions when there just isn't enough time. Describe one such occasion where your manager objected to the speed with which you started a project, and how you handled this.
3. Explain, by example, how you usually deal with customer complaints.

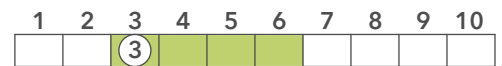
Your Comments:

Part 5 - Individual Characteristics

The Individual Characteristics descriptions provide more information about John Sample’s scores in comparison to those of the general working population. Scores on the Prevue Benchmark for each scale highlight John Sample’s strengths for the Sample Customer Service position. Scores that are two or more stens off the Prevue Benchmark for any scale highlight prospective areas of challenge for this candidate and should be addressed in the interview.

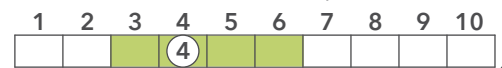
General Abilities

This score indicates that Mr. Sample is reasonably competent, but slower to learn than the average person. He may find assimilating new information challenging at times and may have difficulty coping with time pressures. His efficiency will increase when given ample opportunity to develop suitable skills and understand procedures. He may have difficulty with major changes in his working requirements.



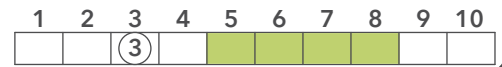
Working With Numbers

John Sample is in the low average range for Numerical Reasoning. This indicates that his speed and accuracy is typical of the lower third of his fellow employees in the ability to work with information derived from simple numbers.



Working With Words

A sten score of three is below the average range of many workers. With this limited capacity, Mr. Sample is likely to be somewhat lacking in many written language skills. This could affect his learning speed. When under time pressure he is more likely to make mistakes in tasks requiring reasoning with expression or presentation of written communication.



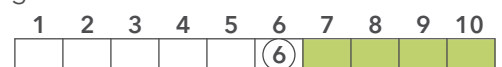
Working With Shapes

Mr. Sample is likely to be reasonably competent in mentally manipulating or visualizing shapes, but may need more time while working in this medium. When under time pressure he is likely to make more mistakes than average.



Working With People

Mr. Sample shows an average level of interest in work that involves dealing with people. He is likely to prefer employment that involves contact with others and would not be happy working on his own.



Working With Data

John Sample indicates he is a person who has a below average level of interest in working with data. Individuals like Mr. Sample usually avoid jobs where they spend time analyzing or compiling and computing figures, symbols, statistics, and accounts.



Working With Things

John Sample expresses an average level of interest in work that deals with inanimate objects such as machinery, tools or equipment. Such people are likely to be comfortable in handling goods or equipment, but would not see that interest being central to their work.



Diplomatic / Independent

John Sample's diplomatic nature is to encourage or persuade, rather than forcefully assert his own views. Individuals like John Sample are likable, considerate and cooperative. Being good-natured, he has a talent for pulling people together. Such people may avoid important issues.



Cooperative / Competitive

He can be described as an individual within the team environment. He is somewhat competitive, and will play hard to win for the good of the team. Such people may down play their own achievement to instill the cooperative spirit.



Submissive / Assertive

Mr. Sample is a submissive and non-confrontational person. He is likely to be valued for his service-orientated approach.



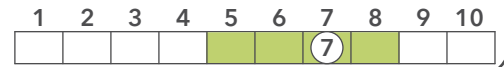
Spontaneous / Conscientious

It is his nature to be conscious of detail, dependable and well prepared. As a reliable individual, he will follow rules and established procedures within a traditional setting. He will probably prefer the status quo to change.



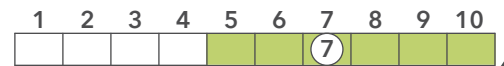
Innovative / Conventional

Mr. Sample sees himself as somewhat conventional. He can cope with change when necessary. Overall, Mr. Sample will prefer the status quo to change.



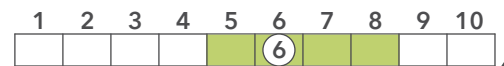
Reactive / Organized

Although he usually regards himself as organized and able to work in a controlled manner, these qualities can be altered in some situations. For the most part, he will be reliable, working best in a planned environment.



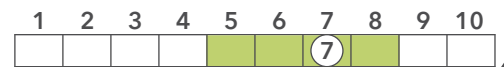
Introvert / Extrovert

Individuals like Mr. Sample show moderate levels of enthusiasm and liveliness, contributing to social interaction without drawing undue attention to themselves.



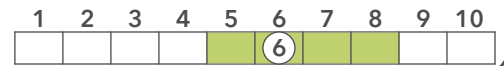
Self-Sufficient / Group-Oriented

He is happiest working in situations where there is a reasonable amount of contact with others. He enjoys company and a group environment, but occasionally requires time for quiet reflection.



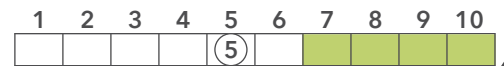
Reserved / Outgoing

He can be talkative and outgoing. He would prefer some variety in his work. These people like to choose the situations in which they will take center stage, as they are comfortable in the company of others, but they do not seek constant attention from others.



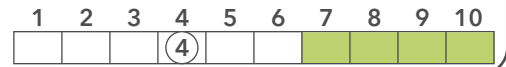
Emotional / Stable

Mr. John Sample is stable and calm under normal situations, but may become apprehensive and emotional when conditions become unsettled. He is generally accepting of people, but with a degree of caution. Such people are usually stable under moderate stress.



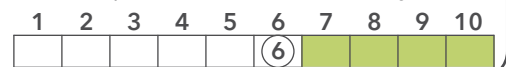
Restless / Poised

He has a tendency to get upset and irritated in difficult situations. Occasionally it is difficult for him to be objective and rational about situations in which he is personally involved.



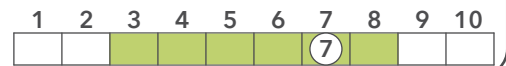
Excitable / Relaxed

This is a person who remains calm and relaxed in response to normal situations. For the most part, such people are able to manage their problems without undue anxiety. Occasionally, they will not always assume the best of other people, and will feel the need to check their motives. However, any level of suspicion or stress is likely to be moderate.



Social Desirability

This level of score, suggests that John Sample has presented a moderately frank picture of himself on the other scales.



Part 6 - Best Practice Information

Assessment Administration: Best Human Resources practice recommends that assessments be administered to candidates in a controlled environment under the supervision of a proctor to ensure that:

- ▶ The person who completes the assessment is in fact the candidate.
- ▶ A candidate's responses to the assessment questions are not affected by collusion with others or by other actions that would invalidate the assessment.
- ▶ The supervisor is able to address unexpected conditions or problems affecting a candidate and to provide reasonable accommodation for candidates where required.

Where a candidate completes the assessments without supervision the accuracy of the results cannot be guaranteed. In such circumstances you may wish to have the candidate retake the Prevue Assessments in a controlled environment at the time they attend your offices for an interview. For more information on the administration of the Prevue Assessment, please see "Administering the Prevue Assessments" in the Prevue How To Guides posted at www.prevueonline.com.

Assessment Weighting: The weight given to the Prevue Assessments in any human resource selection or other high stakes decision should not exceed one-third of the total decision making process. The remainder of the process, including the candidate's work history, interview, background checks, etc., should be considered together with the results of this report.

Ensuring Fairness: When properly administered, the use of the Prevue Assessments will help to ensure that job applicants are treated fairly without regard to race, colour, religion, sex or national origin. The Prevue Assessments have been designed and developed to conform to the human rights legislative and best practice requirements prevailing in the various countries where the Prevue Assessments are distributed. This includes the EEOC Guidelines, the Americans With Disabilities Act, and the standards for test development published by the American Psychological Association, the British Psychological Society, and the Association of Test Publishers.