



Front Office Manager Assessment Report

Candidate:
John SamplePerson

Date:
03/03/2026

ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

The information contained in this report is Resource Associates, Inc. business information intended only for the use of the individual or entities named above. If the reader of this report is not the intended recipient you are hereby notified that any dissemination, distribution or copying of this report is strictly prohibited. If you have received this report in error, please notify us immediately at (865) 579-3052 or by sending E-mail to info@resourceassociates.com.

www.resourceassociates.com

Front Office Manager Assessment Report

Company: Resource Associates Samples
 Date: March 03, 2026

Username: RESOUGEBP0001
 Candidate: John SamplePerson

The following information is a feedback report based on the results of validated psychological assessment dimensions. Depending on the sections included in the test battery, there may be multiple pages of explanatory information. Please review thoroughly for the best overall interpretation of your candidate's scores.

PERSONALITY TRAITS

The profile below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (designated by the shaded areas). The candidate's score is indicated by the diamond symbol: ◆

| | Low | Below Average | Average | Above Average | High |
|--------------------------------|-----|---------------|---------|---------------|------|
| AGREEABLENESS | | | ◆ | | |
| CUSTOMER SERVICE ORIENTATION | | | | ◆ | |
| DEPENDABILITY | | | ◆ | | |
| DETAIL MINDEDNESS | | | ◆ | | |
| EMOTIONAL STABILITY/RESILIENCE | | | ◆ | | |
| EXTROVERSION | | | ◆ | | |
| IMPRESSION MANAGEMENT | | | ◆ | | |
| INTEGRITY | | | | ◆ | |
| INTRINSIC MOTIVATION | | | | | ◆ |
| OPENNESS TO CHANGE | | | | ◆ | |
| OPTIMISM / ENTHUSIASM | | | | ◆ | |
| ORDERLINESS | | | | | ◆ |
| TEAMWORK ORIENTATION | | ◆ | | | |
| WORK DRIVE | | | ◆ | | |

Front Office Manager Assessment Report

Company: Resource Associates Samples
Date: March 03, 2026

Username: RESOUGEBP0001
Candidate: John SamplePerson

GENERAL COGNITIVE APTITUDE ASSESSMENT

OVERALL GENERAL COGNITIVE SCORE



Compared to general adult norms using standardized tests validated for a wide range of jobs, we estimate overall level of mental ability to be in the **60-69%ile** range. His individual aptitude levels are:

| | |
|--------------------|-----------|
| Abstract Reasoning | 60-69%ile |
| Numeric Reasoning | 80-89%ile |
| Verbal Reasoning | 40-49%ile |

John is operating at a slightly above-average level of general cognitive ability. With regard to problem-solving, learning new material, or conceptualizing ideas, John will be a moderately capable performer. He can handle most of the cognitive demands of this job in a satisfactory manner.

Score Breakdown by Question Type (44 total questions)

ABSTRACT REASONING—Demonstrates ability to make sense of conceptual information, reason abstractly and determine patterns and relationships among symbolic stimuli:

Candidate scored **7 correct out of 14** possible questions or 50% correct.

NUMERIC REASONING—Demonstrates ability to logically analyze numerical information, reason with numbers and make inferences about quantitative relationships:

Candidate scored **12 correct out of 13** possible questions or 92% correct.

VERBAL REASONING—Demonstrates ability to to comprehend English vocabulary, reason with verbally-based information, and draw conclusions based on complex verbal stimuli:

Candidate scored **6 correct out of 17** possible questions or 35% correct.

General Cognitive Aptitude Score Interpretation

These aptitude scores reflect percentile rankings -- not percent correct on the test. For example, if a person scores 80-89%ile on a specific test in this report, it means that they scored at least as well or better than 80-89%ile of the norm group, but not as high as about 10-20%ile of the norm group.

The **Overall General Cognitive Aptitude Score** is an average of the standardized scores for the three separate aptitude tests given to this candidate.

The lower the score, the more difficulty a candidate is likely to have learning new information and making decisions. If experienced in their profession, they may perform well practiced tasks effectively but struggle with new things. They may need extra training or more support from managers. Low scorers can become overwhelmed by complexity and generally prefer duties requiring specific answers rather than insightful solutions.

The higher the score, the more we predict that the candidate will learn quickly, pick up a lot of new information on their own without needing to be trained, handle a large information load easily, make decisions in an efficient manner, and show a great deal of insight about how to solve new and complex problems.

Front Office Manager Assessment Report

Company: Resource Associates Samples
Date: March 03, 2026

Username: RESOUGEBP0001
Candidate: John SamplePerson

PERSONALITY TRAIT INTERPRETATION

Strengths:

- For the most part, he is agreeable and easygoing at work. John will usually avoid disagreements, conflict, and arguments with other people.
- John places substantial emphasis on customer satisfaction and retention in his work. He usually tries to anticipate and fulfill customer needs and demands courteously and without delay.
- John is generally dependable at work. But John also uses a fair amount of personal discretion and judgment in deciding when and how he will fulfill his job obligations and duties.
- He is moderately well-adjusted and stable. John can handle most everyday forms of job hassles and stressors without losing his composure.
- John is usually genial and sincere in his dealings with customers and coworkers. He is not readily distracted by opportunities for social interaction and can work comfortably on tasks requiring focus and concentration.
- John will perform his work tasks and duties in a manner consistent with company rules and policies. He is honest and ethical in his job behavior. Employees will trust him to exercise good judgment and do the right thing, even in ambiguous situations.
- John strives for meaningfulness and personal gratification in his work. Cash prizes and bonuses have little or no motivational value for him, while challenges and variety motivate him a great deal.
- He is open to change and innovation in the workplace. John is motivated to engage in new learning and professional development, both for himself and his subordinates.
- John often expects favorable outcomes in the future, both for himself and his customers. Being fairly optimistic, he tries to look for the best in others and on the bright side of most situations.
- His approach to tasks and assignments tends to be very methodical and organized. He will be comfortable keeping track of data and information.
- John values independence and autonomy. He probably prefers assignments which require him to work in a self-reliant manner much of the time.
- John's work drive is average. He usually works hard enough to meet the demands of his job.

Front Office Manager Assessment Report

Company: Resource Associates Samples
Date: March 03, 2026

Username: RESOUGEBP0001
Candidate: John SamplePerson

Developmental Concerns:

- He can sometimes be unpleasant or difficult to deal with when interacting with other people . John may need some feedback about being more consistently pleasant and congenial in his interactions with coworkers.
- John could be somewhat more dependable and conscientious in his work habits. He could be more consistent in his follow through and fulfillment of job commitments and responsibilities.
- Not particularly thorough or careful in checking his work, John will need instruction in proper methods of checking work products, as well as extra supervision and quality checks for the results of his efforts .
- John may have trouble coping with extensive or intensive job stress. He may not bear up as well under pressure as others who hold this job.
- John could be more warmhearted, outgoing, and sociable in some work situations. He may need to communicate more frequently with customers.
- John may sometimes place too much emphasis on independence and autonomy to the detriment of group unity and cohesion. He could do more to contribute to teamwork and cooperation in his work group.
- John does not have a high work drive. He sometimes needs to step up his work intensity and invest more time and energy into his job, especially during highly demanding situations.

Front Office Manager Assessment Report

Company: Resource Associates Samples
Date: March 03, 2026

Username: RESOUGEBP0001
Candidate: John SamplePerson

INTERVIEW QUESTIONS

Resource Associates highly recommends conducting a final interview prior to making an offer to hire, using this candidate's assessment results as a guide. To help with this process, we offer a set of interview questions which can help explore potential "red flags" or areas of concern. Most of these interview questions are situation-based items which ask the candidate to describe their behaviors, attitudes, and opinions while on the job. If you choose to conduct this type of interview to further investigate and clarify concerns, you should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions during your interview. You will probably want to customize questions to best fit your style and what you already know about the candidate, as well as the job for which s/he is being considered. Some additional probes which you might want to use with individual questions are:

- * When did this take place?
- * What factors led up to it?
- * What were the outcomes?
- * What did others in the organization say about this?
- * How often has this type of situation arisen?
- * How would you handle it differently in the future?

EMOTIONAL STABILITY/RESILIENCE

- Tell me about a time when you had to keep on working despite having some problem or concern weighing on your mind. [Probes: How long did it go on? How was it resolved? How often has this kind of thing happened in the last six months?]
- Stress is a natural part of most work environments these days. Describe a situation where some significant form of stress has impacted you on your job and how you dealt with it.
- Describe a situation where you learned to live with something stressful at work.

INTRINSIC MOTIVATION

- Tell me which factors define success for you in a job.
- Describe how your feelings of job satisfaction are affected by how much challenge and variety you have at work.
- Tell me what you would do if your job became repetitive and routine.
- Describe the kind of work that really motivates you.

TEAMWORK

- Describe some ways that you have helped a group of coworkers achieve an important goal or outcome.
- Tell me about a time when you needed to work collaboratively with another department or group to achieve a common goal.
- It is hard for some people to work independently. Describe how easy or difficult it is for you to work independently or carry out assignments where you don't consult with others.

Front Office Manager Assessment Report

Company: Resource Associates Samples
Date: March 03, 2026

Username: RESOUGEBP0001
Candidate: John SamplePerson

- Give some examples of ways that too much emphasis on teamwork in a company can lead to lowered effort by individual employees or a loss of individual initiative.