



**Service & Repair Technician -
Core Assessment Report**

**Candidate:
John SamplePerson**

**Date:
12/18/2025**

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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				◆	
ASSERTIVENESS				◆	
CONSCIENTIOUSNESS			◆		
CUSTOMER SERVICE / RESPONSIVENESS			◆		
EMOTIONAL STABILITY / RESILIENCE			◆		
EXTROVERSION			◆		
INTEGRITY			◆		
OPENNESS				◆	
OPTIMISM / ENTHUSIASM		◆			
TEAMWORK ORIENTATION			◆		
TOUGH MINDEDNESS		◆			
WORK DRIVE			◆		

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APTITUDE SCORES: Reported as Percentile

	PERCENTILE RANGE									
	0-10%	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	Top 10%
Mechanical Reasoning								X		

Aptitude Raw Scores

	Total Correct	Total Attempted	Total Questions
Mechanical Reasoning	35	54	68

Score Interpretation Guidelines

The aptitude scores in the table above reflect percentile rankings -- not percent correct. For example, if a person scores 80-89%ile on a test, 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. So, higher scores are better than lower scores.

Lower Overall Cognitive Aptitude scores predict that the candidate will have difficulty solving new or complex problems. They generally prefer duties that require specific responses rather than those requiring insightful solutions. For example, if they are experienced in their occupation, they may be able to perform well practiced tasks adequately but may have difficulty learning unfamiliar things. As such, they may need additional training time and more support from supervisors.

Higher Overall Cognitive Aptitude scores predict that the candidate will learn quickly, pick up information on their own without needing to be trained, handle a large information load easily, make decisions efficiently, and show a great deal of insight into solving new and complex problems.

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PERSONALITY TRAIT INTERPRETATION

Strengths:

- He is agreeable and easygoing. John strives to maintain pleasant, harmonious working relationships, and avoids disagreement or discord.
- Fairly forceful and assertive, he will usually address difficult situations in a direct manner and stand up to people who criticize, dispute, or argue with him.
- Moderately trustworthy and conscientious in the way he does his work, he also uses a fair amount of his own judgment in determining when and how he will carry out his job responsibilities and commitments.
- He should be able to withstand most of the stressors associated with this job. He is unlikely to lose his temper, have emotional outbursts on the job, or experience a lot of anxiety over unresolved work problems.
- He is generally amiable and pleasant in his interactions with others at work. He can also concentrate his attention on the tasks at hand without being socially distractible or getting overly involved in pursuing friendships at work.
- Stimulated by change and innovation in the workplace, he is usually motivated to engage in new learning and professional growth, as well as improve procedures and systems in his work area.
- More pessimistic than optimistic, he is fairly attentive to what goes on around him and often keeps a close watch on situations that could be problematic. He will not be deceived by false promises or blindsided by unexpected negative developments. He will not rush to expend valuable resources on questionable projects.
- John prefers some independence in addition to cooperative activity in his work. He values both team player and individual contributor functions in achieving organizational goals.
- Scoring below average in the trait of Tough-Mindedness, he is fairly tender-minded and sensitive to the emotions of the people he works with. He will usually be considerate of their feelings. He will also rely substantially on his own personal feelings to guide his conclusions, decisions, and actions.
- His work drive is in the average range. Though not an overachiever, John usually invests sufficient effort into his job to be viewed as an acceptable performer.

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Developmental Concerns:

- Sometimes behaving in ways that others see as undependable, he may need to reduce the gap between his stated intentions and actual behavior.
- He may need to place slightly more emphasis on customer service in his work. John could be more attuned to customer requests, concerns, and needs.
- He may have trouble coping with extensive or intensive job stress. He may not bear up as well under heavy pressure as many others who hold this job.
- In work situations that call for frequent social interaction, either with co-workers or customers, he could strengthen his communication effectiveness. He could, at times, be more outgoing and warmhearted in his job-based interactions.
- His integrity is average. This is not an unacceptable score, but John's supervisor will want to reinforce the importance of company rules, policies, and guidelines and provide examples of how to handle ethically ambiguous situations along with consequences for improper behavior on the job.
- On occasion, he may be too critical and prone to look for problems and the downside of situations, leading him to give up on problems that other employees perceive as solvable. He could be somewhat more optimistic in his outlook.
- John could, at times, contribute more actively to teamwork and cooperation in the workplace. If this job requires close collaboration among employees to achieve shared goals, John might benefit from training on team principles.
- On occasion, he may be too tender-minded and swayed by his own feelings or the perceived feelings of other people. It may be hard for him to be objective about things. Also, he may sometimes become emotionally wounded and distraught by negative remarks and disapproval from other people.
- At times, he may need to be more willing to work long hours or an irregular schedule. He may have to go above and beyond normal effort levels to meet intense demands and/or deal with unexpected problems.

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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?

CONSCIENTIOUSNESS

- Describe a time when you have taken a shortcut or bypassed some steps at work to get something done quicker, better, or more efficiently.
- Flexibility is important in many jobs. Describe a situation where it would be advantageous to bend or ignore a company rule or policy to improve job effectiveness.
- Describe how you deal with situations where the best course of action is not covered by company policies and procedures.
- Describe a situation where you feel that organizational bureaucracy or red tape made your job difficult or significantly slowed you down.

CUSTOMER SERVICE

- No matter how hard you try, some customers are rude, annoying, or impossible to please. Describe the most difficult customer you have had to deal with and what efforts you made to accommodate him or her.
- Describe a situation where you went above and beyond your job description to make a customer satisfied. [Probes: What did you do? What was the outcome? How often has this type of thing happened in the last year?]
- Tell me about a time when you had to reconcile competing demands from the customer with company demands or needs.
- Tell me about a time when a customer gave you a difficult problem to solve.
- There are limits to how far an employee should go to try to satisfy customer demands and requests. Describe the criteria you use to decide when that limit has been reached.

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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.

INTEGRITY

- What would you do if you discovered that a coworker had been taking home office supplies without permission and without telling anyone?
- Under what conditions would it be acceptable to ignore or bend a company rule or policy?
- Describe what you would do if your boss asked you to keep quiet about some data he or she was falsifying for the annual company report.
- Under what circumstances would it be OK to claim a sick day (even though you were not sick) to deal with a personal problem at home?

OPTIMISM

- Sometimes it helps to prepare for the worst and try to anticipate potential problems at work. Describe a time when your concerns about possible future problems were justified.
- What would you say to a coworker whom you felt was being naïve or gullible about some new job they were considering? If asked, what advice would you give?
- How do you personally guard against unrealistically high expectations at work or being blindsided by unanticipated problems?

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

TOUGH-TENDER-MINDED

- Describe a time when you made an important decision based primarily on an objective analysis of facts and data. (Compare the candidate's answer to this question with answers to the next question in terms of level of detail and enthusiasm.)
- Describe a time when you made an important decision based on your personal feelings, values, and intuition.

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- Describe a situation where you dealt with an employee (or peer) who was consistently negative in meetings or when interacting with other employees. What did you do? What were the results?
- Describe a time when someone at work responded emotionally to something you said or did. How did you respond? What was the result?

WORK DRIVE

- Under what conditions, if any, do you think a company has a right to ask its employees to work long hours? What is the upper limit for you on how many hours/week you are willing to work on an ongoing basis to meet the demands of your job.
- Describe some ways that you think your commitment to your family or personal life away from the job may have limited your advancement opportunities or earnings potential. How do you feel about this?
- What are the potential problems associated with a company expecting too much overtime from their employees or encouraging them to become workaholics?
- Describe how you keep work separate from your home and personal life and how you keep job demands from intruding on your free time.
- Under what situations would you be willing to work overtime and weekends for your job? How long would you be willing to do so?