



**Service Advisor/Writer
Assessment Report**

**Candidate:
John SamplePerson**

**Date:
02/27/2026**

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Username: RESOXWAW0001
 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
ASSERTIVENESS & CLOSING ABILITY			◆		
CUSTOMER RESPONSIVENESS			◆		
DEPENDABILITY				◆	
DETAIL MINDEDNESS				◆	
EMOTIONAL RESILIENCE/STRESS TOLERANCE				◆	
EMPATHY					◆
FLEXIBILITY				◆	
INTEGRITY				◆	
MONEY MOTIVATION				◆	
OPTIMISM/ENTHUSIASM				◆	
RELATIONSHIP SALES				◆	
TEAMWORK ORIENTATION					◆
WORK DRIVE					◆

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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 **70-79%ile** range. His individual aptitude levels are:

Abstract Reasoning	60-69%ile
Numeric Reasoning	70-79%ile
Verbal Reasoning	80-89%ile

Operating at an above-average level of general cognitive ability, John should be able to learn new material in a satisfactory length of time and successfully solve most types of problems he will encounter in this position.

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 **11 correct out of 13** possible questions or 85% 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 **12 correct out of 17** possible questions or 71% 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.

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PERSONALITY TRAIT INTERPRETATION

Strengths:

- His level of assertiveness is average compared to other salespeople. He can be expected to address tough situations in a straightforward manner and stand up for what he believes is the truth about the product. At the same time he can be mild-mannered and willing to accommodate to the preferences and demands of customers.
- Registering as having a fairly good customer service orientation, he can be counted on to convey to the customer how his needs can best be met with your products. He will likely respond when the customer makes requests that require extra time and effort.
- He is a fairly dependable, trustworthy person who has pride in fulfilling his job responsibilities in a conscientious manner. You can expect that John will follow through on his commitments to the customer while at the same time fulfilling his obligations to his employer.
- Care and attention is given to his work to ensure that the final results will meet everyone's expectations . John takes pride in the quality of his work products.
- He is a fairly emotionally resilient, hardy person who has good control over his emotions when confronted with difficult customers or pressured sales goals. John can weather most forms of job stress and pressure without losing his composure.
- He has a high level of empathy. John can resonate to the feelings, concerns, and emotions of other people. He will be viewed by those he works with as someone who is understanding, perceptive, and easy to relate to.
- He is fairly progressive and adaptable. John is willing to try new ways of doing things and to take part in innovative programs.
- An above-average level of integrity suggests this candidate is unlikely to lie, deceive, cheat, or engage in questionable or improper job behavior.
- He is more motivated by a job's tangible, extrinsic rewards than by its personal, intrinsic factors. He likes to be recognized for a job well done with money and perks. He is attracted to financial rewards that boost his career-related status, but not to the exclusion of other inter-personal motivators.
- John is usually optimistic in sales situations. He tends to project a positive attitude to customers and often looks to the bright side of selling opportunities. When faced with problems on the job, John usually stays positive and perseveres to overcome them.
- John likes to use the power of a personalized relationship with a customer to create sales results. He usually takes time to identify and develop potential selling opportunities with prospective customers through discussion, questioning, and indirect information-gathering techniques. He also tries to guide the customer to the sale incrementally by persistence, subtle persuasion, and gradual closure.
- John is highly group-minded and teamwork-oriented. He will work cooperatively with his fellow employees to achieve shared goals.

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- John has a high work drive and will put a lot of effort to meet job demands. Long hours and an irregular schedule will not be a problem for him, even on a continuing basis.

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Developmental Concerns:

- Because he could be more assertive in some sales situations, he may need guidance in how to make more persuasive presentations. He may benefit from training to learn how to deal with customer resistance and objections in a more determined manner.
- You may need to spend some time with this candidate in order to strengthen his customer service orientation. He may need to be more willing to go the extra mile in order to meet the needs and special requests of present customers and new leads.
- John may have trouble keeping his own emotions separate from the emotions of the people he works with. He can over-identify with their problems and concerns, such that his objectivity and professionalism are undermined.
His decision-making may also be impaired in his efforts to try to please other people.

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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?

CUSTOMER SERVICE ORIENTATION

- 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.

EMPATHY

- Tell me about a time when you were dealing with a difficult person. What made them hard to take? What was going on that made this person act or feel that way? (Listen for a broad understanding of that person's personality and an understanding of the context that might have contributed to the situation.)
- Tell me about a time when you counseled an employee (or peer) who was going through a difficult time. What was the problem? What did you do? What was the result?
- Describe a time when someone at work responded emotionally to something you said or did. How did you respond? What was the result? (Listen for awareness of body language, voice tone, etc. as well as an ability to see the person in distress, not necessarily someone who is just offensive.)