



**Customer Service Representative
- Core Assessment Report**

**Candidate:
John SamplePerson**

**Date:
03/23/2026**

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 Date: March 23, 2026

Username: RESOLWTS0001
 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				◆	
CONSCIENTIOUSNESS		◆			
CUSTOMER SERVICE / RESPONSIVENESS			◆		
EMOTIONAL STABILITY / RESILIENCE				◆	
EMPATHY					◆
INTEGRITY			◆		
LONG TENURE POTENTIAL				◆	
OPTIMISM				◆	
TEAMWORK		◆			
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 **40-49%ile** range. His individual aptitude levels are:

Abstract Reasoning	40-49%ile
Numeric Reasoning	40-49%ile
Verbal Reasoning	50-59%ile

John has a slightly below-average level of general cognitive aptitude. While likely able to handle most rote tasks and assignments, he may not be a fast learner or be able to solve complex problems readily. Heavy information loads may sometimes overwhelm him in this job.

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 **5 correct out of 14** possible questions or 36% correct.

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

Candidate scored **8 correct out of 13** possible questions or 62% 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 **7 correct out of 17** possible questions or 41% 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:

- He is concerned with getting along well with the people he works with. Most of the time, John is agreeable and inclined to preserve harmony in social situations.
- John functions effectively in less structured situations where the answers to problems and guidelines for behavior are not clearly defined. He often uses his own judgment about how best and when to perform job tasks and achieve work goals.
- A fairly resilient person who has good control over his emotions, he can weather most forms of job hassles, stress, and pressure. He usually keeps his composure when dealing with work crises and emergencies.
- His empathetic style will enable him to gain rapport with customers. He is well able to put himself in the shoes of the people he relates to and to see things from their perspective. He is likely to gain their trust with his attentiveness to their needs.
- He usually prefers to form an attachment to one company, reducing his likelihood of leaving for another job elsewhere. When problems arise at work, John is inclined to tough them out rather than quit in frustration.
- John often emphasizes what is good and promising when appraising current situations as well as future possibilities. He is usually upbeat and tries to accentuate the positive in his work situations. He will usually keep a positive frame of mind when confronted with job setbacks and obstacles.
- John is fairly self-reliant and autonomous. He has a slight preference for working alone and functions well in situations requiring independence and self-direction.
- John has an above average work drive. He invests considerable time and energy into meeting the demands of his job and career.

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Developmental Concerns:

- John could be more trustworthy, conscientious, and quality-minded when performing job tasks and duties. He needs to ensure that others feel like they can count on him to do things on time and in the manner expected.
- John's commitment to customer service could be further developed. He could do more, at times, to sense customers' preferences, address their concerns promptly, and ensure their satisfaction.
- His conclusions and interpretations can sometimes be biased by his own emotional identification with the other person. He may not be objective or dispassionate enough when analyzing information or making decisions which affect others. Also, he may sometimes offer advice and help which is not wanted.
- His integrity score registers in the average range. Although this is not an objectionable score, you might want to make sure that he is well trained on company rules and policies and that he understands the consequences for unethical behavior on the job.
- He may over-emphasize the individual contributor role at the expense of collective action, shared goals, and group solidarity. John could do more to work with other employees in an interdependent, mutually supportive manner.

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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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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?

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 lowered effort by individual employees or a loss of individual initiative.