



Field Sales - Core+ Assessment Report

Candidate:
John SamplePerson

Date:
03/06/2026

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Username: RESONHQCS0001
 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
CLOSING ABILITY			◆		
COMPETITIVENESS					◆
CUSTOMER SERVICE					◆
DEPENDABILITY				◆	
EMOTIONAL STABILITY			◆		
EXTROVERSION				◆	
IMAGE MANAGEMENT					◆
INTEGRITY					◆
MONEY MOTIVATION				◆	
OPTIMISM					◆
PASSION FOR WORK				◆	
RELATIONSHIP SALES				◆	
SELF-DIRECTED LEARNING				◆	
SELLING CONFIDENCE					◆
TRAVEL TOLERANCE					◆
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 **60-69%**ile range. His individual aptitude levels are:

Abstract Reasoning	70-79%ile
Numeric Reasoning	50-59%ile
Verbal Reasoning	70-79%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)

<p>ABSTRACT REASONING—Demonstrates ability to make sense of conceptual information, reason abstractly and determine patterns and relationships among symbolic stimuli: Candidate scored 8 correct out of 14 possible questions or 57% correct.</p>
<p>NUMERIC REASONING—Demonstrates ability to logically analyze numerical information, reason with numbers and make inferences about quantitative relationships: Candidate scored 9 correct out of 13 possible questions or 69% correct.</p>
<p>VERBAL REASONING—Demonstrates ability to to comprehend English vocabulary, reason with verbally-based information, and draw conclusions based on complex verbal stimuli: Candidate scored 10 correct out of 17 possible questions or 59% correct.</p>

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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NARRATIVE RESPONSES PROVIDED BY THIS CANDIDATE

In reading through the candidate's responses, you should look for general themes that reflect the person's attitudes, values, and beliefs about work. Insights can help you generate probing interview questions. From another perspective, the way in which candidate responses are constructed demonstrate sophistication of communication skills.

Conscientiousness	Mr. Sampleperson's Responses
<i>Responsibility at work...</i>	...
<i>Most of the official rules at work...</i>	...
<i>I get annoyed at work when...</i>	...
<i>Sometimes employers can place too much emphasis on...</i>	...
<i>When I make a mistake and someone criticizes me for it, I...</i>	...
Customer Service	Mr. Sampleperson's Responses
<i>My approach to customer service is...</i>	...
<i>Dealing with difficult customers...</i>	...
<i>What customers really want from me is...</i>	...
<i>When I am training a new staff on customer service, I emphasize...</i>	...
<i>I am least effective with certain customers...</i>	...
<i>Compared to other types of job tasks I enjoy, customer service is...</i>	...
Demotivators	Mr. Sampleperson's Responses
<i>What annoys most workers...</i>	...
<i>I would quit my job if...</i>	...
<i>At work I feel tense when...</i>	...
<i>I don't like to work with people who...</i>	...
<i>My work performance suffers when...</i>	...
<i>I would really dislike a supervisor who...</i>	...
Job Satisfaction	Mr. Sampleperson's Responses
<i>The kind of assignment I like best is...</i>	...
<i>I enjoy working with people who...</i>	...
<i>I would turn down a job if...</i>	...
<i>The best way to get ahead in an organization...</i>	...
<i>The most fulfilling job I had...</i>	...
<i>My greatest satisfaction in a job...</i>	...
<i>A boss deserves loyalty if...</i>	...
<i>What I want most from a job is...</i>	...

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<i>The best type of supervisor for me would be someone who...</i>	...
<i>Working closely with other people...</i>	...

Sales	Mr. Sampleperson's Responses
<i>The most common ethical decisions I make in sales involve...</i>	...
<i>Being effective at sales in a particular industry is based on...</i>	...
<i>The reason I will be successful in a sales role is...</i>	...
<i>People say that I am a successful salesperson because of my...</i>	...
<i>My sales style is best described as...</i>	...

Teamwork	Mr. Sampleperson's Responses
<i>To me, being a good team player means...</i>	...
<i>I enjoy teamwork when...</i>	...
<i>The optimal split between team and independent work is...</i>	...
<i>Most team meetings are...</i>	...
<i>My experiences with being on a team...</i>	...
<i>In most companies teams are...</i>	...

Work Drive	Mr. Sampleperson's Responses
<i>I will take on extra responsibilities in my job if and when...</i>	...
<i>Working long hours every week...</i>	...
<i>It's hard to do good work when...</i>	...
<i>When my suggestions at work are turned down I...</i>	...
<i>Having to work on the weekend...</i>	...
<i>Overnight travel...</i>	...

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PERSONALITY TRAIT INTERPRETATION

Strengths:

- He can usually assert himself when he feels it will not interfere with making a successful sale. He is not, however, overbearing or aggressive and can be counted on to approach customers in a respectful, low-key manner.
- John likes and needs to know that he is doing better than other salesmen/women in the company. He is very competitive about sales numbers and financial performance. Likewise, John is highly motivated by feedback that compares his performance with that of other sales representatives.
- Highly customer-oriented, he will not be content to only occasionally interact with the buyer. He can be counted on to know the customer's needs and wishes and will readily bring this knowledge to bear when building a profitable relationship with that customer.
- John is moderately dependable and reliable. He generally follows through on his work commitments to customers and staff. John also uses his discretion and judgment in deciding how to fulfill his promises and obligations.
- His level of emotional resilience is in the average range. John can handle most ordinary job stressors from customers and hassles from difficult sales situations.
- John generally pays close attention to other people and to interpersonal dynamics in sales situations. He is a rather outgoing person who likes to interact with the customers. John usually communicates effectively and is likely to be perceived by most customers as amiable and friendly.
- He is very concerned with adjusting his speech and behavior to make others think highly of him. John tailors his image to what he believes is effective with each customer.
- Because his integrity score is high, we predict that he is likely to be very honest and rule-following. He will internalize and abide by company norms, values, and policies on his job. When making decisions on his own, you can expect that he will do so in a responsible, acceptable manner.
- Financial incentives and other extrinsic rewards are somewhat more appealing to him than are the intangible features of a job, such as how interesting or personally meaningful it is. He is fairly motivated by sales bonuses, incentives, perks, and other visible forms of recognition and appreciation.
- He has a very hopeful, optimistic outlook. John will look to the bright side of selling opportunities. When faced with problems on the job, John will stay positive and persevere to overcome them.
- His sales style would be described by most people as based on a personalized relationship. John will usually get to know the potential customer to learn about his or her needs, desires, and attitudes. He typically cultivates sales opportunities in the context of a personal relationship with the customer that is based on trust, respect, and rapport. In most selling situations, John guides the customer to a buying decision rather than following a prescribed closing technique.
- John often engages in new learning that advances his knowledge, skills, and abilities. He takes a fair amount of personal responsibility for his own professional development.

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- John is very secure with himself and his sales performance capabilities. He will make sales contacts and decisions without self-doubts or reservations. You can expect John to act decisively to close a sale without dithering over alternative courses of action.
- John is very comfortable with travel away from home. He will travel readily for his job.
- John scores as having a fairly strong work ethic. He will often put in long hours on the job or make personal sacrifices when working with customers to complete sales when necessary.

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Developmental Concerns:

- His sales style could be more persuasive and influential. If chosen for this position, he may need training or coaching on how to take charge of selling situations and confront objections in a way that leads to a sale.
- John can become so preoccupied with outperforming others in gross sales that he alienates the people he works with and lowers morale in the workplace. He may, at times, need to think more in terms of group-based sales goals that require cooperation rather than personal achievements and accomplishments.
- John may sometimes use too much of his own discretion and cut corners too sharply on his job. You may need to counsel John on how to perform his work in a more reliable, dependable manner consistent with the expectations of others, particularly customers.
- When confronted with high sales pressure or prolonged job strain, John may have difficulty keeping his emotions under control. He may become stressed out by difficult customers or hectic sales situations that more resilient salespeople can take in stride.
- Some customers may have trouble fully trusting what he says. John may need to be counseled on how to improve his interpersonal effectiveness by being more authentic and genuine .
- His expectations for future sales may occasionally be unrealistically positive and unwarranted. John could benefit from being more skeptical when evaluating potential sales prospects and proposals.
- John may be too confident at times and not realize when a sales situation exceeds his capabilities. You may need to coach John on the importance of seeking constructive input from more experienced company people when in a complex or difficult sales situation .

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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?

COMPETITIVENESS

- Describe a time when you won a sales contest or competition.
- Tell me about how you typically respond to sales competitions and contests. Are they more motivating or demotivating for you?
- To what extent do you prefer your sales earnings to be based on commission versus salary?

DEPENDABILITY

- Tell me about a time when you were unable to fulfill a promise to a customer. [Probes: What caused this? What were the outcomes? How did you feel about it?]
- What do you do when you are running late for an appointment with a potential customer?
- What do you do when the wrong product is shipped to one of your customers?

EMOTIONAL STABILITY

- 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.

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IMAGE MANAGEMENT

- In what ways (if any) do you adjust the way you present yourself to the particular customer you are calling on?
- Describe your techniques for building rapport with coworkers and customers.
- Talk about the ways you tailor yourself and your presentations to fit the needs, resources, and interest levels of the people you are interacting with.

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?