



Hospitality Worker - Core Assessment Report

Candidate:
John SamplePerson

Date:
04/06/2026

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 Date: April 06, 2026

Username: RESOJXUAT0001
 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 | | | | ◆ | |
| ASSERTIVENESS | | | ◆ | | |
| COMPANY LOYALTY | | | | | ◆ |
| CUSTOMER SERVICE / RESPONSIVENESS | | | | ◆ | |
| EXTROVERSION | | | | | ◆ |
| IMPRESSION MANAGEMENT | | | | | ◆ |
| INTEGRITY | | | | ◆ | |
| OPTIMISM | | | ◆ | | |
| TEAMWORK | | | | ◆ | |
| 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% |
| General Reasoning | | | | | | | | | | X |

Aptitude Raw Scores

| | Total Correct | Total Attempted | Total Questions |
|-------------------|---------------|-----------------|-----------------|
| General Reasoning | 29 | 36 | 50 |

General Reasoning Score Breakdown by Question Type

| |
|--|
| GENERAL KNOWLEDGE/LOGIC —Demonstrates knowledge of commonly known facts and problem-solving ability. Candidate scored 4 correct out of 11 possible questions. |
| MATH —Demonstrates knowledge of basic arithmetic operations and an ability to solve short word problems. Candidate scored 9 correct out of 13 possible questions. |
| REASONING —Demonstrates ability to solve numeric, verbal, and spatial reasoning problems. Candidate scored 10 correct out of 13 possible questions. |
| VOCABULARY/CLERICAL —Demonstrates grammar and spelling knowledge and an ability to see differences in strings of alphanumeric characters. Candidate scored 6 correct out of 13 possible questions. |

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 prefers to get along smoothly with other people and to have harmonious working relations. John is usually amiable and good-natured in his interactions with coworkers and other people.
- He can usually assert himself when he feels it acceptable and worthwhile to do so. However, he is not stubborn or aggressive, and makes requests of others in a low-key manner.
- John is the type of employee who expects the company to act in his best interests and to believe that workplace policies are ultimately good decisions for everyone concerned. He will buy into the company mission and actively support the company and its management in public.
- He registers as having an above-average level of customer service orientation. He tries to meet customers' needs and preferences promptly.
- John is outgoing, personable, and friendly in job-based interactions. He will readily share information with other employees and go out of his way to get to know other people on the job.
- John readily changes the way he acts toward other people so as to influence their perception of him. He is very careful about how he comes across to the people he is interacting with.
- His above average level of integrity suggests that he's a principled and ethical person in how he performs job tasks and duties. He adheres to company rules and policies.
- Although fairly optimistic in his outlook most of the time, John is not naïve or unrealistic. He tempers his positive expectations with an awareness of the potential for problems and difficulties .
- John has a solid teamwork orientation. He likes working cooperatively with others to achieve common objectives.
- John is willing to extend himself to meet pressing demands at work. He has a high level of work drive. Working overtime or putting up with a demanding schedule will not be a problem for him .

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Developmental Concerns:

- In some situations, he may need to be more assertive and influential. He could be more inclined to seize the initiative and address problem situations.
- John may sometimes become too involved in socializing and talking with other people. He may need to stay more focused on the work at hand and spend less time fraternizing.
- He may sometimes act in ways that others perceive as phony or lacking in candor. John could be more genuine in his job-based interactions, particularly among people with whom he must work closely with on a continuing basis.

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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?

EXTROVERSION

- Some employees waste valuable time on their jobs chit-chatting, gossiping, and socializing. Please indicate whether this is ever a problem for you and what steps you take to avoid it becoming a problem.
- Tell me how much time you would ideally like to spend each day in meetings and discussion groups on the type of job for which you are applying.
- All of us have different styles of interacting and communicating with other people. Describe a situation where your style did not mesh well with that of another employee. [Probe: How did your styles differ? What problems did this lead to? What adjustments did you make?]
- Give me an example of a presentation that you have made where the audience was not particularly interested in the topic. What did you do? What were the results?
- Sometimes it is hard for us to be objective about someone we know or like. Tell me if this has ever been a problem for you and, if so, how you dealt with it.

IMPRESSION 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.