



**Household Worker / Concierge
Staff Assessment Report**

**Candidate:
Shaquita Sampleuser**

**Date:
06/28/2020**

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The following pages represent a report based on the results of a psychological assessment. The profile presented 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 (indicated by the shaded areas).

The candidate's score is indicated by the diamond symbol: ◆

ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

	Low	Below Average	Average	Above Average	High
Agreeableness					◆
Avoidance of Violence					◆
Conscientiousness					◆
Customer Service / Responsiveness			◆		
Detail Mindedness					◆
Drug Use Potential			◆		
Emotional Stability / Resilience				◆	
Integrity			◆		
Life Stability					◆
Optimism/Enthusiasm				◆	
Orderliness					◆
Work Drive					◆

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Aptitude Assessment

	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				

Explanation of Cognitive Aptitude Scores:

The aptitude scores in this section reflect percentile rankings -- not percent correct on the test. With percentiles, the average is the 50%ile. Half of the people score below this score and half score above it. As another example, if a person scores 80-89%ile on a specific test in this report, it means that they scored as well as or better than 80-89% of the norm group, but not as high as 11-20% of the norm group.

The **Overall Cognitive Aptitude** is an average of the separate aptitude sections given to this candidate.

The lower the Overall Cognitive Aptitude score, we predict that the candidate will have difficulty learning new information and making decisions. For example, if they are well experienced in their occupation, they may be able to continue to perform well practiced tasks adequately, but have difficulty learning new things. As such, they will need additional training time and more support from supervisors. People who produce lower Overall Cognitive Aptitude scores generally prefer tasks that call for specific responses rather than ones requiring insightful solutions. They are also slower in processing information and are often easily overwhelmed by complex problems, especially ones they have not dealt with before.

The higher the Overall Cognitive Aptitude 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 Assessment

Strengths:

- She is consistently agreeable, easygoing, and amiable. Shaquita will go the extra mile to maintain a pleasant, harmonious working environment.
- Believing that aggression is an inappropriate way to handle problems, Shaquita is very unlikely to act in a verbally or physically hostile manner toward other people. When faced with a provocative situation, she finds a way to deal with things without resorting to inappropriate actions.
- She is very conscientious and trustworthy in her work habits. Shaquita will perform her job in a reliable manner that others can depend on.
- Shaquita pays extremely close attention to details in her work and will take the extra time required to ensure final documents meet highest level specifications. People will probably describe her as precise and exacting in her work habits.
- She has an above-average level of emotional stability. Shaquita can handle most types of job stress and pressure without lowering her performance effectiveness. She will usually deal with work crises in a calm, level-headed manner.
- Shaquita often expects favorable outcomes in the future, both for herself and other people. Being fairly optimistic, she tries to look for the best in others and on the bright side of most situations. Shaquita seldom feels discouraged when confronted with obstacles or setbacks on her job.
- She is orderly and systematic in the way she approaches and carries out tasks and assignments. Shaquita will keep job-related information well organized.
- Shaquita is willing to extend herself to meet pressing demands at work. She has a high level of work drive. Working overtime or putting up with a demanding schedule will not be a problem for her.

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Developmental Concerns:

- She may need to place slightly more emphasis on customer service in her work. Shaquita could be more attuned to customer requests, concerns, and needs.
- Shaquita scored in the average range on our measure of integrity. Although this does not necessarily signify a problem, it might be good to further reinforce her ethical code with thorough training that clarifies company rules and regulations as well as consequences for inappropriate behavior.
- Shaquita scored at an average level on our measure of integrity. Even though this score is in the acceptable range, it is advisable to provide her clear and unambiguous messages about the need to adhere to company rules and policies, as well as to conduct herself in an ethical manner in all work situations.
- Shaquita scored in the average range on our measure of integrity. Although this does not necessarily signify a problem, it might be good to further reinforce her ethical code with thorough training that clarifies company rules and regulations as well as consequences for inappropriate behavior.

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INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. 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 when interviewing the candidate. You will probably want to customize these 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. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. 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

- 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.

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?

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ORDERLINESS

- Tell me about a time when you organized the elements or parts of a project into a larger whole and came up with an integrated system.
- Describe how you use details to make plans and develop long-term strategies.
- Tell me about a time when you were so focused on details that you got bogged down and spent too much time on a task or assignment.
- Describe your approach to doing long-range planning and strategic development on your job.

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