



Inside Sales - Core Assessment Report

Candidate:
John SamplePerson

Date:
04/27/2026

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www.resourceassociates.com

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 Date: April 27, 2026

Username: RESOXPCXI0001
 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					◆
CLOSING ABILITY			◆		
COMPETITIVENESS			◆		
CUSTOMER SERVICE / RESPONSIVENESS				◆	
DEPENDABILITY			◆		
EMOTIONAL STABILITY / RESILIENCE					◆
EMPATHY					◆
EXTROVERSION				◆	
IMPRESSION MANAGEMENT	◆				
INTEGRITY					◆
MONEY MOTIVATION		◆			
OPTIMISM			◆		
RELATIONSHIP SALES		◆			
SELLING CONFIDENCE			◆		
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	70-79%ile
Verbal Reasoning	40-49%ile

John registers as having a slightly above-average level of general cognitive aptitude. He should be able to manage most of the problem-solving and learning demands of this job in an adequate manner.

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 **9 correct out of 14** possible questions or 64% 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 **6 correct out of 17** possible questions or 35% 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 very kind, agreeable, and accommodating. John will not be disruptive in group settings and will avoid conflict whenever possible. He is generous and giving of his time and attention.
- Somewhat assertive and influential with customers when he needs to be, he is not easily intimidated by other people in a difficult sales situation. But he also is not seen as aggressive, pushy, or domineering.
- John registers as being somewhat competitive, meaning that the opportunity to deliver better sales numbers than others usually motivates him. At the same time, John is not so aggressive in his desire to outperform others that he neglects other important aspects of his job including customer relations.
- John is generally dependable at work. But John also uses a fair amount of personal discretion and judgment in deciding when and how he will fulfill his job obligations and duties.
- Emotionally resilient and hardy, he can weather even high levels of job stress and pressure without becoming anxious or losing his composure.
- A high level of empathy suggests he is sensitive 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.
- John is usually sociable, outgoing, and friendly in his work-based interactions. He should be a capable communicator who relates well to other people on the job.
- John presents himself in an accurate, consistent manner to your customers. He does not try to put on a false front or manipulate the image he presents to customers. Others who work with John are likely to perceive him as very sincere and genuine.
- His assessment scores register a high level of integrity and honesty. He is not likely to behave in ways that others would consider to be improper, dishonest, or unethical, even if it requires going out of his way to do the right thing.
- He is motivated by intrinsic work factors as job challenge, responsibility, variety, freedom, and autonomy. These are somewhat more important to him than are extrinsic motivators such as sales bonuses and commissions.
- He balances optimism with vigilance in his posture toward other people as well as new situations. John doesn't prejudice others, but he is also not gullible or easily deceived.
- John has an above-average work drive. He usually works hard and does what it takes, including putting in overtime or working long hours, to meet the demands of his job.

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Developmental Concerns:

- He may be known as someone who tries to be so nice all the time that he avoids any issue that might create ill will or stir up controversy. In discussions with others, he will be hesitant to view a dissenting opinion, even if he thinks the majority opinion is wrong.
- His sales style could benefit by being more directive and assertive. He may need additional training or coaching on how to be more influential and forceful in presenting his product and dealing with customer resistance to closing.
- He may need to place slightly more emphasis on customer service in his work. John could be more attuned to customer requests, concerns, and needs.
- John may sometimes use too much of his own discretion and cut corners too sharply on his job. He may need to perform his work in a more reliable, dependable manner consistent with the expectations of others, particularly customers.
- Sometimes a highly empathetic person like John can become too emotionally involved with other people. This can compromise his objectivity when making decisions which affect them. Also, his reflexive attempts to help others may sometimes be perceived as invasive or inappropriate.
- John can sometimes be too upfront and unpolished in what he says to customers. To increase his sales effectiveness, John may have to be more image-conscious and professional.
- His preferred style is to avoid getting to know customers on a personal basis, thus he is unlikely to maximize the potential for bonding with the customer in order to build trust and loyalty. He doesn't take the time to learn about the customer's unique preferences or individual style. Consequently, they may consider him pushy or superficial.

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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?

AGREEABLENESS

- Tell me about a project that required everybody to get along smoothly and harmoniously. What did you do to help promote harmony and cohesion?
- Sometimes it is good to question or challenge the ideas or decisions of the people you work with, even if it leads to disagreement or an argument. Tell me about a time when you have done so.
- Describe a situation where you took a stand on something that was not necessarily popular with other people, but where you felt it was the correct thing to do?
- Tell me about a situation where you went along with the group (or with individual coworkers) just to keep the peace, preserve harmony, or show support, even though you did not agree with them.
- Conflict seems to be inevitable in most work settings as business competition increases and more demands are made on all employees. Tell me about a conflict or disagreement you had with another employee? [Probes: What was the nature of the problem? What did you do to help resolve it? How often has this occurred?]

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?

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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.

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.

MONEY MOTIVATION

- Describe your earnings goals for the next five years.
- Tell me which what factors define success for you in a job.
- Describe how your feelings of self-worth are affected by how much money you make.
- Describe the kind of lifestyle you want to achieve.

RELATIONSHIP SALES

- Describe a time when you closed a deal, increased the amount of a sale, or gained a referral because you developed a relationship with your customer. How often has that happened in the past 5 years? How did you do it?
- Give me a detailed description of your techniques for establishing customer trust and loyalty.
- Among the various tasks involved in the sales process —sales tracking and goal attainment, learning about new products and services, customer prospecting— where does customer relationship building fall in terms of its importance to your success and the percentage of time you spend on relationship building compared to the other tasks.
- Every salesperson has their own sales style. Describe your techniques for building rapport with both prospective customers and existing customers. What sort of activities do you engage in? What are some of the things you've found that work? What hasn't been effective?

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- Talk about the ways you modify your approach and your sales presentations to fit the needs , knowledge and interest levels of the people you are interacting with.
- Tell me a story about how you won over a difficult customer by establishing a common bond and forming a successful business relationship. How did you do it? How long did it take? What did you learn from the experience?