Inside Sales - Express Assessment Report

Candidate:

John SamplePerson

Date:

04/27/2026

ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

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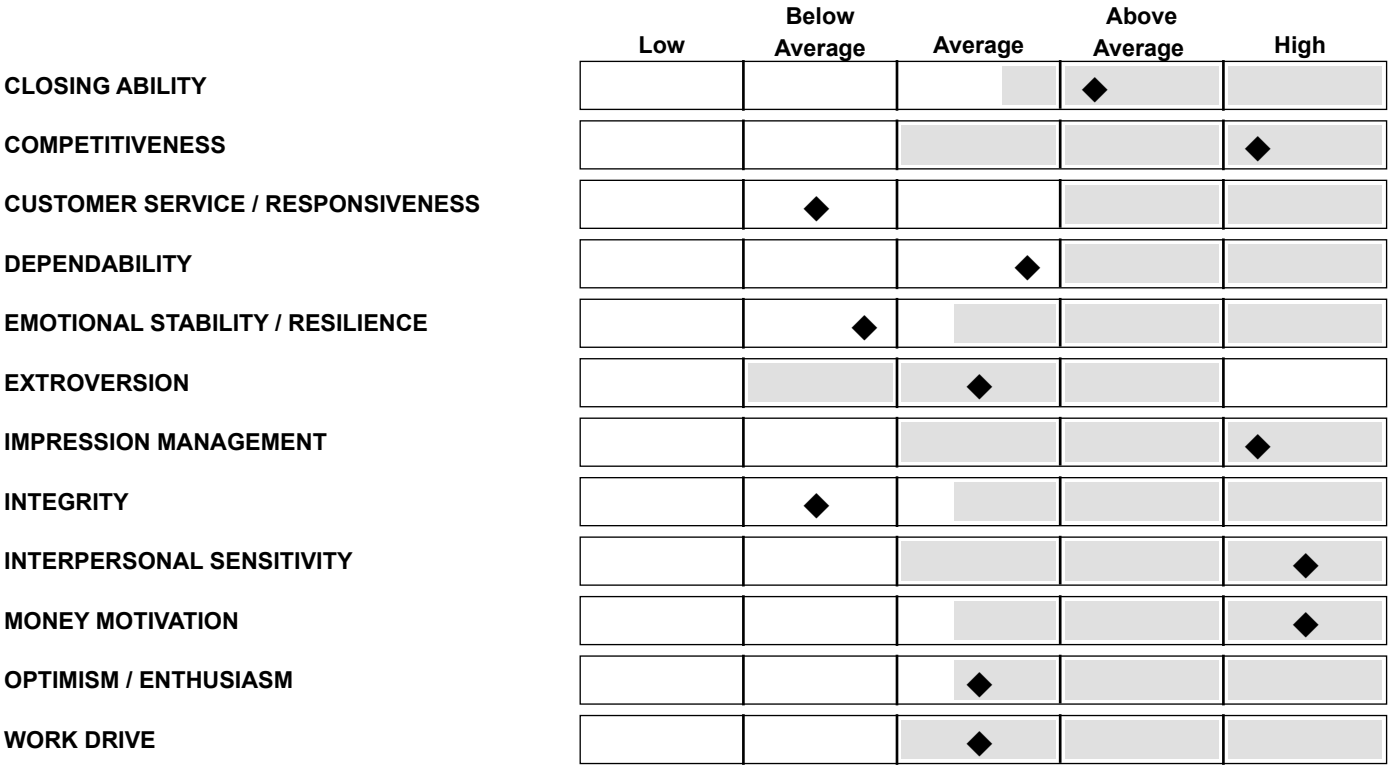
Company: Resource Associates Samples
Date: April 27, 2026

Username: RESOGHUE0001
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: ◆



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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	24	38	50

General Reasoning Score Breakdown by Question Type

GENERAL KNOWLEDGE/LOGIC—Demonstrates knowledge of commonly known facts and problem-solving ability. Candidate scored **6 correct out of 11** possible questions.

MATH—Demonstrates knowledge of basic arithmetic operations and an ability to solve short word problems. Candidate scored **6 correct out of 13** possible questions.

REASONING—Demonstrates ability to solve numeric, verbal, and spatial reasoning problems. Candidate scored **7 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 **5 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:

- His level of assertiveness is above average. He is able to exert significant influence and control in most sales situations and promote his product in a straightforward manner. As a result, he will not be intimidated when faced with tough selling situations or resistant customers.
- John likes to compete and to demonstrate that he is a high, if not the highest, sales performer in the company. He is very focused on results, accomplishments, and sales numbers that allow his performance to be compared favorably to other sales representatives.
- 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.
- 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 generally amiable and pleasant in his interactions with others at work. He can also concentrate his attention on the tasks at hand without being socially distractible or getting overly involved in pursuing friendships at work.
- John readily changes the way he acts toward other people in an effort to influence their perception of him. He carefully manages the image he presents to potential customers and support staff.
- Strongly motivated by tangible rewards, he highly values opportunities for pay raises as well as sales commissions and bonuses for attaining his sales goals. He is highly driven by recognition, status and money.
- 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.
- Generally, John works hard enough to meet most job demands while also achieving a balance between work and the rest of his life. His work drive registers as being about average.

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Developmental Concerns:

- 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's customer service orientation is not high compared to most candidates for this job. If hired, his supervisor should encourage him to address customers' preferences and concerns more consistently. John could be more focused on trying to make customers highly satisfied.
- John may occasionally be too lax in the way he fulfills his commitments to customers and his timeliness in doing so. John could probably benefit from training on how to be more dependable conscientious on the job.
- In terms of personal adjustment and ability to handle stress, he is not resilient. He registers as below-average in emotional stability and may experience more day-to-day anxiety or frustration from work pressure or personal problems away from work.
- He'll sometimes identify too strongly with the feelings and emotions of the people he works with. This can cause him to get caught up in their problems and to lose perspective of what is the best course of action. He may need to become more objective and professional in some situations.
- In job situations that require good social skills, John may need to be more consistently outgoing and expressive. He could communicate more readily and effectively in some settings.
- He may sometimes come across to customers and staff as insincere or calculating. John may need to learn how to verbally and facially project a more authentic approach in dealings with others so he can achieve his goals.
- Scoring below-average on integrity and adherence to ethical standards, He may sometimes do things on the job that directly or indirectly violate or undermine company rules and policies.
- He may be too concerned with money and other tangible rewards. If his employer does not offer significant sales incentives and earnings opportunities, he may feel that he is not getting a good return on his investment in the job. Before making a hiring offer, you should try to give him a realistic sense of the job's earning potential and financial incentives.
- John may, at times, need to be more willing to extend himself when long hours or an irregular work schedule are required. He may be reluctant to make any personal sacrifices for his job.

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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?

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.

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?]

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- 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/RESILIENCE

- 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.

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?

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.

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