Inside Sales - Personality Only Assessment Report

Candidate:

John SamplePerson

Date:

04/27/2026

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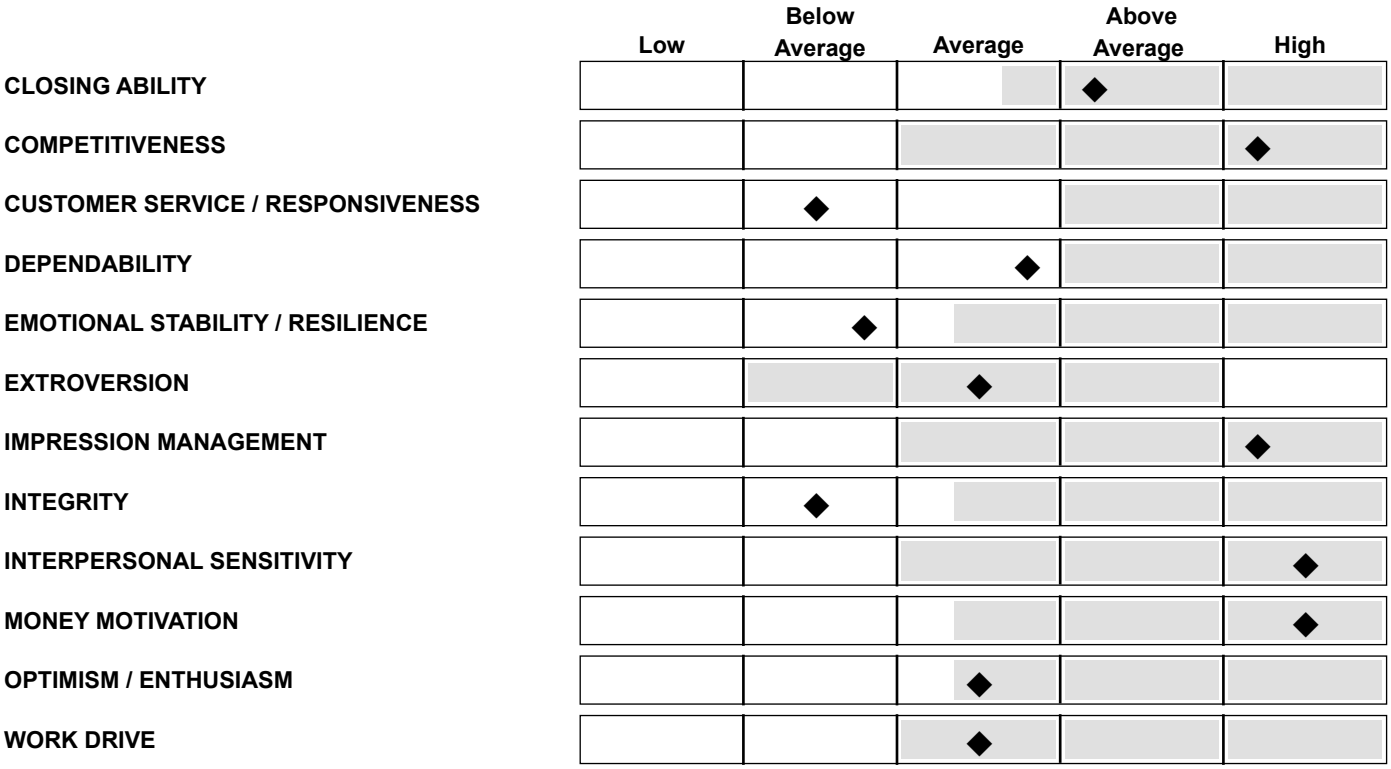
Company: Resource Associates Samples
Date: April 27, 2026

Username: RESORAHM0001
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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PERSONALITY TRAIT INTERPRETATION

Strengths:

- Moderately forceful and assertive—though not to the point of being perceived as aggressive or overbearing—he will not let other people take advantage of him, He can be counted on to promote his ideas, beliefs, and proposals in a straightforward manner. Likewise, he will not be intimidated by sales resistance even from difficult customers.
- John is motivated by opportunities to show that he is performing at a very high level, especially compared to others on his team who have the same job. He is highly competitive and likes to measure his success in sales numbers against other salesmen/women.
- 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 empathetic style will enable him to gain rapport with customers. He is well able to put himself in the shoes of the people he relates to and to see things from their perspective. He is likely to gain their trust with his attentiveness to their needs.
- John is fairly sincere and straightforward in his interactions with other people on the job. He can readily concentrate on his own tasks and duties without spending too much time in extraneous conversations.
- John is adept at managing the image he presents to customers and others he works with. John will make subtle changes in his approach to customers and his interactions with those individuals making purchasing decisions to help make the sale.
- For him, making money and consistently increasing his income are the key factors of a desirable sales job. You can expect this candidate to work especially hard for salary increases and year-end bonuses. He is highly motivated by goals with tangible rewards that increase his status in the company.
- He balances optimism with vigilance in his posture toward other people as well as new situations. John doesn’t prejudge others, but he is also not gullible or easily deceived.
- His work drive is in the average range. Though not a workaholic, John usually invests sufficient effort into his job to be viewed as an acceptable performer.

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Developmental Concerns:

- In his zeal to turn in better sales numbers than anyone else, John can become too aggressive and self-centered. He may turn off other employees with his hyper-competitiveness and refusal to contribute to group-based goals, achievements and solidarity.
- His customer service commitment is not as strong as it should be. John could do more to attend to customers' preferences, address their concerns, and make them satisfied.
- John could be somewhat more dependable and conscientious in his work habits. He could be more consistent in his follow through with customers and fulfillment of job responsibilities.
- From the perspective of emotional resilience and endurance, he registers as below-average and may not be able to handle the stress associated with this job. He may not be as able as most employees to weather work pressure and strain.
- It may be difficult for him to keep his own emotions separate from the emotions of the people he works with. He can over-identify with their problems and concerns, such that his objectivity and professionalism are undermined. His decision-making may also be impaired in his efforts to try to please other people.
- 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.
- Others may sometimes see John as putting on a false front or as trying to manipulate them. He may need to be coached on how to be more genuine and candid in the way he interacts with customers and co-workers.
- A below average score on honesty and integrity calls into question whether he will consistently behave in a wholly ethical and truthful manner on the job. He may fail to adhere consistently to company rules and policies.
- Because he is so focused on making money and the status and prestige of his job, he may take only minor satisfaction from the more intrinsic rewards of the position. Unless your company offers frequent pay increases or bonuses, he may become disenchanted and lose motivation to perform well or remain in the job.
- John does not have a high work drive. He sometimes needs to step up his work intensity and invest more time and energy into his job, especially during highly demanding situations.

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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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