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Prevue HR Systems

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John Johnson
Customer Service Representative

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Report Design Options Selected for this Report

Report Family: Screening & Selection

Type: Selection Report

Scope: Abilities, Interests & Personality (WNSIP)

Format: Interview (from choice of Comprehensive, Summary, Interview or Graph)

Style: Customer Service (from choice of Management, Sales, Customer Service or Other)

Prevue Assessments presented in this report:

- ▶ Prevue Abilities Assessments that examine four cognitive Abilities scales
- ▶ Prevue Interests Assessment that examines three scales of occupational Interests/Motivations
- ▶ Prevue Personality Assessment that provides information on thirteen Personality scales

For more information about Prevue Assessments and design options for Prevue reports see www.prevuehr.com

Interview Guide

Part 4 - Suggested Interview Questions

Planning the Interview

Planning the interview requires identifying concerns about the candidate's work history, references, and scores off the Prevue Benchmark for the Customer Service Representative position. Use the available candidate information in addition to this report to structure the interview and make the best possible hiring decision.

This section provides suggested interview questions to address the following:

- ▶ First to examine those areas where John Johnson's score did not fall on the benchmark for the position.

You should customize the interview questions as needed for this position at Selwyn's Master Account. **You may wish to take a copy of Part 4 to have it available for the interview.**

Scores off the Benchmark

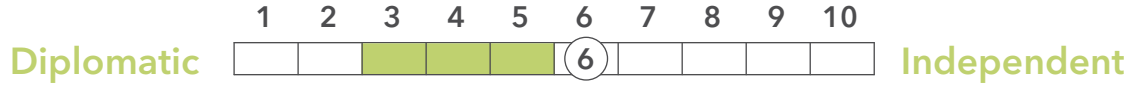
John's scores fell off the Benchmark for the following scales. This indicates that the candidate could encounter challenges in these areas. Review each score description set out below and consider the suggested interview questions. The more distant the score is from the benchmark for a scale, the more important it is for you to probe these areas.



With below-average ability for Working with Words, John Johnson falls below the given benchmark, but may still be reasonably competent for many verbal tasks. This level of ability usually translates to moderate performance on word recognition tasks, such as finding or recording customer names and correcting common spelling errors. However, more time is necessary for processing written information. Advanced tasks, such as handling correspondence or complicated paperwork, require training and support.

1. When sending a note to a client, how do you make sure that spelling and grammar are correct?
2. Consider a new, multipart form to be used on the job. If no training was provided, how would you teach yourself to use the new form?
3. Describe how you would read a manual for safety procedures at work.

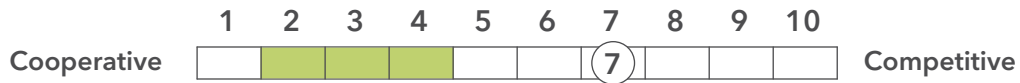
Your Comments:



John Johnson is usually forthright and plays hard to win.

1. Give me an example of how you have succeeded at getting people to work together.
2. Describe how you convince someone of your point of view.
3. Tell me about the last time you refused to change your mind.

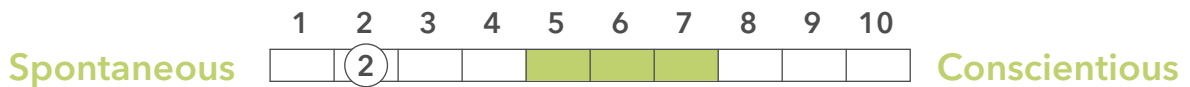
Your Comments:



John Johnson is an effective competitor who can also maintain helpful relationships with others.

1. Describe a recent successful project that gave you a lot of satisfaction.
2. How do other people help you get what you want?
3. What work-related goals have you set for yourself?

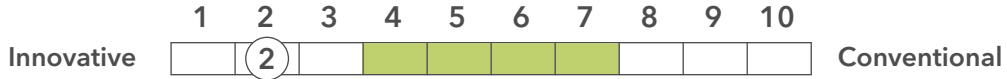
Your Comments:



John Johnson is likely to be flexible and responsive to situations as they arise, and may produce creative and radical solutions to situations.

1. Describe what you have done in the past to make your job easier.
2. Explain the circumstances in which you have felt it necessary to overlook some policies or procedures because they got in the way of reaching a goal.
3. Your preference is to reach a solution in the quickest possible way. Describe a situation where this has been ineffective in meeting your goals.

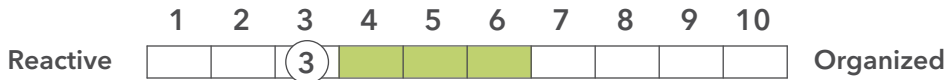
Your Comments:



The candidate sees themselves as innovative and flexible.

1. Do you see yourself seeking new ways to solve work-related problems rather than following the traditional methods? Describe how your experiences have shown this approach to be more productive.
2. Please explain what you do to make sure things don't get overlooked.
3. You describe yourself as creative and impulsive. Provide an example of the most unique solution that you have developed for a problem.

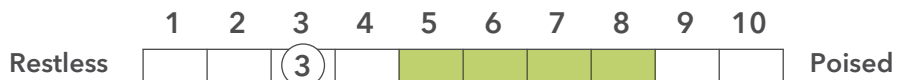
Your Comments:



The candidate regards themselves as a creative, spontaneous person.

1. You feel you think best 'on your feet'. Describe a day that was totally chaotic and how you managed to get through it.
2. Explain your system of ensuring that things do not get lost or overlooked.
3. Describe how much time you spend on planning and handling the small details in your work.

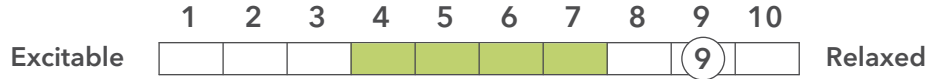
Your Comments:



John Johnson appears to be someone who is fairly easily upset and irritated.

1. Explain, by example, the type of workplace situations that irritate you the most.
2. What one recent project gave you the most satisfaction? What gave you the least satisfaction?
3. Describe the activities or things that your coworkers do that cause you to get angry.

Your Comments:



The candidate see themselves as very relaxed, untroubled, and well able to cope with life's pressures.

1. Can you explain the activities that you use to control stress.
2. Getting started on projects, particularly if things are busy, is often difficult. Describe the last situation where your manager thought you did not get started on a project quickly enough, and how you handled this.
3. When working with others there always will be adverse situations. How did you manage when such occasions occurred?

Your Comments:
