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Prevue HR Systems

Assessment Taken:
1/3/2020

Assessment Printed:
1/6/2020

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 plus this report to structure the interview and make the best hiring decision.

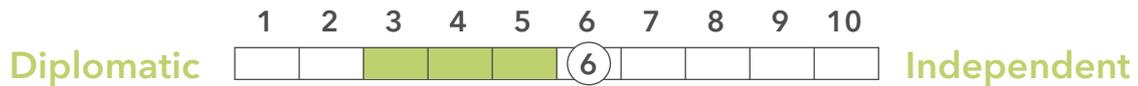
This section provides suggested interview questions to address the following:

- ▶ 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 Prevue HR Systems. **You may wish to take a copy of Part 4 to have it available for the interview.**

Scores off the Benchmark

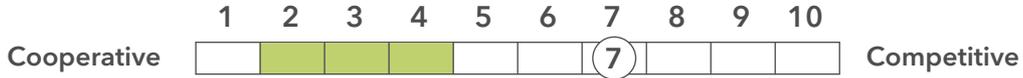
John Johnson's scores fell off the Benchmark for the following scales. This indicates that the candidate could encounter challenges in these areas. Review each score description set out below and consider the suggested interview questions. The more distant the score is from the benchmark for a scale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



John Johnson at times is unusually forthright and plays hard to win.

1. Give me an example of how you have succeeded in getting people to work together.
2. Describe the last time controversy or conflict affected your work.
3. How do you consider your customer's feelings when answering a difficult question?

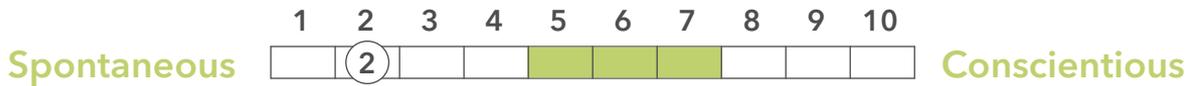
Your Comments:



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

1. Describe a customer service or marketing support situation that gave you a lot of satisfaction.
2. Explain, by example, a customer service experience that proves you have a strong need to be a winner.
3. Relate your greatest accomplishment in providing service to an irate customer.

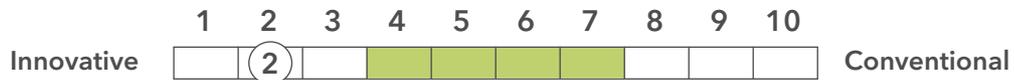
Your Comments:



Mr. 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 where 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 approach has been ineffective in meeting your customer's needs.

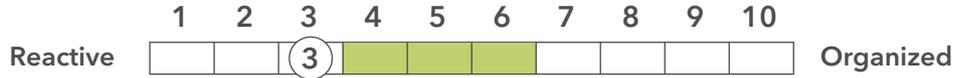
Your Comments:



Mr. Johnson sees himself as innovative and flexible.

1. Do you see yourself seeking new ways to solve customer 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 where you used this creativity to solve a customer complaint.

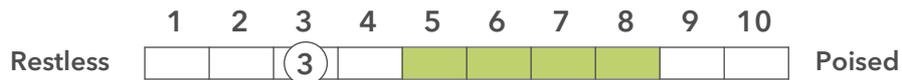
Your Comments:



Mr. Johnson regards himself 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 insuring that things do not get lost or overlooked.
3. Describe how you determine the amount of time you should spend on planning and handling small details.

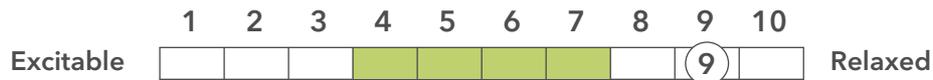
Your Comments:



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

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

Your Comments:



Mr. Johnson sees himself as very relaxed, untroubled, and well able to cope with life's pressures.

1. Can you explain the means by which you 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. How did you handle this?
3. When serving customers there will always be unpleasant situations. How do you manage difficult customers?

Your Comments:
