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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: Summary (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:

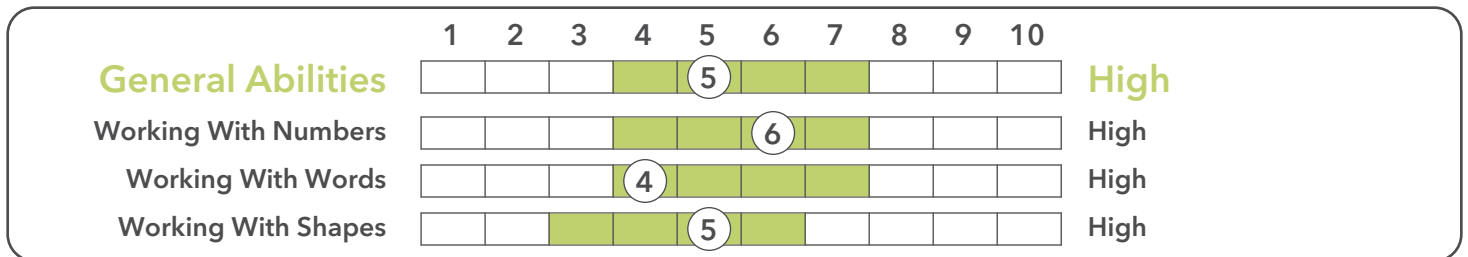
- ▶ Prevue Abilities Assessments that examine four cognitive Abilities scales
- ▶ Prevue Interests Assessment that examines three scales of occupational Interests/Motivations
- ▶ Prevue Personality Assessment that provides information on thirteen Personality scales

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

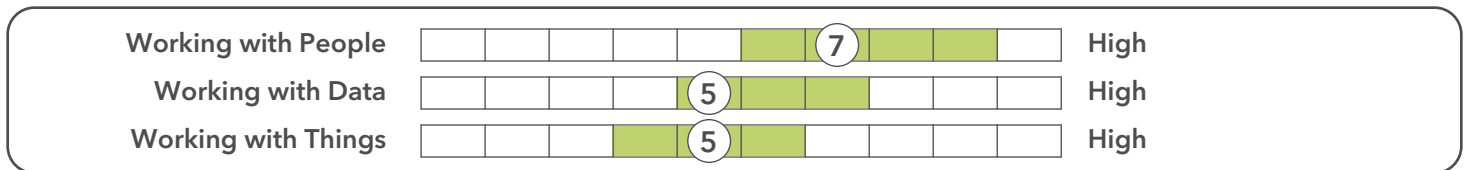
Part 2 - Prevue Results Graph

John Johnson's scores are shown in the circled numbers on each of the Prevue scales presented below. The Prevue Benchmark for the Customer Service Representative position is indicated by the green shaded ranges on each scale, which are preferred scores for this position. A score inside a shaded range is on the benchmark. A score outside a shaded range is off the benchmark.

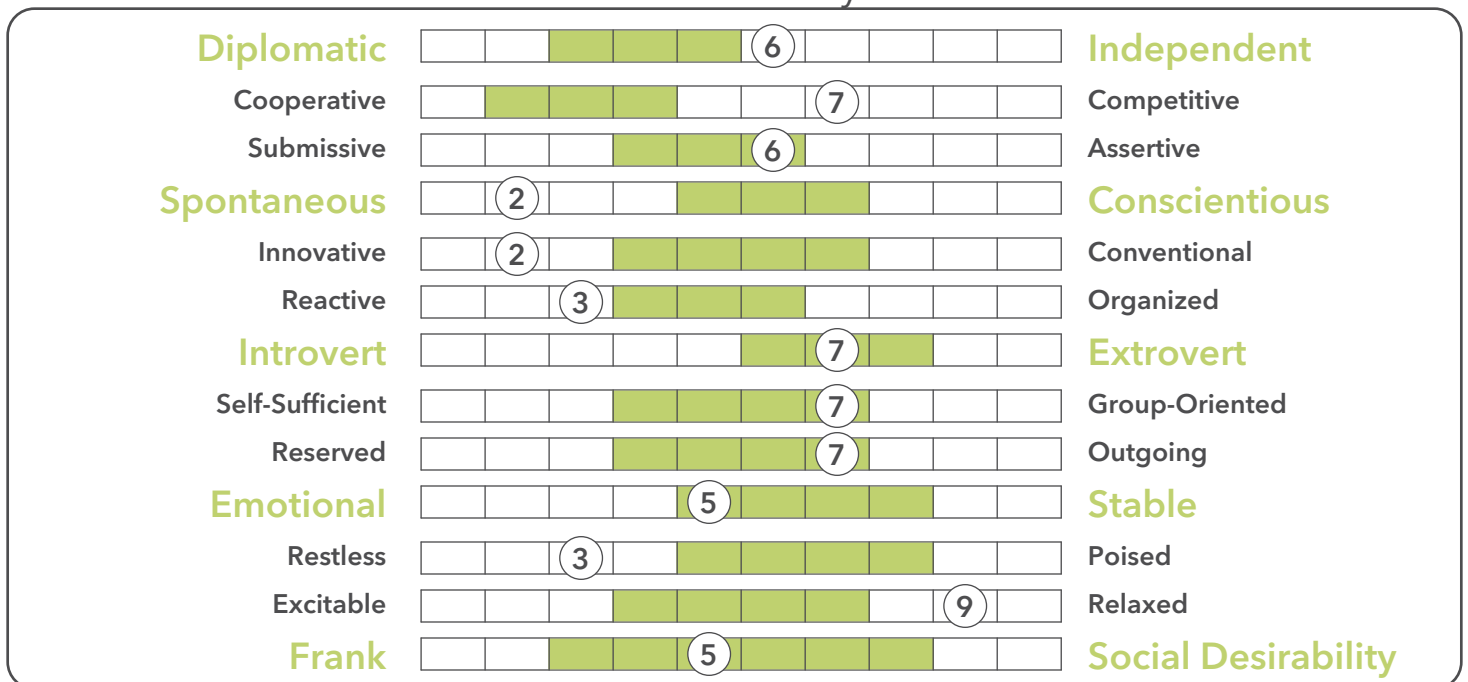
Abilities



Motivation/Interests



Personality



Benchmark Suitability Score

The Benchmark Suitability Score quantifies John Johnson's overall fit to the benchmark for the Customer Service Representative position.

Note: John Johnson's Prevue Assessments results, including the Benchmark Suitability Score should comprise no more than one-third of the selection decision process. Refer to Best Practice Information for details.

79%

Part 3 - Total Person Description

The Total Person Description provides an overview of John Johnson compared to the general working population. This profile is derived from the scores shown on the Prevue Results Graph.

Mr. John Johnson has above average numeric skills, combined with moderate verbal and spatial skills. He is well equipped for challenging numeric assignments and able to work with complex spreadsheets and data tables. His average ability with words means that common paperwork, most office duties, and written material are within his scope. Similarly, because he is reasonably proficient in tasks that require mental manipulation of shapes and objects, he will be able to follow simple diagrams, to estimate space requirements, and to read blueprints. He should not require extra instruction, guidance, or time to achieve competence in routine work. Overall, he and Mr. Johnson will perform best when the environment and work practices change slowly.

Mr. Johnson is strongly interested in people and would be most happy in a job that involves contact with others. He is moderately motivated to work with data and things. This means that he could process abstract information and use technology so long as he still had opportunities for social interaction. He would perform best where he could take advantage of his preference for interpersonal activity. In a computer context, Mr. Johnson would prefer direct communication with others via Internet connections, E-mail, and word processing.

Mr. Johnson is competitive and assertive. While he may be a strong team player, he is likely to want to lead as he enjoys individual recognition. His leadership style is marked by persuasion and encouragement, but he is unafraid of argument and sometimes is willing to take on even controversial issues. In non-threatening situations and with people he knows well, John Johnson will be outspoken and he will vigorously promote his own ideas. On occasion, Mr. Johnson will use tact and diplomacy to maintain harmony in the workplace.

John Johnson is innovative and flexible, believing that rules can be interpreted loosely. He often seeks new ways to solve problems rather than following traditional methods. Being creative and spontaneous, he prefers to react to situations as they develop rather than to make detailed plans. He sees the overall picture rather than focusing on the details, and he is more concerned with getting the job done than how he does it. His workspace is likely to be cluttered and untidy, and he would have to go against his own nature to do well in a structured organization with many rules, tight deadlines, and strict codes of behavior. Mr. Johnson enjoys change and a shifting and unpredictable environment.

John Johnson enjoys the company of other people and could be troubled by extended periods of solitude. Most people will find him to be friendly and personable. He is quick to talk to others and enjoys their attention. While he can listen effectively when concentrating, his instinct is to be the one doing the talking. His enthusiasm is a tremendous advantage when presenting ideas. Though conversational and outgoing, Mr. Johnson is also self-reliant and does not require constant social interaction. In a group setting, he will occasionally command attention but he is also comfortable as a quiet observer.

Outwardly, Mr. Johnson will appear relaxed and easygoing and seems to cope well with most of life's pressures, but he can be easily pushed from this equilibrium. He has a high degree of emotional sensitivity and, while this quality makes him aware of others' feelings and able to interpret their motives well, it also makes him more vulnerable to negative feedback. He is readily embarrassed. For the most part, however, he will be able to keep his troubles in proportion and he does not worry unduly. He can cope fairly well with a demanding job, as long as there is an opportunity to work with others whom he has grown to trust.

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.

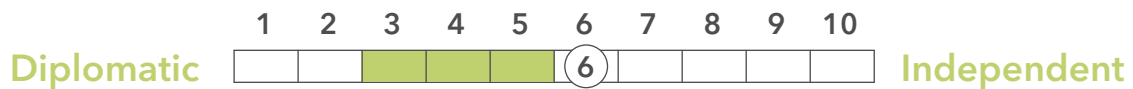
This section provides suggested interview questions to address the following:

- ▶ 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

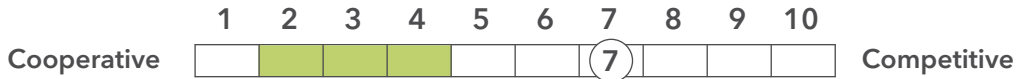
John Johnson's scores fell off the Benchmark for the following scales. This indicates that the candidate could encounter challenges in these areas. Review each score description set out below and consider the suggested interview questions. The more distant the score is from the benchmark for a scale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

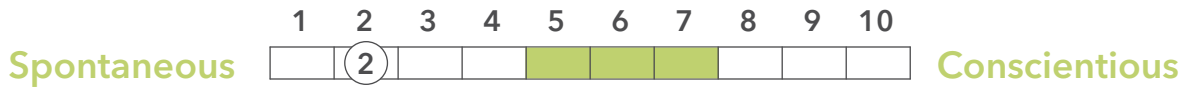
Your Comments:



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.

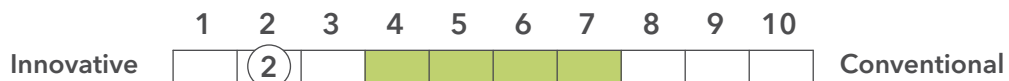
Your Comments:



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.

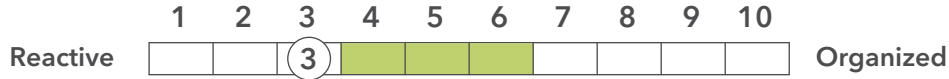
Your Comments:



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.

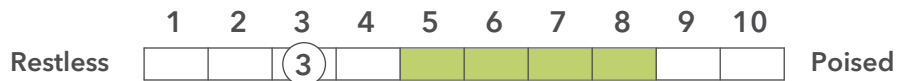
Your Comments:



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.

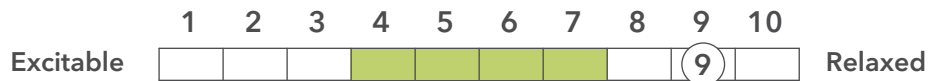
Your Comments:



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:

Part 6 - Best Practice Information

Assessment Administration: Best Human Resources practice recommends that assessments be administered to candidates in a controlled environment under the supervision of a proctor to ensure that:

- ▶ The person who completes the assessment is in fact the candidate.
- ▶ A candidate's responses to the assessment questions are not affected by collusion with others or by other actions that would invalidate the assessment.
- ▶ The supervisor is able to address unexpected conditions or problems affecting a candidate and to provide reasonable accommodation for candidates where required.

Where a candidate completes the assessments without supervision the accuracy of the results cannot be guaranteed. In such circumstances you may wish to have the candidate retake the Prevue Assessments in a controlled environment at the time they attend your offices for an interview. For more information on the administration of the Prevue Assessment, please see "Administering the Prevue Assessments" in the Prevue How To Guides posted at www.prevueonline.com.

Assessment Weighting: The weight given to the Prevue Assessments in any human resource selection or other high stakes decision should not exceed one-third of the total decision making process. The remainder of the process, including the candidate's work history, interview, background checks, etc., should be considered together with the results of this report.

Ensuring Fairness: When properly administered, the use of the Prevue Assessments will help to ensure that job applicants are treated fairly without regard to race, colour, religion, sex or national origin. The Prevue Assessments have been designed and developed to conform to the human rights legislative and best practice requirements prevailing in the various countries where the Prevue Assessments are distributed. This includes the EEOC Guidelines, the Americans With Disabilities Act, and the standards for test development published by the American Psychological Association, the British Psychological Society, and the Association of Test Publishers.