



Candidate Feedback Report

Prepared for: **Richard Wantsajob**
Assessment: Customer Service Representative (with Email and Calls)
Completed: October 20, 2024

What's Included

- Detailed Competency Results and Developmental Tips

Important Note: This report is provided to give you helpful feedback based on your scores in the assessment you recently completed. The employer who requested that you complete this assessment will receive a copy of this report as well as other reports - depending on their purpose for administering the assessment. We hope you find this feedback useful as you pursue a happy and productive career!

Introduction

Assessment Information

Participant:

Richard Wantsajob

Assessment:

Customer Service Representative (with Email and Calls)

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Cognitive Abilities Detail

This section contains a list of job-related cognitive abilities that have been evaluated in a job-like context using HR Avatar's simulation technology. Studies have demonstrated that cognitive abilities are highly correlated with job performance for many jobs. Abilities also correlate with problem-solving and the ability to learn quickly.

Ability

Summary

Analytical Thinking and Attention to Detail



Seek guidance in categorizing and organizing the information you wish to analyze. Allow for extra time to review your work and use resource materials to check for accuracy.

Your score indicates you are usually able to think in a discerning way. You can often solve difficult problems, plan many-featured tasks and projects, organize multiple resources, and analyze complex data. You are usually able to quickly recall and use information when needed or appropriate. You also appear to usually have the ability to achieve a high degree of thoroughness and accuracy in a work task. Your concern for most areas involved produces work that only occasionally requires oversight and checking.

General tips for improvement: Seek guidance in categorizing and organizing the information you wish to analyze. Allow for extra time to review your work and use resource materials to check for accuracy.

Knowledge and Skills Detail

This section contains a list of job-related knowledge areas and skills that have been evaluated. Low scores in these areas often indicate that additional learning may be required before top performance can be achieved.

Knowledge or Skill

Summary

Customer Service Fundamentals



Evaluates the candidate's knowledge of the Customer Service principles and practices, with an aim to determine the degree of training that will be required before the candidate can be expected to become productive.

You exhibit exceptionally strong knowledge/skill in this area.

Writing



The ability to be concise, friendly, and accurate when drafting written communications.

You exhibit a strong proficiency for expressing yourself in writing.

General tips for improvement: Re-read all memos, emails, and correspondence before sending. Individuals who lack strong knowledge of the rules of grammar or spelling ability can be assisted with additional training or reference materials such as writing guides and dictionaries.

Attitudes, Interests, and Motivations Detail

This section contains a list of personality characteristics that are frequently associated with job performance. Remember, these are not skills and do not indicate the ability to do a job. Rather, they can be used to evaluate fit with the general needs of the job and the organizational culture.

Continued on next page.

Attitudes, Interests, and Motivations Detail Summary

Adaptability



You prefer a dynamic work environment. You are able to remain focused and positive in times of significant workplace change.

Reflects how accepting you may be of frequent or substantial changes in job requirements. Changing work requirements usually cause stress and put pressure on people to adapt.

General tips for improvement: When confronted with change in the workplace strive to understand the purpose of the change and what steps you might take to adapt or manage the change effectively.

Attitudes, Interests, and Motivations Detail Summary

Customer Service Mindset



You see virtually every customer call or request as an opportunity to create a delightful experience that fosters loyalty and long-term rapport with customers, and you always put forth the effort required to do so.

Indicates the degree to which you recognize your responsibility to serve customers. This is often reflected in the effort you put in to creating a delightful experience for each customer when they call or present a request.

General tips for improvement: Develop strategies on how to best understand all types of customers you could encounter. Identify different customer "types" and develop different customer profiles to practice approaches with. Make connections with your customers. Solicit customer feedback and act on it. Personalize the experience and gain the customer's trust.

Attitudes, Interests, and Motivations Detail Summary

Drive



Your scores indicate that you approach most projects, assignments, and other challenges with an above average level of energy, persistence, and organization.

Indicates the degree to which a person will persevere to obtain a desired goal or objective. In business, drive reflects vigilance and resilience in pursuing a task or assignment. To a lesser degree, drive also reflects an ability to approach difficult challenges in an organized and systematic fashion.

General tips for improvement: First, take care of yourself. Are you getting enough sleep? Are you eating well. Do you exercise regularly? Next, consider your attitude. Do you laugh each day? Do you have goals that you truly care about? Are you progressing towards your goals? Do you need to mix up your routine by volunteering for something new? Finally, be sure you are not over committed and aren't in danger of becoming burnt out.

Attitudes, Interests, and Motivations Detail Summary

Integrity



Your responses indicate a low level of personal integrity at work. This means your coworkers may tend to view you as untrustworthy or unreliable. They may avoid assignments where they need to work with you. They will also probably avoid sharing their thoughts and opinions with you and they will most likely reject any constructive feedback or suggestions from you.

The practice of being honest and showing a consistent and uncompromising adherence to strong moral and ethical principles and values.

General tips for improvement: Always be truthful with others, even when it's difficult. Check in with yourself and your feelings or thoughts about what's right. Step back and consider the high road when you're being pulled into stressful situations. Understand your personal values and consider them before you act. Show compassion towards others by considering their perspective and trying to understand how they feel. Help others whenever you can, even when it slows you down.

Attitudes, Interests, and Motivations Detail Summary

Resilience



The ability to withstand adversity, bounce back from difficult events, and be persistent in doing work tasks despite difficulties that come their way.

Your responses indicate that you are moderately effective at working through difficulties at work. You are likely to exhibit positive emotions and the ability to take control of events. However, you may need guidance or supervision pushing forward to achieve your goals when obstacles come your way.

General tips for improvement: Build your social support, accept help from those who care about you and will listen to you. You can't stop stressful events from happening but you can change how you respond, maintain an optimistic outlook and focus on moving towards your goals. Develop confidence in your ability to solve problems. Take action, recognize that you are in control on how you move forward.

Attitudes, Interests, and Motivations Detail Summary

Teamwork



The ability to work productively and harmoniously within a group in order to achieve a common goal or objective.

Your responses indicate you feel you are a highly productive team player. You collaborate rather than merely cooperate to raise the performance of your team and to reach your team's goals. You appear to be willing to place group objectives in front of individual goals and desires.

General tips for improvement: Focus on collaboration, not just cooperation. This means you shouldn't just perform your own tasks, you should actively seek ways to help others perform their tasks. Don't be afraid to let others help you. Be open to suggestion and other perspectives. Stay focused on group interests and goals. Listen well. Volunteer to do the dirty work. Compliment your teammates for tasks well done. Adjust your style to others work styles.

Emotional Intelligence Detail

This section contains a list of emotional intelligence characteristics that indicate how tuned-in you might be to your emotions, and those of others, as well as your ability to control your behaviors in light of emotions you might be experiencing. These traits can often impact performance in groups or teams.

Characteristic Summary

Empathy and Emotional Self-Control



The capacity to understand or feel what another person is experiencing, and to respond to emotionally charged situations in a manner that is non-disruptive to others.

Your responses demonstrate strengths in sensing the emotional needs of others, sympathizing with other people's problems, and seeing things from other people's point of view. You are likely to be effective at demonstrating to customers or coworkers that you understand and care about them, resulting in improved customer loyalty, stronger work relationships, and reduced levels of conflict in the workplace. Your responses also demonstrate strengths in self-control and impulse control. You possess a strong ability to employ a balanced approach to managing risk, maintaining composure during stressful times, and calmly relating to others at work. You are likely to be effective at prioritizing and staying focused on long-term goals, and to interact with others in a way that helps build lasting relationships.

General tips for improvement: Take time to get to know your coworkers as people. Ask questions and listen intently and sincerely to the answers. Acknowledge feelings and see things from the other person's point of view. Push for more face-to-face contact with peers and customers. Use one-on-one conversations to make sure the other person has a chance to be heard. Exercise restraint and patience. Breathe and pause before you act or respond to inflammatory situations.

Behavioral History Detail

This section evaluates answers you gave concerning your work-related history. Studies show that past behavior often indicates future behavior.

Continued on next page.

Behavioral Category

Summary

History Survey - Performance



Your work-related habits and preferences are consistent with others who exhibit strong performance.

Evaluates elements of your past work and education history for indications of performance potential.

General tips for improvement: Find a mentor, or sit down with your supervisor or manager to formulate a plan for improving your overall effectiveness at work.

Behavioral Category

Summary

History Survey - Tenure



Your work-related habits and preferences indicate moderate stability and commitment, which usually results in a reasonable tenure with the companies you work for.

Evaluates your past employment history and related factors for indications of potentially low job tenure.

General tips for improvement: Ask yourself if you are seeking employment opportunities that you truly enjoy, and that you are good at. Seek the kind of work and employer that you can identify with and be proud to be associated with. Job changes are sometimes unavoidable, but use your judgment to select opportunities that you feel have high potential for long-term employment.

Report Preparation Notes

- Always keep in mind that assessments are limited in the amount of information they can gather and the insights they produce. At the same time, it has been shown that assessments like this one can help most people gain insight into their work-related competencies and can help them make adjustments and improvements over time.
- Most competency scores are normative-based, which means that they can be interpreted in terms of their distance from the average or mean score. This makes all scales roughly comparable to one another. Dark green indicates your score is more than one standard deviations above the mean, light green indicates above the mean, yellow means less than one standard deviation below the mean, orange indicates between 1 and 2 standard deviations below the mean, and red means your score was 2 or more standard deviations below the mean.
- If you disagree with your scores or feedback, please be aware that assessments are based on statistical data collected from a large pool of test takers (usually 100 or more). Your score reflects how your responses compare with the statistical pool used to determine the mean and standard deviation used in the calculations.
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