



Joe Sample

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Organization: Success Performance Solutions

To ensure you are obtaining the full benefits available to you from the use of this assessment, please read the information contained in this report carefully. By using the information provided in this report, you are acknowledging that you understand the general guidelines for interpreting the assessment results.

While this assessment was designed to help assess various aspects of personality and/or skills, the report results are presented in terms of probabilities. False Positives and False Negatives are expected. PsyMetrics and the test developer are not liable for test taker behaviors.

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What the Elite Service Profile Measures

The Elite Service Profile is a general indicator of the individual's ability to engage in service-oriented behaviors as defined by the scales in this battery. This battery is appropriate for all jobs that require service-related interaction with prospects and/or customers.

The areas assessed by this Profile are:

Flexibility	Flexibility measures the degree to which the individual is likely to be able to adapt to change and is more open minded than stubborn. This characteristic is important for fast paced jobs where priorities often shift. It is also important for organizations that are in transition or are expecting changes that will affect work duties and responsibilities.
Helping Disposition	Helping Disposition measures the degree to which an individual is friendly and is likely to go out of his or her way to assist or help customers and/or co-workers. This characteristic is important for most, if not all, jobs.
Stress Management	Stress Management measures the degree to which the individual is likely to demonstrate patience and stress tolerance during challenging work-related situations. This characteristic is appropriate for jobs requiring interactions with customers, multitasking and jobs in fast paced organizations to name a few examples.
Team Player	Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships including working in harmony with others to achieve a common goal. This characteristic is important for jobs requiring interaction and cooperation among coworkers.

Candidness of the Elite Service Profile Results

This Profile includes a candidness check to determine the degree to which the individual may have exaggerated his/her responses in order to present themselves more favorably. The results of this validity check with interpretation is presented on the following page.

Interpreting the Elite Service Profile

The following page also presents the Total Score Summary and Total Score Interpretation. This is followed by the Score Profile. The Score Profile includes the scores for all of the scales. The scores are presented in terms of percentiles. The percentile indicates how the candidate scored relative to all other individuals who have taken the assessment. For example, if a candidate's score on a particular scale shows as the 75th percentile, this indicates he/she scored better than 75% of all other people who have completed that scale.

The pages that follow the Score Profile provide detailed interpretations for each of the scales, as well as, management strategies and follow-up interview questions one can ask the candidate to obtain more insight with respect to areas needing development.



Total Score Summary



Total Score Interpretation

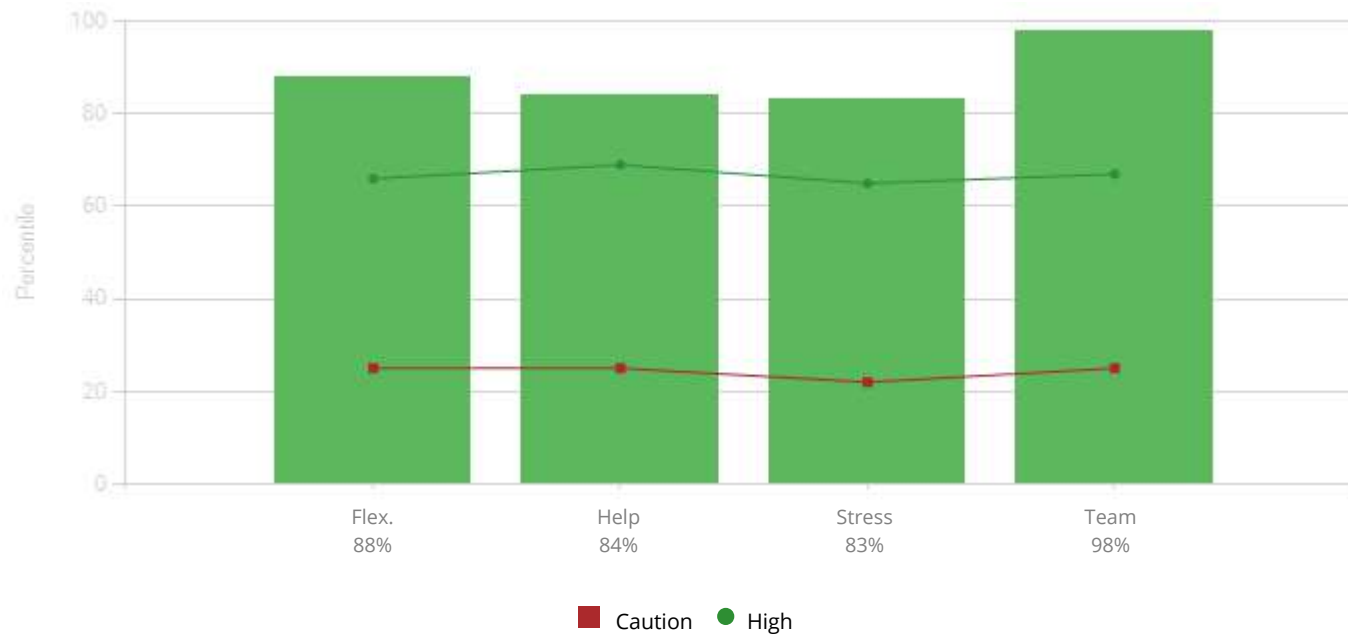
This candidate's total Elite Service Profile score falls within the High range. This candidate generally demonstrates the service orientation needed to provide excellent service to customers and co-workers. This is definitely an area of strength for this individual. Review individual scale details to better understand strengths and potential shortcomings.

Score Validity

Candidness: High: The candidate's responses are likely to be an accurate representation of his/her attitudes and behaviors.



Score Profile



The bar graph above shows the candidate's score pattern across all the dimensions assessed by this profile. The pages that follow offer detailed insight into each dimension score.



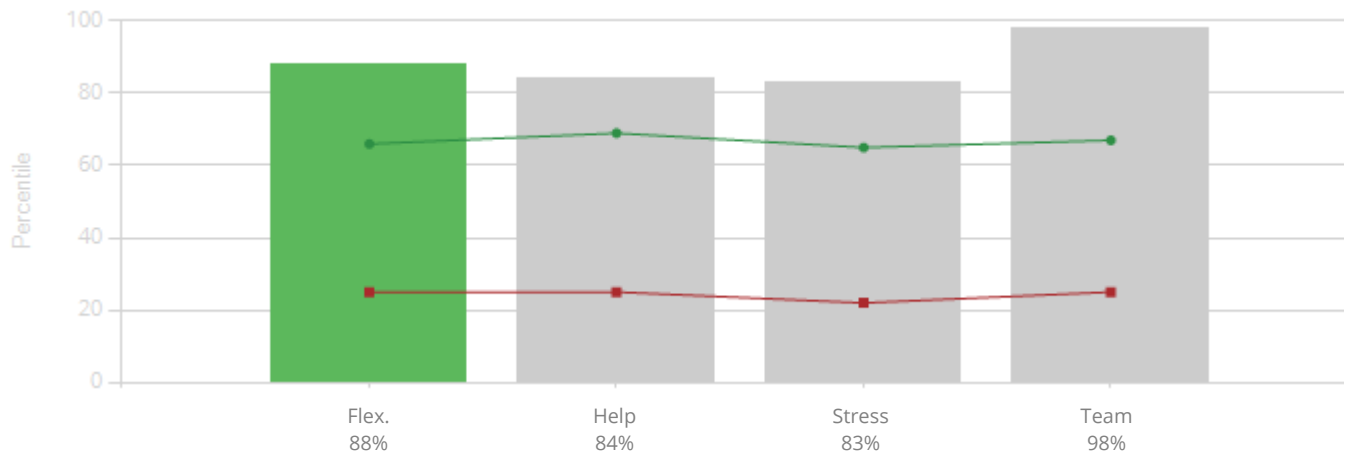
Flexibility



Score Details

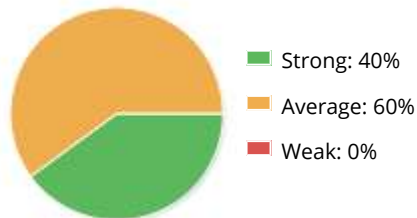
Flexibility measures the degree to which the individual is likely to be able to adapt to change and is more open minded than stubborn. This characteristic is important for fast paced jobs where priorities often shift. It is also important for organizations that are in transition or are expecting changes that will affect work duties and responsibilities.

Joe Sample scored in the 88th percentile on Flexibility (High), meaning Joe scored better than 88 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Flexibility behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Flexibility.



Expected Job Behaviors

- This individual is willing and able to adapt to change easier than most.
- Goes with the flow.
- He/she is open-minded and cooperative.
- Changes priorities as needed with little resistance.



Helping Disposition



Score Details

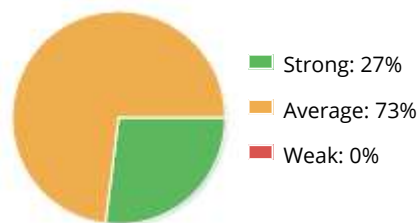
Helping Disposition measures the degree to which an individual is friendly and is likely to go out of his or her way to assist or help customers and/or co-workers. This characteristic is important for most, if not all, jobs.

Joe Sample scored in the 84th percentile on Helping Disposition (High), meaning Joe scored better than 84 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Helping Disposition behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Helping Disposition.



Expected Job Behaviors

- This individual is friendly.
- Is empathetic and cares about the needs of others.
- Will go out of his or her way to assist or help customers and/or co-workers.
- Will sacrifice self to help others out.



Stress Management



Score Details

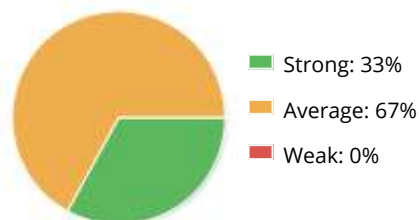
Stress Management measures the degree to which the individual is likely to demonstrate patience and stress tolerance during challenging work-related situations. This characteristic is appropriate for jobs requiring interactions with customers, multitasking and jobs in fast paced organizations to name a few examples.

Joe Sample scored in the 83rd percentile on Stress Management (High), meaning Joe scored better than 83 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Stress Management behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Stress Management.



Expected Job Behaviors

- This candidate will demonstrate patience during difficult work situations.
- He/she will remain calm during times of conflict with customers and co-workers.
- Is able to deal effectively with change at work.
- He/she remains cool under high-pressure situations and therefore makes appropriate decisions in these circumstances.



Team Player



Score Details

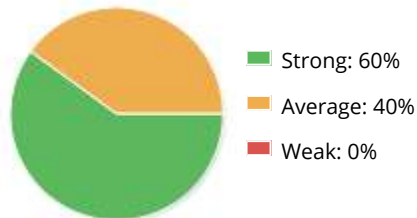
Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships including working in harmony with others to achieve a common goal. This characteristic is important for jobs requiring interaction and cooperation among coworkers.

Joe Sample scored in the 98th percentile on Team Player (High), meaning Joe scored better than 98 percent of other candidates who have completed this assessment.



Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Team Player behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Team Player.



Expected Job Behaviors

- This individual will be a team player and will cooperate in all aspects of his or her work relationships.
- He/she values interpersonal relationships and will "chip in" to help others when necessary.
- He/she has the ability to work in harmony with others to achieve a common goal.
- Will compromise when appropriate to achieve team goals.



Management Strategies

This section of the report offers suggestions for developing or managing the candidate based on his/her Profile responses. The diagram below also offers a graphical representation of the areas covered by the Profile. The smaller the area, the more coaching/development might be required.

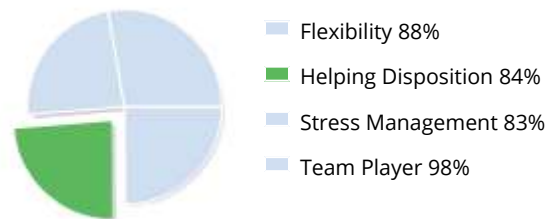
Flexibility

- This individual works well in a fast paced, changing environment.
- Recognize when he/she changes priorities for the benefit of the team or department or another individual.
- His/her level of flexibility may be ideal for team-oriented tasks and environments where dealing effectively with various personality types is critical.
- Monitor to make sure his/her flexible demeanor does not result in taking on additional tasks that may get in the way of accomplishing individual goals or objectives.



Helping Disposition

- This candidate is ideal for working environments where empathy and caring behaviors are important.
- This individual tends to be caring and sensitive. His/her feelings tend to be hurt easier than most. Harsh criticism should be avoided.
- His/her willingness to help sometimes results in him/her taking on the work of others or being overly generous with customers.
- Work with the individual to find a balance between being overly helpful and being productive.



Stress Management

- Given this candidate's ability to handle stressful situations, he/she may have a tendency to take on more work than they should. Monitor their workload and offer assistance when appropriate.
- Use their calm demeanor in pressure situations to help those that become overwhelmed. Have them train others in how to best deal with stressful work situations.
- Use these individuals as problem solvers during high stress situations. Their calm demeanor is ideal for carefully reviewing all options and making rational decisions.



Team Player

- These candidates value interpersonal relationships with team members, colleagues and managers. Therefore, these should be taken into consideration when working with the individual.
- To maintain team oriented and cooperative behaviors, involve the individual in setting team goals and reward him/her for demonstrating team oriented behaviors.
- For individuals who do not participate in team or group activities, develop close relationships with them and involve them in goal setting.
- While cooperativeness is important for both team and individual success, care must be taken to make sure the individual does not undervalue his/her individual contributions in favor of constant compromise within the team. Both team orientation and individual competitiveness are important for overall success. It is important that the individual be made aware of this and that efforts are made to find the right balance.



Interview Guide

This report includes follow-up interview questions that focus on those areas where further development might be needed. These questions serve as an excellent guide during the hiring process, coaching or developmental efforts to further uncover potentially negative behavioral tendencies.

Flexibility

Question:

Tell me about a time when you were not as flexible as you could have been with a work situation. What caused you to behave this way?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Tell me about a time when you were negatively affected by change that took place at work? What was the outcome?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Do you find change creates anxiety or opportunity?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Question:

Give work-related examples of when you have resisted some form of change.

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Helping Disposition

Question:

Describe a situation where because of your generosity, you were taken advantage of. How did this affect you?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Describe for me how you might treat a coworker differently than a customer from a service perspective.

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

How do you compare to your coworkers with respect to how you service customers? Do you sometimes go above and beyond what you should, or is the level of service you provide consistent with what is considered normal?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Question:

When one is busy and someone needs help, should one put the needs of the other person ahead of one's personal needs, even if it means falling behind in at work? Please explain your answer.

Response Notes:

Response Expected of a
Poor Performing Employee

1

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Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Is it generally best to mind your own business and keep to yourself instead of volunteering to help someone out? Please explain why you feel this way.

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

Explain how you handle angry customers? Give some examples from your work experience.

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Stress Management

Question:

Describe for me situations where you have had to deal with an angry customer or coworker. Tell me what you felt and what you did.

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7



Question:

Explain how insults or criticisms from you supervisors or coworkers have affected you?

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

1

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7

Question:

Describe work-related pressures you have experienced. Please be specific and discuss how you felt and what the outcome was.

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

1

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Question:

Describe situations when customers have been angry with you even though you were doing everything possible to solve their issue.

Please explain how you handled these hostile situations. What was the outcome?

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

1

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7

Team Player

Question:

Is it necessary to get along with all team members to have a successful team? What conflicts have you had with team members? Please explain your answer.

Response Notes:

Response Expected of a
Poor Performing Employee

Response Expected of a
Satisfactory Employee

Response Expected of an
Excellent Employee

1

2

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4

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6

7



Question:

Should team members serve to motivate each other or should they criticize each other with the goal of improving?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Question:

How would you handle a situation when a team does not perform well? Do you signal out one or two poor performers within the team or is the whole team at fault? How would you address the situation?

Response Notes:

Response Expected of a
Poor Performing Employee

1

2

3

Response Expected of a
Satisfactory Employee

4

5

Response Expected of an
Excellent Employee

6

7

Sum of Ratings

Number of Questions Rated

Average Rating

(Sum of all ratings divided by the number of questions rated.)

