



## Joe Sample

Candidate ID: 8765  
Email: sample@psymetricsinc.com

Organization: Sample Distributor

To ensure you are obtaining the full benefits available to you from the use of the Situational Judgment Test, 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 Situational Judgment Test results.

While the Situational Judgment Test was designed to help assess various aspects of personality, 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 Situational Judgment Test - Service Measures

Excellence in customer service is critical to the success of service organizations and manufacturers of products that require reliable service. With the increasing number of businesses capable of providing quality products at a reasonable price, customer service has become the competitive difference. Given the importance of providing excellent customer service in the present and future marketplace, organizations need to employ individuals who possess a high degree of service skills and who apply those skills effectively.

PsyMetrics' SJT - Service consists of attitudinal, behavioral and situational questions aimed at assessing the candidate's ability to problem solve and use appropriate judgment while performing in a service function. The test was developed to assist organizations in identifying those who have a strong service orientation, meaning individuals who possess and demonstrate those skills necessary for providing excellent service.

The four areas assessed by this SJT are:

Conscientiousness	Conscientiousness measures the degree to which the candidate thinks things through, is organized and reliable. The degree to which he/she is able to make decisions based on careful thought rather than impulse.
Interpersonal Skills	Interpersonal Skills measures the degree to which the candidate is friendly, people-oriented and exhibits excellent interpersonal skills when interacting with others.
Listening Skills	Listening Skills measures the degree to which the candidate focuses on the needs of the customer during interactions. The degree to which he/she listens carefully to the individual's needs and attempts to fulfill those needs.
Service-Orientation	Service Orientation measures the degree to which the candidate is customer focused and is likely to go out of his/her way to help the customer. The ability to remain service-oriented even during difficult customer situations.

## Candidness of the Situational Judgement Test - Service 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 Situational Judgement Test - Service

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

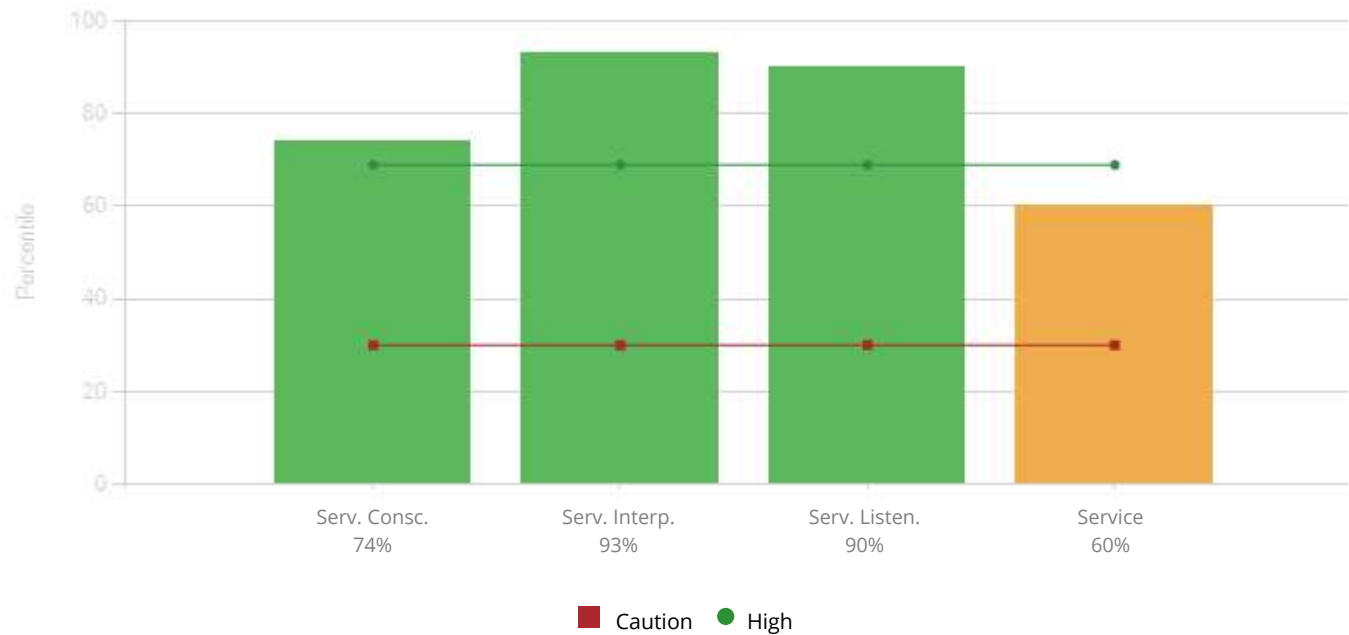
This candidate's Total SJT - Service Score falls within the High range. This candidate generally demonstrates a strong service orientation. He/she possesses those skills and problem solving abilities necessary for providing excellent service. Review the individual scale details to better understand strengths 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.



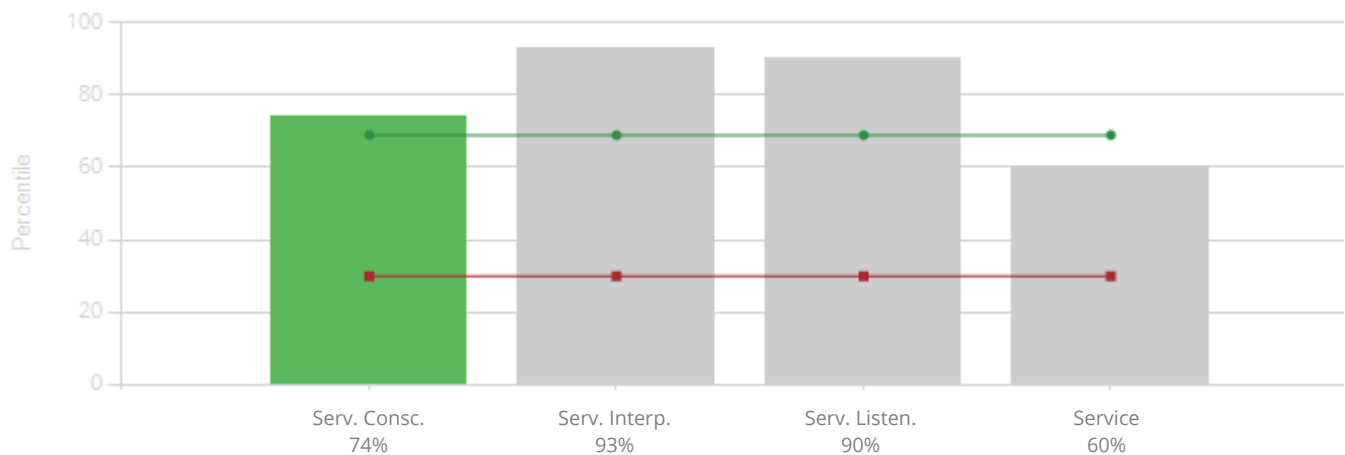
## Conscientiousness



### Score Details

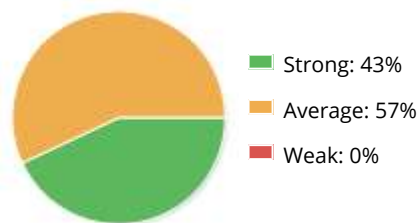
Conscientiousness measures the degree to which the candidate thinks things through, is organized and reliable. The degree to which he/she is able to make decisions based on careful thought rather than impulse.

Joe Sample scored in the 74th percentile on Conscientiousness (High), meaning Joe scored better than 74 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 Conscientiousness behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Conscientiousness.



### Expected Job Behaviors

- This candidate's level of conscientiousness is superior to that of most other candidates.
- He/she makes decisions based on careful thought rather than impulse.
- He/she thinks things through, is organized and reliable.
- He/she plans and is goal-oriented.



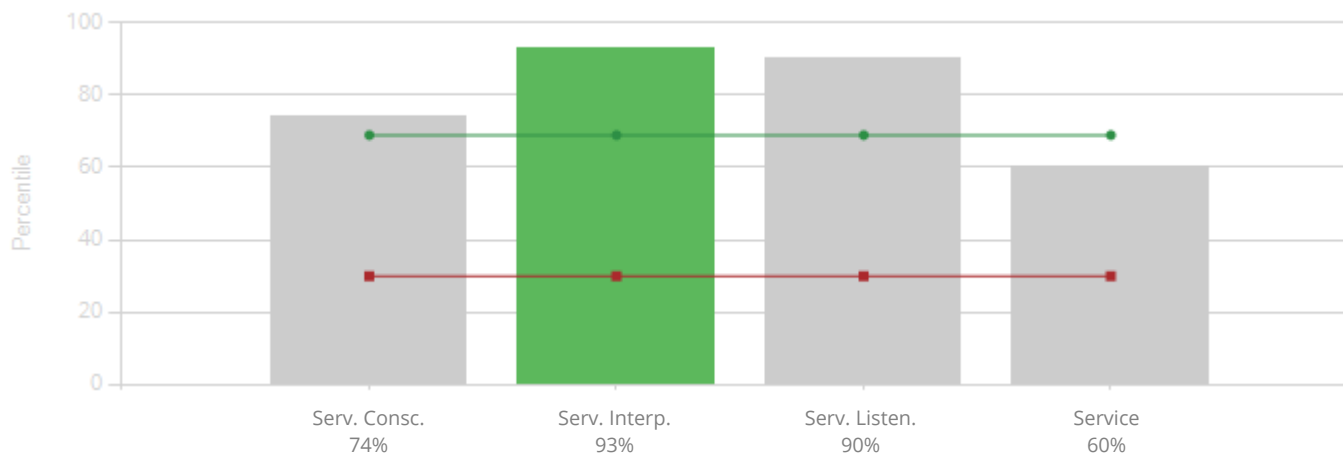
## Interpersonal Skills



### Score Details

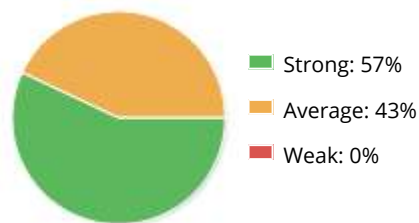
Interpersonal Skills measures the degree to which the candidate is friendly, people-oriented and exhibits excellent interpersonal skills when interacting with others.

Joe Sample scored in the 93rd percentile on Interpersonal Skills (High), meaning Joe scored better than 93 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 Interpersonal Skills behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Interpersonal Skills.



### Expected Job Behaviors

- This candidate's level of interpersonal skills is superior to that of most other candidates.
- He/she has the ability to get along and enjoys interacting with others.
- He/she is friendly and people-oriented.



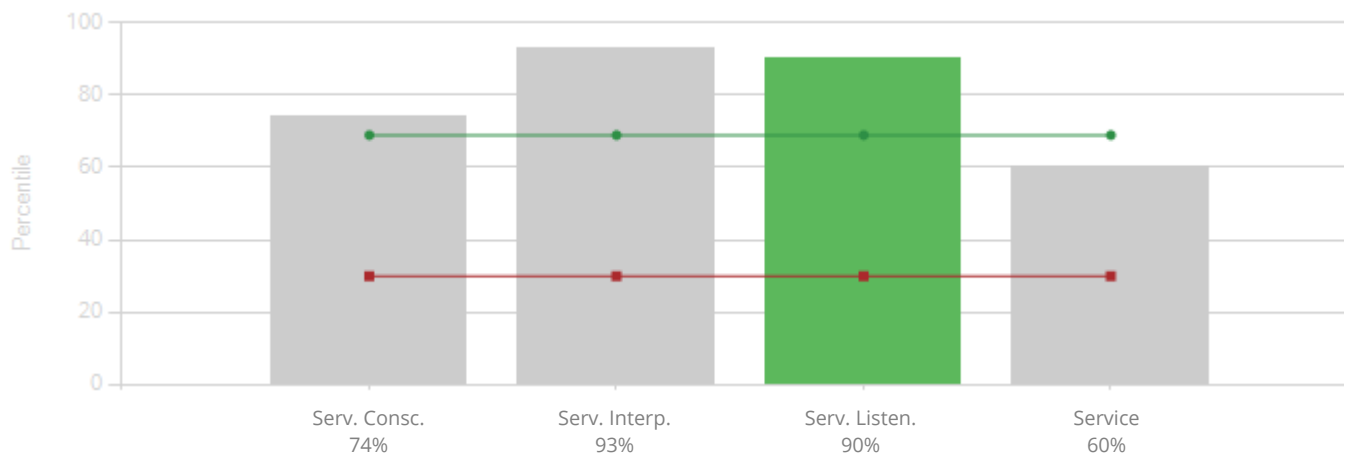
## Listening Skills



### Score Details

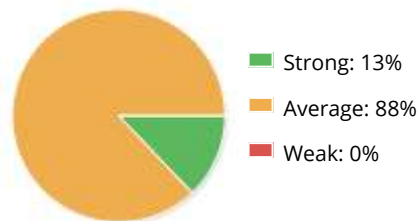
Listening Skills measures the degree to which the candidate focuses on the needs of the customer during interactions. The degree to which he/she listens carefully to the individual's needs and attempts to fulfill those needs.

Joe Sample scored in the 90th percentile on Listening Skills (High), meaning Joe scored better than 90 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 Listening Skills behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Listening Skills.



### Expected Job Behaviors

- This candidate's level of listening skills is superior to that of most other candidates.
- He/she listens carefully at all times and attempts to fulfill the needs of the customer.
- Takes his/her time to understand the customer.
- He/she focuses on the needs of the customer during interactions.
- Tends to be open to learning experiences.



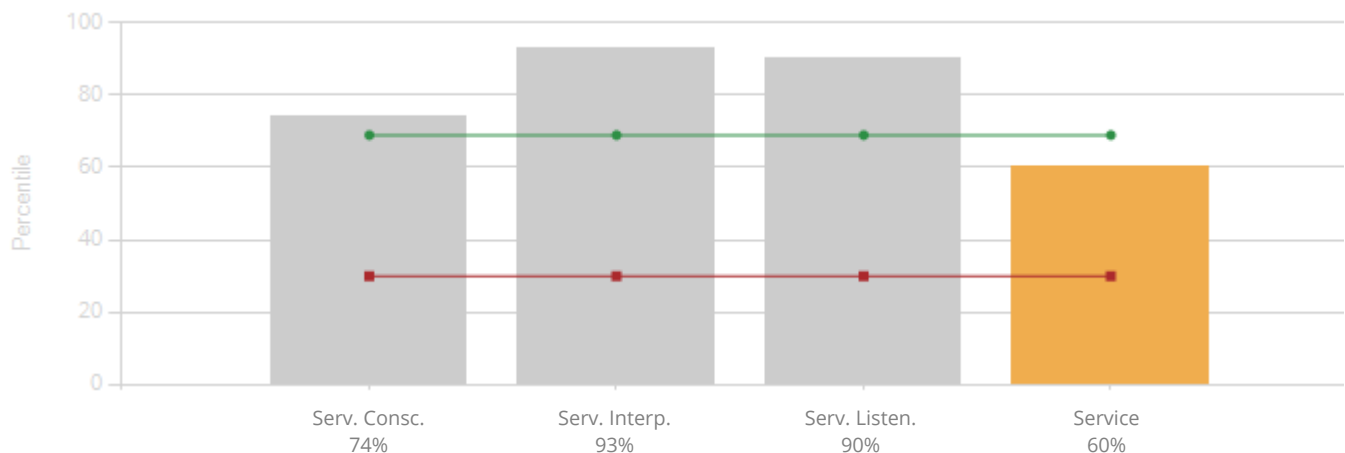
## Service-Orientation



### Score Details

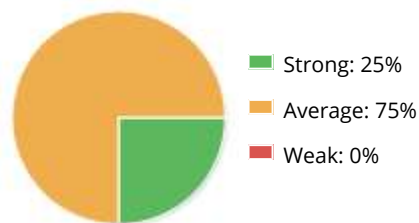
Service Orientation measures the degree to which the candidate is customer focused and is likely to go out of his/her way to help the customer. The ability to remain service-oriented even during difficult customer situations.

Joe Sample scored in the 60th percentile on Service-Orientation (Average), meaning Joe scored better than 60 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 Service-Orientation behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Service-Orientation.



### Expected Job Behaviors

- This candidate's level of service-orientation is moderate when compared with other candidates.
- His/her service demeanor is generally good but sometimes he/she may need a little reminder to stay customer focused.
- He/she tends to be customer focused but at times may let difficult interactions affect him/her.
- This candidate's level of service-orientation is consistent with most other candidates.

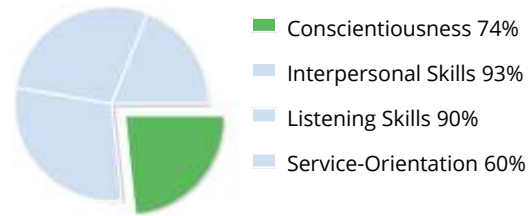


## Management Strategies

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.

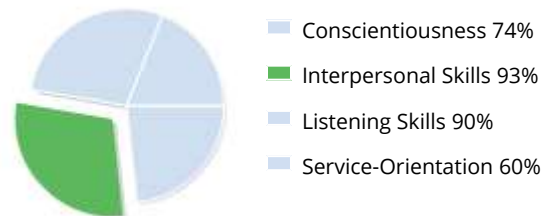
### Conscientiousness

- This individual values reliability, attention to detail and organization and expects those around him/her to do the same. Therefore, these should be exhibited and rewarded.
- Praise should be given to show appreciation when working with this individual.
- Try to let him/her work at own pace when possible. He/she likes to take his/her time to ensure work quality.
- While this characteristic is important for most aspects of life, including work, care should be taken to make sure the deliberateness of this individual is not an impediment to getting things done.



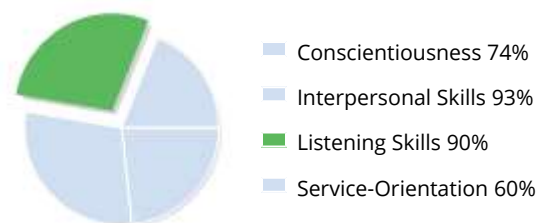
### Interpersonal Skills

- This individual has the interpersonal skills needed to be in jobs requiring interactions with customers. Therefore, he/she can be an asset when placed in direct contact with customers.
- He/she tends to be very friendly and outgoing. Ensure that they have the ability to interact with others regularly to maintain their levels of satisfaction.
- They tend to get along with all coworkers therefore are ideal for jobs requiring interactions between departments.
- Some of these candidates may have a tendency to be overly sociable. If this gets in the way of their productivity, bring it to their attention so they get back on task.



### Listening Skills

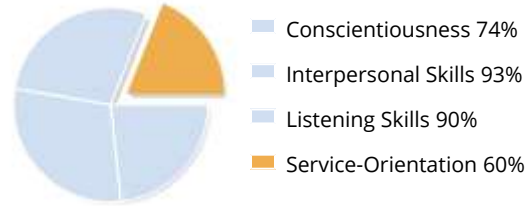
- This candidate is in tune to the needs of the customer. His/her listening skills should be utilized for cross sales opportunities.
- Reinforce listening skills through praise or awards programs.
- This individual may be a good mentor or trainer in the area of how to best listen to customers and address their needs.
- His/her openness to learning new ways of doing things should be exploited by offering training or coaching on new strategies.





## Service-Orientation

- This individual's average level of service is best suited for jobs that might require some customer service or interaction with others. Monitor the individual's performance to ensure he/she is able to deal with customers at this level.
- If the job he/she is performing requires high levels of service, offer training on how to best service customers to strengthen these behaviors in the candidate.
- He/she may get frustrated at times with customers. Offer support and mentoring to assist the candidate. If progress does not occur, a less customer-focused position may be best for the individual.



## 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.

### Conscientiousness

**Question:**

Describe situations you have encountered when you have heard a coworker giving out incorrect information to a customer. What did you do?

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

How have you/would you handle a situation where you have committed an error in handling a customer's order that has delayed the processing of the order and resulted in a late delivery of the product to the customer? Would you let the customer know it was your mistake? If not, what would you say?

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

Describe situations you have encountered at work that caused you to be stressed out.

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

If you were in charge of managing your customer's investments, what would be more important to you, gaining their trust or maximizing their investment? Please explain your answer.

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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## Interpersonal Skills

**Question:**

What have been some of the things you have done in the past to keep from getting board at work?

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

How would you differentiate how you treat customers versus coworkers? How do you treat them differently when it comes to service?

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

Describe how you have felt in the past about approaching coworkers with questions regarding your job? Is this something you feel comfortable doing? Please explain.

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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## Listening Skills

**Question:**

What has been your experience with customer service training? Has it helped you or do you feel it is a waste of time? Please explain.

**Response Notes:**

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

What has been your experience with work-related meetings? Do you actively participate or are you more of a listener?

**Response Notes:**

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

Give examples of how you have determined the needs of a prospect?

**Response Notes:**

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

Do you tend to be more assertive or laid back during conversations? Please explain.

**Response Notes:**

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

Describe how you handle your typical cross sales attempt with a prospect? How do you determine his/her needs? How do you close the sale?

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

Would you say you take an assertive role during your interactions or are you more of a passive listener? How does this affect your sales performance?

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

From your experience, do customers in general complain about insignificant matters? How do you generally handle customer complaints in terms of seriousness?

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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## Service-Orientation

**Question:**

How have you or would you handle a situation where you had a tough time understanding a customer because of his/her accent?

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

Tell me about a situation when a customer asked a question you did not have the answer to. What did you do?

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

How would you handle a situation when a customer requests to speak only with you but you are busy attending to other customers?

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

How do you handle situations when you are under a deadline to complete a project and you are asked by a coworker for their help on something they are working on?

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

How have you handled situations where you know the customer is not being totally honest with you? Describe the situation in detail and how you handled it?

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

Tell me about the most difficult customer situations you have encountered and how you handled them? What were the end results?

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

6

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Sum of Ratings

Number of Questions Rated

Average Rating

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

