

Candidate: **Betty Penske**
Assessment: Receptionist (Short plus Video Interview)
Completed: September 26, 2022
Prepared for: Susan Bookman



Test Results and Interview Guide

The Receptionist (Short plus Video Interview) assessment measures key factors related to high performance and tenure in this job. Attribute types measured vary by test, but can include cognitive ability, skills, knowledge, personality characteristics, emotional intelligence, and past behavioral history. This report includes a one page summary, followed by detailed results with an embedded interview guide. Note that these results should always be used as a part of a balanced candidate selection process that includes independent evaluation steps, such as interviews and reference checks.

Overall

Candidate	Score	Interpretation
Betty Penske bettypenske@yourcompany.org Receptionist (Short plus Video Interview) September 26, 2022 Summary: High Performance Potential	87	

Key

- ▼ Candidate Score
- Higher Risk
- Lower Risk
- Custom Baseline (Optional)

Competency Summary

Competency	Score	Interpretation
Cognitive Abilities (relates to job performance, problem-solving, ability to learn, etc.)		
Memory / Attention to Detail / Logic & Reasoning	92	
Skills/Knowledge (relates to immediate readiness)		
Audio/Video Interview Questions	77	
Personality Characteristics (relates to fit with the job/team environment)		
Adaptability / Flexibility	93	
Conscientiousness	90	
Empathy & Emotional Self-Control	84	
Reliability	72	
Service Orientation	85	
Behavioral History (relates to performance and turnover)		
History Survey - Performance	70	
History Survey - Tenure	84	

↑ Importance to Job

Comparison

Percentile scores indicate how the candidate compares to other test-takers within various groups. The candidate scored equal to or better than the fraction of test-takers indicated by the percentile.

Test-Taker Group	Percentile	0	10	20	30	40	50	60	70	80	90	100	
Global	87th												
United States	72nd												
HR Avatar Data	80th												

Assessment Overview

This assessment provides scores for a number of important factors and competencies that are related to success on the job. Scores are presented based on their potential impact on job performance.

Scores are presented individually on a scale of 0-100. In most cases, including the overall score, higher scores represent higher expected job performance. However, for some competencies, either extreme low or extreme high scores indicate a risk of lower performance. Refer to the interpretation section of each competency for additional information.

Individual competency scores are also combined into a single overall score. Please note that individual competencies are weighted differently, depending on their type, and on fine adjustments based on data from the US Government's Occupational Data Network (O*Net).

Each competency measured includes one or more suggested interview questions, in an easy-to-use format. These questions should be used for additional probing, especially when the score shows an area of relative weakness.

Some of the competencies measured evaluate preferences for doing (or not doing) specific activities. Scores for these competencies can be used to evaluate job-fit.

We wish to emphasize that the data contained in this report should be used as part of a comprehensive process for evaluating job candidates. Additional data should include in-person interviews, job tryouts, resume review, and background checks.


Detail

Candidate: **Betty Penske**, bettypenske@yourcompany.org
Assessment: Receptionist (Short plus Video Interview)
Authorized: September 26, 2022, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz
Started: September 25, 2022 at 9:21:37 PM EST
Completed: September 25, 2022 at 9:21:37 PM EST
Overall Score: 87

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.

Continued on next page.

Detail	Interview Guide
<p>Memory / Attention to Detail / Logic & Reasoning Score: 92</p>  <p><i>Description:</i> This scale reflects how successful a person is at making sense of facts through logical reasoning. High scorers understand causes and consequences by interpreting a given situation and predicting its outcomes. They are able to remember details and take action accordingly. Low scorers may burn out or become paralyzed. In more stable circumstances, high scorers may become bored, while low scorers would remain satisfied. This scale also represents thoroughness, accuracy, and being concerned for all areas involved no matter how insignificant. Individuals who demonstrate high Attention to Detail produce work that is consistently accurate and require little checking. They rarely forget schedule commitments or overlook even the smallest details.</p> <p><i>Interpretation:</i> High scores in this area correlate with superior performance for many jobs.</p> <p>High scores in memory, attention to detail and logic indicate the candidate can learn quickly, recall information promptly, solve problems, and adapt to changing conditions rapidly. This usually means the candidate can be expected to respond appropriately to challenging situations with little or no supervision.</p>	<p>Can you give me an example of where your attention to detail or your thoughtful analysis of a situation helped make a project successful?</p> <p style="text-align: center;"> ★ 1 ★ 2 ★ 3 ★ 4 ★ 5 </p> <p>Poor example. Does not show attention to detail or analytical ability.</p> <p>Moderately relevant or impactful example.</p> <p>Strongly relevant and clear example.</p>



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.

Detail	Interview Guide
<p>Audio/Video Interview Questions Score: 77</p>  <p><i>Description:</i> A customized series of open-ended video-response questions were asked. Results include the video responses themselves for viewing, as well as transcripts, text analysis, and voice analysis. Text analysis includes vocabulary and grammar. Voice analysis includes perceived voice intonation and other speaking quality factors.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Text and voice analysis indicates above average quality to open-ended responses.</p> <p>Please see below to view the converted text from the voice sample that was collected.</p>	<p>Tell me about how your background and experience have prepared you for this kind of work.</p> <p style="text-align: center;"> ★ 1 ★ 2 ★ 3 ★ 4 ★ 5 </p> <p>Poorly structured answer. Not convincing.</p> <p>Moderately persuasive. Acceptable logic and structure.</p> <p>Convincing answer. Solid logic and structure.</p>

Personality Characteristics 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 the candidate's fit with the general needs of the job and the organizational culture. Sample interview questions are provided to gather more information.

Detail	Interview Guide
<p>Adaptability / Flexibility Score: 93</p>  <p><i>Description:</i> This scale reflects how accepting a person is of frequent or substantial changes in his or her job requirements and how they adjust to those changes. Changing work requirements usually causes stress and puts pressure on an individual to adapt. High scorers usually thrive under changing work conditions, while low scorers may burn out or become paralyzed. In more stable job circumstances, high scorers may become bored, while low scorers would remain satisfied.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Thrives on change. Able to remain focused and positive in times of significant change. Sees self as very flexible and easy-going. However, they may often be perceived as too easy-going under certain circumstances.</p>	<p>Would you rather work in a job where the work is predictable or one where activities are constantly changing? Why?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1 Becomes paralyzed by change. Or disregards the change and continues same path.</div> <div style="text-align: center;">★ 2 Resistant and fearful of change, or appears to live for change.</div> <div style="text-align: center;">★ 3 Comfortable with change, though feels some stress or anxiety. Usually able to stay focused.</div> <div style="text-align: center;">★ 4</div> <div style="text-align: center;">★ 5</div> </div>
<p>Conscientiousness Score: 90</p>  <p><i>Description:</i> This scale reflects the amount of pride a person takes in producing quality work products. Additionally, it demonstrates the degree to which an individual will work hard to achieve goals and solve critical problems in the organization. High scores on this scale indicate a person will be diligent in their work and use all necessary sources to solve problems. Low scores on this scale indicate a person may be unenthusiastic about work and may struggle with complex tasks and challenges.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Takes significant pride in performing quality work. Highly motivated by challenging goals and tasks, financial rewards, and/or recognition, and willing to work very hard to succeed. Very focused on understanding guidelines, following the rules and personal achievement.</p>	<p>Tell me about a time when you went above and beyond the call of duty to achieve a difficult goal or challenge. What motivated you to put forth the extra effort?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1 Poor or weak example. No real extra effort.</div> <div style="text-align: center;">★ 2 Moderate example. Some extra effort evident.</div> <div style="text-align: center;">★ 3 Strong example. Clearly applied extra effort. Well organized in approach.</div> <div style="text-align: center;">★ 4</div> <div style="text-align: center;">★ 5</div> </div>


Detail	Interview Guide
<p>Empathy & Emotional Self-Control Score: 84</p>  <p><i>Description:</i> Demonstrates exceptional strengths in sensing the emotional needs of others, sympathizing with other people's problems, and seeing things from other people's point of view. Likely to be very effective at demonstrating to customers or coworkers that they understand and care about them, resulting in significantly improved customer loyalty, much stronger work relationships, and noticeably reduced levels of conflict in the workplace.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Demonstrates exceptional ability to sense the emotional needs of others, sympathize with other people's problems, and see things from other people's point of view. Likely to be very effective at demonstrating that they understand and care about other people, resulting in significantly improved customer loyalty, much stronger work relationships, and noticeably reduced levels of conflict in the workplace.</p>	<p>Are you good at relating to the feelings of others? Can you give me an example of how this helped you navigate a difficult situation at work or at school?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 Not able to sense how others feel. Unable to provide example. </div> <div style="text-align: center;">  2 Some ability to sense how others feel. Example shows some ability to use senses at work. </div> <div style="text-align: center;">  3 Able to relate to others and sense how they feel. Example shows can easily apply senses at work. </div> <div style="text-align: center;">  4 </div> <div style="text-align: center;">  5 </div> </div>
<p>Reliability Score: 72</p>  <p><i>Description:</i> This scale reflects the degree to which an individual is able to be trusted and maintain consistent quality performance. High scores on this scale indicate a person who can be trusted to do what they say, always follows through, and never breaks their promises. Low scores on this scale indicate a person who would likely brush off timelines and responsibilities, and is known for being inconsistent.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Responses indicate the candidate is trustworthy and likely to show consistent performance. Can be expected to meet commitments and to earn the respect of peers in doing so. Able to form mutually supportive work relationships while reducing potential for workplace conflict.</p>	<p>Describe a time when someone relied on you and you were successful.</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 Candidate has never been in this situation or has never been successful. </div> <div style="text-align: center;">  2 Candidate describes a time someone relied on them for something easy and they followed through on that commitment. </div> <div style="text-align: center;">  3 Candidate describes a time someone relied on them for something substantial and they followed through on that commitment. </div> <div style="text-align: center;">  4 </div> <div style="text-align: center;">  5 </div> </div>

Detail	Interview Guide
<p>Service Orientation Score: 85</p> <p><i>Description:</i> This scale reflects the degree to which an individual recognizes and meets customers' needs. High scores on this scale indicate a person who makes themselves available for others and cares about them. They show a level of understanding, dedication, and the ability to be proactive. Low scores on this scale indicate a person who has difficulty recognizing the needs of others, often preoccupied with their personal needs, and may find some customers to be unreasonable.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Holds a strong desire to understand customer needs and do whatever it takes to resolve customer issues. Likely to deliver exceptional customer service that delights the customer, greatly improves customer satisfaction and customer relationships, and strengthens the reputation of the organization. Demonstrates a strong level of understanding, dedication, and the ability to be proactive.</p>	<p>What appeals to you about being in a customer service role?</p> <p style="text-align: center;"> ★ ★ ★ ★ ★ </p> <p style="text-align: center;"> 1 2 3 4 5 </p> <p>Doesn't find the role appealing.</p> <p>Has quality reasoning for applying but doesn't show they will enjoy working in a customer service role.</p> <p>Ties their passions and skills into why they applied for a customer service role.</p>

Behavioral History Detail


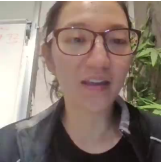
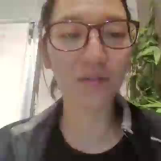
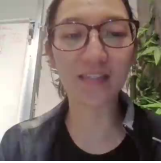
This section evaluates answers the candidate gave concerning his or her work-related history. Studies often show that a candidate's past behavior often indicates his or her future behavior. Potential caution areas (if any) are specified in each detail section.

Detail	Interview Guide
<p>History Survey - Performance Score: 70</p> <p><i>Description:</i> Evaluates elements of the candidate's past work and education history to identify indications of high or low performance potential.</p> <p><i>Interpretation:</i> The candidate's score indicates past behaviors that contribute to above average job performance.</p> <p>Exhibits past behaviors and achievements that are likely to result in above average job performance.</p> <p>The following potential performance risk areas were identified:</p> <ul style="list-style-type: none"> • Below average productivity history • Below average performance reviews <p>Further probing is recommended for each of these items.</p>	<p>How does your work compare with your peers? Do you produce more or less? How do you know?</p> <p style="text-align: center;"> ★ ★ ★ ★ ★ </p> <p style="text-align: center;"> 1 2 3 4 5 </p> <hr style="width: 50%; margin: 10px auto;"/> <p>What kind of feedback have you received about your performance from your managers and your peers?</p> <p style="text-align: center;"> ★ ★ ★ ★ ★ </p> <p style="text-align: center;"> 1 2 3 4 5 </p>

Detail	Interview Guide
<p>History Survey - Tenure Score: 84</p>  <p><i>Description:</i> Evaluates a candidate's past employment history and related factors for indications of potentially low job tenure.</p> <p><i>Interpretation:</i> The candidate's score indicates past behaviors that contribute to high job performance.</p> <p>Exhibits behaviors likely to result in longer than average job tenure.</p> <p>The following potential performance risk areas were identified:</p> <ul style="list-style-type: none"> • Frequent job changes • Potential long commute <p>Further probing is recommended for each of these items.</p>	<p>Review your last few jobs with me, explaining why you left the old job and what attracted you to the new one.</p> <p style="text-align: center;"> ★ ★ ★ ★ ★ 1 2 3 4 5 </p> <hr/> <p>What is the longest distance you have had to commute to work? What did you do during the commute? How long did you keep that job?</p> <p style="text-align: center;"> ★ ★ ★ ★ ★ 1 2 3 4 5 </p>

Audio/Video Responses

During the assessment, the candidate was asked to answer open-ended answer to one or more questions by either audio or video. If the candidate did not have the ability to upload audio or video they were asked to write their responses. The text of their responses as well as any included analysis of their speaking or text is provided below. Additionally, you can click on the links below (or cut and past into a web browser) to view or listen to their response directly.

Question	Response
<p>Introduce yourself. Start with your name and add in whatever you'd like to say.</p>	<p>hi my name is Ana Reyes and I'm currently working as an administrative occur in a company located here in Makati so I've been working in the company for a year-and-a-half doing pretty much filing documents and taking care of documentation for the whole company</p> <div data-bbox="711 541 870 705">  </div> <p data-bbox="912 583 1166 611">View this video recording:</p>
<p>Why are you leaving your current position?</p>	<p>so basically the reason why I want to leave my current position is because I would describe myself as a people person so in my current role I do not get to interact with a lot of people and so I find the job a little bit boring and unfulfilling</p> <div data-bbox="711 852 870 1016">  </div> <p data-bbox="912 894 1166 921">View this video recording:</p>
<p>Why do you think you would succeed in the job you are applying for?</p>	<p>so I think I would succeed in the job that I'm applying for because I have a lot of energy and since I like working with a lot of people I think that our role in sales will also allow me to do what I really enjoy Winchester interact with all different kinds of people and also to learn in the process</p> <div data-bbox="711 1184 870 1348">  </div> <p data-bbox="912 1226 1166 1253">View this video recording:</p>
<p>Why do you want to do the job you are applying for?</p>	<p>so I mentioned earlier I am really interested in a sales job first of all because I like working with people and I think that I am convincing I also like the company that I'm applying for it has a lot of it snowing in the market and it looks like a really young and fun company</p> <div data-bbox="711 1516 870 1677">  </div> <p data-bbox="912 1558 1166 1585">View this video recording:</p>

Question	Response
<p>Describe an achievement you are proud of. What did you have to accomplish and how did you do it?</p>	<p>so I think one of the biggest achievements that I have experience in my work so far is that I was able to help the accounting team a project of bears because I kept track of all the documents and I coordinated with different teams so that's all there are requirements were submitted so because of that are the accounting team was actually able to finish their project ahead of time</p> <div data-bbox="708 365 867 527" data-label="Image"> </div> <p data-bbox="911 405 1166 428">View this video recording:</p>
<p>Where do you see yourself five years from now?</p>	<p>so five years from now I honestly see myself in a managerial position I'm also aspiring to find a job abroad also working in sales</p> <div data-bbox="708 646 867 808" data-label="Image"> </div> <p data-bbox="911 686 1166 709">View this video recording:</p>
<p>Talk about anything you would like to add that might be helpful in our evaluation.</p>	<p>so I would also like to add that I have that when I was in college I was the president of an organization and one of the biggest projects which I handle it had to do with selling in order to raise funds so we were actually able to hit our Target really easily because of my efforts as well as a team separate</p> <div data-bbox="708 980 867 1142" data-label="Image"> </div> <p data-bbox="911 1020 1166 1043">View this video recording:</p>

Voice Analysis Information

Spoken voice samples are processed through an artificial intelligence-based algorithm to determine how the speakers voice and speaking style is perceived by others. The following statistics and ratings were collected as part of this analysis and these were used in calculating the related competency scores.

Voice Analysis Info used in scoring: Audio/Video Interview Questions				
General Speaking Features				
Strength of Opening	63	Weak		Strong
Clarity	74	Muffled		Clear
Pace	Good	Too Slow		Too Fast
Pause to Talk Ratio	Too Little	Too Few/Short		Too Many/Long
Variety Features				
Volume Variety	Very Good	Too Little		Too Much
Pace Variety	Very Good	Too Little		Too Much
Pitch Variety	Too Little	Too Little		Too Much
Positive Vibes				
Assertive	58	Low		High (good)
Authentic	60	Low		High (good)
Captivating	52	Low		High (good)
Clear	61	Low		High (good)
Confident	61	Low		High (good)
Energetic	69	Low		High (good)
Organized	58	Low		High (good)
Personable	53	Low		High (good)
Persuasive	51	Low		High (good)
Negative Vibes				
Arrogant	13	Low (good)		High
Belligerent	15	Low (good)		High
Boring	28	Low (good)		High
Condescending	7	Low (good)		High
Confusing	14	Low (good)		High
Detached	23	Low (good)		High
Ditsy	12	Low (good)		High
Nervous	16	Low (good)		High
Pushy	23	Low (good)		High
Timid	16	Low (good)		High
Unapproachable	14	Low (good)		High

Minimum Qualification Guidelines - from O*Net

The following are suggestions from O*Net, the United States government's occupational information network, regarding prerequisites for this job type.

Item	
Educational Achievement	High School

Item	
Job-Related Training	Less than 6 Months
Job-Related Experience	Less Than 1 Year

Identity Confirmation Photos

The following photos of the candidate and any identification were uploaded during the assessment session.

Photo Analysis Results

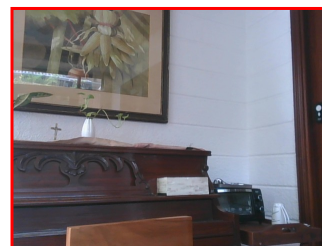
- Risk:	Medium risk of cheating based on image inconsistencies
- Percent match among processed faces	100%
- Total images processed	17
- Total images with valid faces	14 (82%)
- Total pairs of faces compared	13
- Pairs in which faces matched	13 (100%)



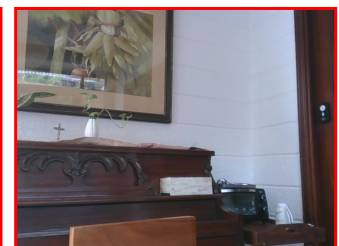
Pre/Post-Test Photo



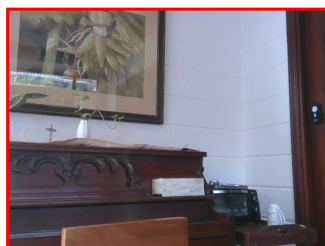
ID Photo



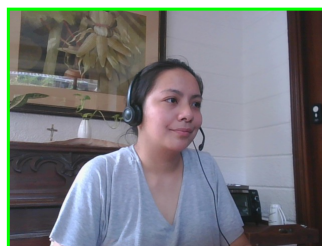
In-Test Error Detected (No Face Detected)



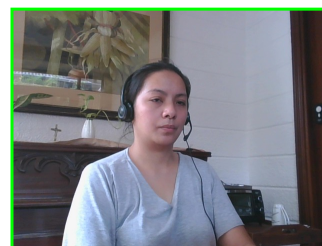
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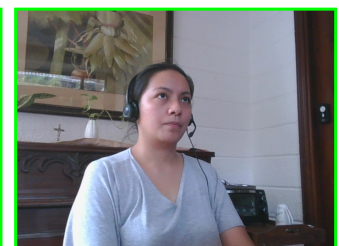
In-Test Error Detected (No Face Detected)



In-Test Photo



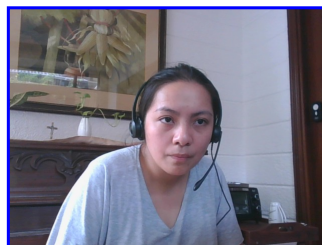
In-Test Photo



In-Test Photo



In-Test Photo



Pre/Post-Test Photo

Report Preparation Notes

- Hiring decisions should never be based on a single source of information. The most effective use of this assessment report is as a part of a multi-faceted program of candidate evaluation that includes resume review, interviews, and reference checks.
- Overall vs Percentiles Scores: The overall score reflects the success in the test, based on the mean (average) and standard deviation of the test scores. The percentile score reflects the percentage of test-takers who scored equal or below this overall score. We recommend you use the Overall Score as your primary evaluation criteria. However, percentile scores can often be useful in comparing specific candidates against one another and with a group, such as for test takers in a certain organization or within a certain account.
- Note that comparison information is calculated based on completed instances of this assessment at that time the assessment is scored. As additional instances are completed, the comparative data may change. You can always update a report to the current values by clicking on "Recalculate Percentiles" within the online results viewing pages at www.hravatar.com.
- Most competency scores are norm-based, which means that they can be interpreted in terms of their distance from the average or mean score. For all scales, a score equal to the mean receives a score of 65 and scores above and below this value are set so that a score change of 15 equals one standard deviation.
- For linear competencies, higher is better across the entire scale. For these scales a score between 65 and 80 (light green) represents 0 to 1 standard deviation above the mean and a score above 80 (dark green) represents more than one standard deviation above the mean. Similarly, a score of 50 - 65 (yellow) represents 0 to 1 standard deviation below the mean, while a score of 35 - 50 (orange) equates to 1 to 2 standard deviations below the mean, and a score below 35 represents more than 2 standard deviations below the mean.
- This assessment makes use of data from the Occupational Information Network (O*NET), which is funded by the U.S. Federal Government - U.S. Department of Labor/Employment and Training Administration (USDOL/ETA) - as a primary source of occupational information. The O*NET database contains information on hundreds of standardized and occupation-specific descriptors that are continually updated by ongoing research. These data are used in preparing descriptive information as well as setting relative weights between competencies used in calculating the overall score. For additional information about O*NET, visit <http://www.onetcenter.org>.
- O*Net Standard Occupational Code (SOC) Used: 43-4171.00
- O*Net Version: 26.3
- Sim ID: 6689-8, Key: 0-0, Rpt: 70, Prd: 2729, Created: 2022-09-26 02:21 UTC
- UA: Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko

Score Calculation Detail

The following table provides a summary of how the overall score was calculated from the individual competency scores. Competency scores are calculated on a 0-100 scale by first calculating a Z statistic based on test-taker responses and then transforming the Z value to a scale with target mean and standard deviation. Certain competencies have a normal score distribution where it is best to be closest to the mean. For these competencies we modify the Z statistic by multiplying its absolute value by minus 1 for the overall score calculation. Next, to calculate the overall score, a weighted average of all modified competency Z statistics is computed and this weighted average is itself transformed to a Z statistic, which is then transformed to a score with the same target mean and standard deviation. Finally outlier scores are adjusted if they are below 0 or above 100.

Competency	Score	How applied to overall	Score Value Used	Weight (%)
Adaptability / Flexibility	93.1741	Z-Statistic	1.8783	4.3045
Conscientiousness	90.7445	Z-Statistic	1.7163	4.4055
Empathy & Emotional Self-Control	84.1725	Z-Statistic	1.2782	4.4181
History Survey - Performance	70.5947	Z-Statistic	0.3730	5.7705
History Survey - Tenure	84.9904	Z-Statistic	1.3327	5.7705
Memory / Attention to Detail / Logic & Reasoning	92.9327	Z-Statistic	1.8622	31.2872
Reliability	72.7503	Z-Statistic	0.5167	4.4055
Service Orientation	85.1038	Z-Statistic	1.3403	3.5723
Audio/Video Interview Questions	77.2493	Z-Statistic	0.8166	36.0659

Weighted Average of Competency Z-Scores:	1.2591
Mean applied to Raw Weighted Avg:	0.0000
Standard Deviation applied to Raw Weighted Avg:	1.0000
Normalized Raw Score:	1.2591
Mean:	65.0000
Standard Deviation Used:	15.0000
Final Overall Score:	83.8871

Notes

(This area is intentionally blank - it's reserved as space for your notes.)