

Candidate: **Betty Penske**
Assessment: Train Station Ambassador (Short plus Video Interview)
Completed: September 24, 2023
Prepared for: Susan Bookman
HR Avatar Data Collection Account

Test Results and Interview Guide

The Train Station Ambassador (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 Train Station Ambassador (Short plus Video Interview) September 24, 2023 Summary: High Performance Potential	80	
		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.)		
Analytical Thinking and Attention to Detail	97	
Skills/Knowledge (relates to immediate readiness)		
Audio/Video Interview Questions	77	
Personality Characteristics (relates to fit with the job/team environment)		
Adaptability	77	
Customer Service Mindset	75	
Drive	91	
Integrity	10	
Teamwork	94	
Behavioral History (relates to performance and turnover)		
History Survey - Performance	76	
History Survey - Tenure	75	
Emotional Intelligence (relates to situational judgment, performance and teamwork)		
Empathy and Emotional Self-Control	93	

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	80th												
United States	66th												
HR Avatar Data	74th												

Detail

Candidate: **Betty Penske**, bettypenske@yourcompany.org
 Assessment: Train Station Ambassador (Short plus Video Interview)
 Authorized: September 24, 2023, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz
 Started: September 24, 2023 at 11:45:47 AM EST
 Completed: September 24, 2023 at 11:45:47 AM EST
 Overall Score: 80

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.

Detail	Interview Guide
<p>Analytical Thinking and Attention to Detail Score: 97</p>  <p><i>Description:</i> This scale indicates both the capacity to think in a thoughtful, discerning way, to solve problems, utilize resources, analyze data, and apply attention to detail. Individuals who demonstrate high amounts of analytical thinking are able to recognize patterns rapidly, navigate through problems, and resolve difficult problems systematically. Individuals who demonstrate high attention to detail produce work products that are 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>Able to think in a thoughtful, discerning way. Can often solve difficult problems, plan many-featured tasks and projects, organize multiple resources, and analyze complex data. Able to quickly recall and use information when needed or appropriate. Additionally, able to achieve a high degree of thoroughness and accuracy in a work task. Concerned for all areas involved. Work products require little or no review or checking to maintain consistency.</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> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  1 Poor example. Does not show attention to detail or analytical ability. </div> <div style="text-align: center;">  2 Moderately relevant or impactful example. </div> <div style="text-align: center;">  3 Strongly relevant and clear example. </div> <div style="text-align: center;">  4 Strongly relevant and clear example. </div> <div style="text-align: center;">  5 Strongly relevant and clear example. </div> </div>

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.









Continued on next page.

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> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1 Poorly structured answer. Not convincing.</div> <div style="text-align: center;">★ 2 Moderately persuasive. Acceptable logic and structure.</div> <div style="text-align: center;">★ 3</div> <div style="text-align: center;">★ 4</div> <div style="text-align: center;">★ 5 Convincing answer. Solid logic and structure.</div> </div>

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 Score: 77</p>  <p><i>Description:</i> This scale reflects how accepting a person is of frequent or substantial changes in his or her job requirements. Changing work requirements usually cause stress and put 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>Prefers a dynamic work environment. Able to remain focused and positive in times of significant workplace change. Fairly easy-going and relaxed. However, may appear uninterested under certain circumstances.</p>	<p>Describe a time where you had to adapt to some significant changes at work. How did you feel? How did you handle the change?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1 Feelings: Strong Dislike or Very Resistant. Weren't able to handle the change or needed significant help.</div> <div style="text-align: center;">★ 2 Feelings: Unfazed or Slightly Resistant. Handled the situation & change only impacted their work in a minor way.</div> <div style="text-align: center;">★ 3</div> <div style="text-align: center;">★ 4</div> <div style="text-align: center;">★ 5 Feelings: Excited or Comfortable. Handled the situation well and in a way that didn't interfere with their work.</div> </div>

Detail	Interview Guide
<p>Customer Service Mindset Score: 75</p>  <p><i>Description:</i> Individuals who score highly on this scale understand their job is not just to solve customer problems, but to create a delightful experience that fosters loyalty and long-term rapport. They see every call as an opportunity to create a positive experience and to earn each customer's loyalty.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Holds an above average desire to understand customer needs and do what it takes to resolve customer issues. Likely to deliver very good customer service that improves customer satisfaction and customer relationships and positively impacts the reputation of the organization.</p>	<p>What does customer service mean to you?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  1 Their meaning is unrelated to the role or doesn't show meaning at all. </div> <div style="text-align: center;">  2 Their meaning is something related to the role but not meaningful, more of a standard answer. </div> <div style="text-align: center;">  3 Their meaning is something related to the role and is meaningful. </div> </div>
<p>Drive Score: 91</p>  <p><i>Description:</i> This scale reflects 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>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>Describe a time when you had some extra time available at work. How did you use this extra time?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  1 Did not use their time in a beneficial way, or in a way that added value to the organization. </div> <div style="text-align: center;">  2 Used their time in a work related way, but those efforts didn't demonstrate hard work or added value (easy). </div> <div style="text-align: center;">  3 Used time in a beneficial way and added value to the organization. Showed ability to work hard and willingness to put in extra effort. </div> </div>

Detail	Interview Guide
<p>Integrity Score: 10</p> <p><i>Description:</i> This scale reflects the degree to which an individual acts positively towards the organization, avoids unnecessary risk, and, simply put, does the right thing. High scores on this scale indicate a person will act in the organization's best interest, follow the rules, and work hard under limited supervision. Low scores on this scale indicate a person may engage in risk-taking behaviors, work to undermine the organization, and only do the bare minimum.</p> <p><i>Interpretation:</i> The candidate's score in this area indicates risk of a negative impact on performance for some jobs. Additional probing is strongly recommended.</p> <p>Distrusts the organization and management. Frequently assumes new ideas or changes will have a negative individual impact. Can be defensive regarding his or her own work, or show hostility towards management or company policies. May take unnecessary risks on the job.</p>	<p>Do you think it's ever okay to withhold information from your supervisor? How would you judge whether doing so is okay or not?</p> <p style="text-align: center;">★ ★ ★ ★ ★ 1 2 3 4 5</p> <p>Answer shows that they are not concerned about ethics or organizational values/rules.</p> <p>Explains only situational circumstances. Judgement does not stem from an ethical standpoint.</p> <p>Explains only situational circumstances, or no circumstances. Judgement stems from ethical standards.</p>
<p>Teamwork Score: 94</p> <p><i>Description:</i> This scale reflects the degree to which an individual works well with teams and maintains positive interpersonal relationships. High scores on this scale indicate a person will thrive in collaborative team settings and maintain high-quality relationships with coworkers. Low scores on this scale indicate a person will prefer working on individual projects and may struggle to maintain close working relationships with colleagues.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Actively cultivates and maintains relationships. Able to quickly establish rapport with new acquaintances and accurately sense others' feelings. Maintains positive relationships with colleagues and uses them to achieve work outcomes and meet goals.</p>	<p>Describe a time when you worked in a team. What was your role? How did you delegate tasks with the other team members?</p> <p style="text-align: center;">★ ★ ★ ★ ★ 1 2 3 4 5</p> <p>They describe their role in a way that does not show significance. Delegation tactics were not efficient or helpful.</p> <p>They describe their role in a way that doesn't show significance. Delegation tactics were efficient and helpful.</p> <p>They describe their role in a way that shows significance. Delegation tactics were efficient and helpful.</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.







Continued on next page.

Detail	Interview Guide
<p>History Survey - Performance Score: 76</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;"> ★ ★ ★ ★ ★ 1 2 3 4 5 </p> <hr/> <p>What kind of feedback have you received about your performance from your managers and your peers?</p> <p style="text-align: center;"> ★ ★ ★ ★ ★ 1 2 3 4 5 </p>
<p>History Survey - Tenure Score: 75</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 above average job performance.</p> <p>Exhibits behaviors likely to result in slightly 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>

Emotional Intelligence Detail

This section contains a list of emotional intelligence characteristics that indicate how tuned in a candidate is to his or her own emotions, and those of others, as well as the candidate's ability to control his or her behavior in light of the emotions he or she is experiencing. These traits can often impact performance in groups or teams. Sample interview questions are provided to gather more information.

Continued on next page.

Detail	Interview Guide
<p>Empathy and Emotional Self-Control Score: 93</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 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>How well can you sense how others around you are feeling? How do you use this information when interacting with them?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  1 Demonstrates that they are unable to sense how others around them are feeling. </div> <div style="text-align: center;">  2 Provides examples on how they are able to sense other's feelings. They don't use this to show understanding and care. </div> <div style="text-align: center;">  3 Provides examples on how they are able to sense others' feelings. They use this to show they understand and care about them. </div> <div style="text-align: center;">  4 Provides examples on how they are able to sense others' feelings. They use this to show they understand and care about them. </div> <div style="text-align: center;">  5 Provides examples on how they are able to sense others' feelings. They use this to show they understand and care about them. </div> </div>

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
Introduce yourself. Start with your name and add in whatever you'd like to say.	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
Why are you leaving your current position?	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
Why do you think you would succeed in the job you are applying for?	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
Why do you want to do the job you are applying for?	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
Describe an achievement you are proud of. What did you have to accomplish and how did you do it?	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
Where do you see yourself five years from now?	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
Talk about anything you would like to add that might be helpful in our evaluation.	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

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

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



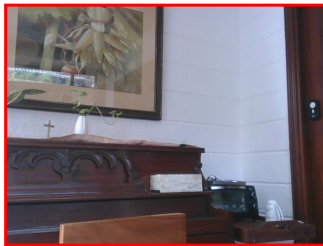
ID Photo



In-Test Error Detected (No Face Detected)



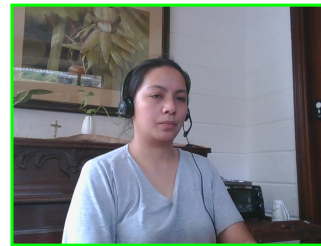
In-Test Error Detected (No Face Detected)



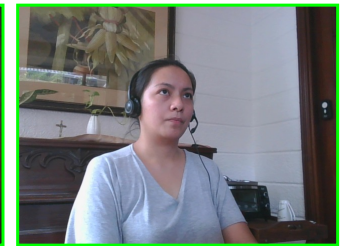
In-Test Error Detected (No Face Detected)



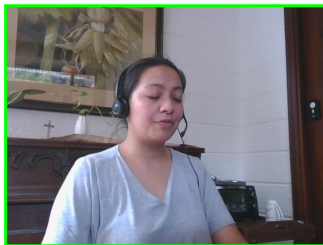
In-Test Photo



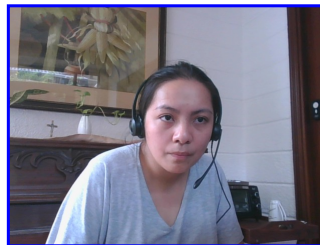
In-Test Photo



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: 53-6061.00
- O*Net Version: 26.3
- Sim ID: 14992-1, Key: 0-0, Rpt: 70, Prd: 2734, Created: 2023-09-24 16:45 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	77.4958	Z-Statistic	0.8331	5.5475
Analytical Thinking and Attention to Detail	97.2838	Z-Statistic	2.1523	21.4059
Customer Service Mindset	75.8342	Z-Statistic	0.7223	5.3934
Drive	91.0232	Z-Statistic	1.7349	5.5937
Empathy and Emotional Self-Control	93.4918	Z-Statistic	1.8995	7.0445
Integrity	10.0000	Z-Statistic	-3.6667	5.5937
Audio/Video Interview Questions	77.2493	Z-Statistic	0.8166	44.0278
Teamwork	94.4780	Z-Statistic	1.9652	5.3934
Weighted Average of Competency Z-Scores:				1.0372
Mean applied to Raw Weighted Avg:				0.0000
Standard Deviation applied to Raw Weighted Avg:				1.0000
Normalized Raw Score:				1.0372
Mean:				65.0000
Standard Deviation Used:				15.0000
Final Overall Score:				80.5574

Notes

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