HR AVATAR™
EMPLOYMENT TESTS

Candidate:	**Betty Penske**
Assessment:	Laundry and Dry-Cleaning Worker
Completed:	April 20, 2024
Prepared for:	Susan Bookman
	HR Avatar Data Collection Account

Test Results and Interview Guide

The Laundry and Dry-Cleaning Worker 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.

Proprietary and Confidential

Overall

Candidate	Score	Interpretation
Betty Penske bettypenske@yourcompany.org Laundry and Dry-Cleaning Worker April 20, 2024	75	

Summary: Moderate to High Performance Potential

Key

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

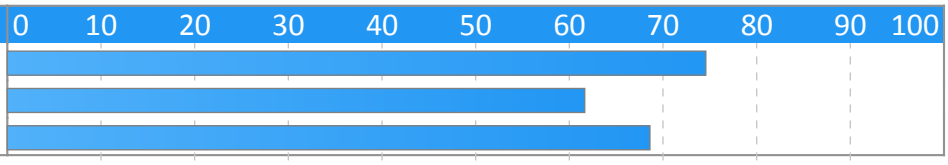
Competency Summary

Competency	Score	Interpretation
Cognitive Abilities (relates to job performance, problem-solving, ability to learn, etc.)		
Memory / Attention to Detail / Logic & Reasoning	72	
Personality Characteristics (relates to fit with the job/team environment)		
Adaptability / Flexibility	98	
Conscientiousness	80	
Empathy & Emotional Self-Control	80	
Reliability	70	
Service Orientation	87	
Behavioral History (relates to performance and turnover)		
History Survey - Performance	69	
History Survey - Tenure	67	

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
Global	75th
United States	62nd
HR Avatar Data	69th



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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:	Laundry and Dry-Cleaning Worker
Authorized:	April 20, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz
Started:	April 20, 2024, 4:05:59AM EST
Completed:	April 20, 2024, 4:05:59AM EST
Overall Score:	75

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.

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Detail	Interview Guide
Memory / Attention to Detail / Logic & Reasoning Score: 72 *Description:* 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. *Interpretation:* Strong scores in this area correlate with above average performance for many jobs. Above-average scores in memory, attention to detail and logic indicate the candidate has the ability to learn quickly, recall information promptly, solve problems, and adapt to changing conditions. This usually means the candidate is likely to respond appropriately to challenging situations with little or no supervision.	Can you give me an example of where your attention to detail or your thoughtful analysis of a situation helped make a project successful? ☆ 1 — Poor example. Does not show attention to detail or analytical ability. ☆ 2 ☆ 3 — Moderately relevant or impactful example. ☆ 4 ☆ 5 — Strongly relevant and clear example. How do you handle a situation when you've messed up due to overlooking an important detail? ☆ 1 — Is unable to handle the situation. ☆ 2 ☆ 3 — Demonstrates the ability to admit to their error and quickly fix the error but didn't put preventative systems in place. ☆ 4 ☆ 5 — Demonstrates the ability to admit to their error, put preventative systems in place, and quickly fix the error.

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.

Continued on next page.

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Detail	Interview Guide
Adaptability / Flexibility Score: 98 *Description:* 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. *Interpretation:* The candidate's score in this area should contribute to enhanced overall job performance. 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.	Would you rather work in a job where the work is predictable or one where activities are constantly changing? Why? 1 Becomes paralyzed by change. Or disregards the change and continues same path. 2 3 Resistant and fearful of change, or appears to live for change. 4 5 Comfortable with change, though feels some stress or anxiety. Usually able to stay focused. How do you feel when things change at work? How do you cope? 1 Candidate gets frustrated and doesn't have an effective way to cope. 2 3 Candidate recognizes that they struggle and has one quality way to cope. 4 5 Candidate thrives when things change and has multiple ways to cope.
Conscientiousness Score: 80 *Description:* 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. *Interpretation:* The candidate's score in this area should contribute to enhanced overall job performance. 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.	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? 1 Poor or weak example. No real extra effort. 2 3 Moderate example. Some extra effort evident. 4 5 Strong example. Clearly applied extra effort. Well organized in approach. How do you react when you are faced with obstacles while trying to achieve a goal? How do you overcome them? 1 Reaction: Overwhelmed Struggles to come up with a clear way to overcome the obstacle and doesn't demonstrate hard work. 2 3 Reaction: ready but not excited Candidate shows they are able to overcome the obstacle but only by doing the bare minimum. 4 5 Reaction: excited and ready Candidate shows they are able to overcome the obstacle by putting in extra effort and being diligent.

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Detail	Interview Guide
Empathy & Emotional Self-Control Score: 80 *Description:* 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. *Interpretation:* The candidate's score in this area should contribute to enhanced overall job performance. 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.	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? 1 — Not able to sense how others feel. Unable to provide example. 2 3 — Some ability to sense how others feel. Example shows some ability to use senses at work. 4 5 — Able to relate to others and sense how they feel. Example shows can easily apply senses at work. Tell me about a time you got upset at work. How did you handle/deal with your emotions? 1 — They had an inappropriate response or placed blame. 2 3 — They (1) had an appropriate response (2) took responsibility but (3) were unable to make the bad situation better. 4 5 — They (1) had an appropriate response (2) took responsibility and (3) worked to make the bad situation better.

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Detail	Interview Guide
Reliability Score: 70 *Description:* 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. *Interpretation:* The candidate's score in this area should contribute to enhanced overall job performance. 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.	Describe a time when someone relied on you and you were successful. 1 — Candidate has never been in this situation or has never been successful. 2 3 — Candidate describes a time someone relied on them for something easy and they followed through on that commitment. 4 5 — Candidate describes a time someone relied on them for something substantial and they followed through on that commitment. Describe a time when you were unable to follow through on a promise. How did you handle that situation? Why didn't you follow through? 1 — Candidate was unable to follow through due to circumstances under their control. They did nothing to correct the situation. 2 3 — Candidate was unable to follow through due to circumstances under their control. They apologized and regained the trust back. 4 5 — Candidate was unable to follow through due to circumstances out of their control. They apologized and regained the trust back.
Service Orientation Score: 87 *Description:* This scale reflects the degree to which an individual recognizes and meets customers' needs. High scores on this scale indicate a person who makes themself 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. *Interpretation:* The candidate's score in this area should contribute to enhanced overall job performance. 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.	What appeals to you about being in a customer service role? 1 — Doesn't find the role appealing. 2 3 — Has quality reasoning for applying but doesn't show they will enjoy working in a customer service role. 4 5 — Ties their passions and skills into why they applied for a customer service role. What is your experience with multitasking? How were you able to handle doing multiple things at once? 1 — Has no or minimal multitasking experience. Is unable to handle doing multiple things at once. 2 3 — Has experience multitasking. Uses one quality skill to handle doing multiple things at once. 4 5 — Has a lot of experience multitasking. Uses multiple quality skills to handle doing multiple things at once.

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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
History Survey - Performance Score: 69 *Description:* Evaluates elements of the candidate's past work and education history to identify indications of high or low performance potential. *Interpretation:* The candidate's score indicates past behaviors that contribute to above average job performance. Exhibits past behaviors and achievements that are likely to result in above average job performance. The following potential performance risk areas were identified: • Below average productivity history • Below average performance reviews Further probing is recommended for each of these items.	How does your work compare with your peers? Do you produce more or less? How do you know? ☆ 1 ☆ 2 ☆ 3 ☆ 4 ☆ 5 _____ What kind of feedback have you received about your performance from your managers and your peers? ☆ 1 ☆ 2 ☆ 3 ☆ 4 ☆ 5
History Survey - Tenure Score: 67 *Description:* Evaluates a candidate's past employment history and related factors for indications of potentially low job tenure. *Interpretation:* The candidate's score indicates past behaviors that contribute to above average job performance. Exhibits behaviors likely to result in slightly longer than average job tenure. The following potential performance risk areas were identified: • Frequent job changes • Potential long commute Further probing is recommended for each of these items.	Review your last few jobs with me, explaining why you left the old job and what attracted you to the new one. ☆ 1 ☆ 2 ☆ 3 ☆ 4 ☆ 5 _____ 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? ☆ 1 ☆ 2 ☆ 3 ☆ 4 ☆ 5

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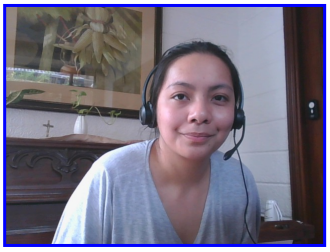
Identity Confirmation Photos

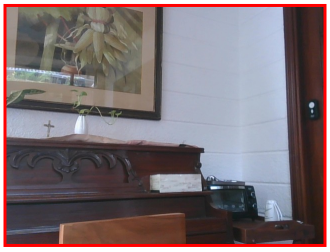
The following photos of the candidate and any identification were uploaded during the assessment session.

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



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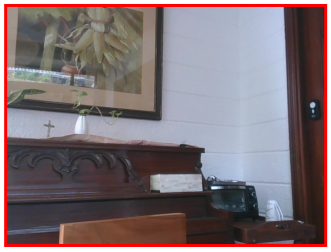

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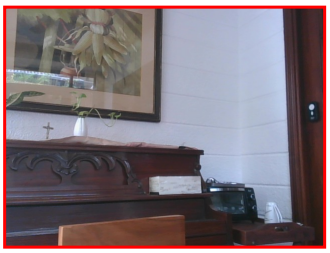

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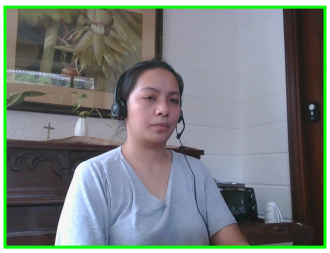

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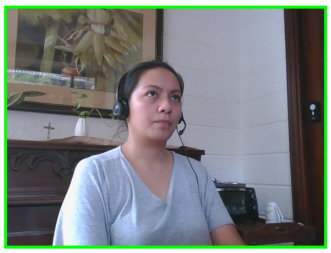

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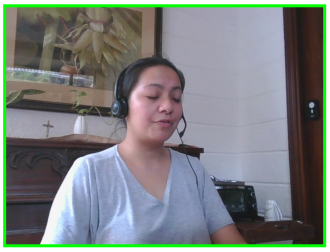

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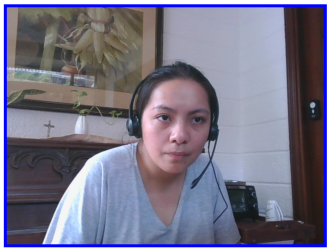

Pre/Post-Test Photo

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	
Job-Related Training	Less than 6 Months

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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: 51-6011.00
- O*Net Version: 26.3
- Sim ID: 8025-7, Key: 0-0, Rpt: 13, Prd: 3077, Created: 2024-04-20 09:06 UTC
- UA: Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko

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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	98.4714	Z-Statistic	2.2314	6.4032
Conscientiousness	80.3867	Z-Statistic	1.0258	6.5159
Empathy & Emotional Self-Control	80.3577	Z-Statistic	1.0238	6.4257
History Survey - Performance	69.9042	Z-Statistic	0.3269	10.3070
History Survey - Tenure	67.1850	Z-Statistic	0.1457	10.3070
Memory / Attention to Detail / Logic & Reasoning	72.9735	Z-Statistic	0.5316	47.3476
Reliability	70.5323	Z-Statistic	0.3688	6.6287
Service Orientation	87.5624	Z-Statistic	1.5042	6.0650
Weighted Average of Competency Z-Scores:				0.6916
Mean applied to Raw Weighted Avg:				0.0000
Standard Deviation applied to Raw Weighted Avg:				1.0000
Normalized Raw Score:				0.6916
Mean:				65.0000
Standard Deviation Used:				15.0000
Final Overall Score:				75.3737

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Notes

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