

# Test Results and Interview Guide

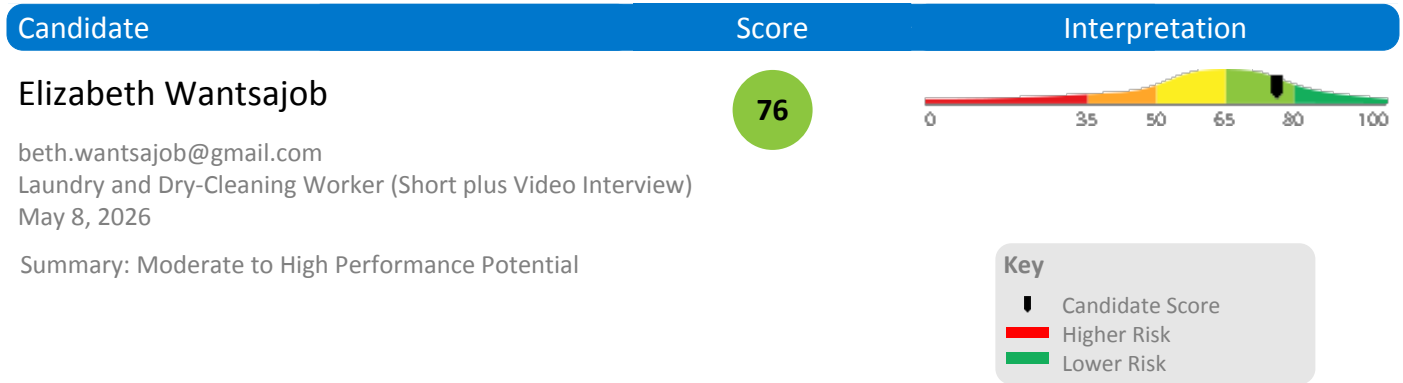
Candidate: **Elizabeth Wantsajob**  
Assessment: Laundry and Dry-Cleaning Worker (Short plus Video Interview)  
Completed: May 8, 2026  
Prepared for: Sara Maple  
Example Company

## What's Included

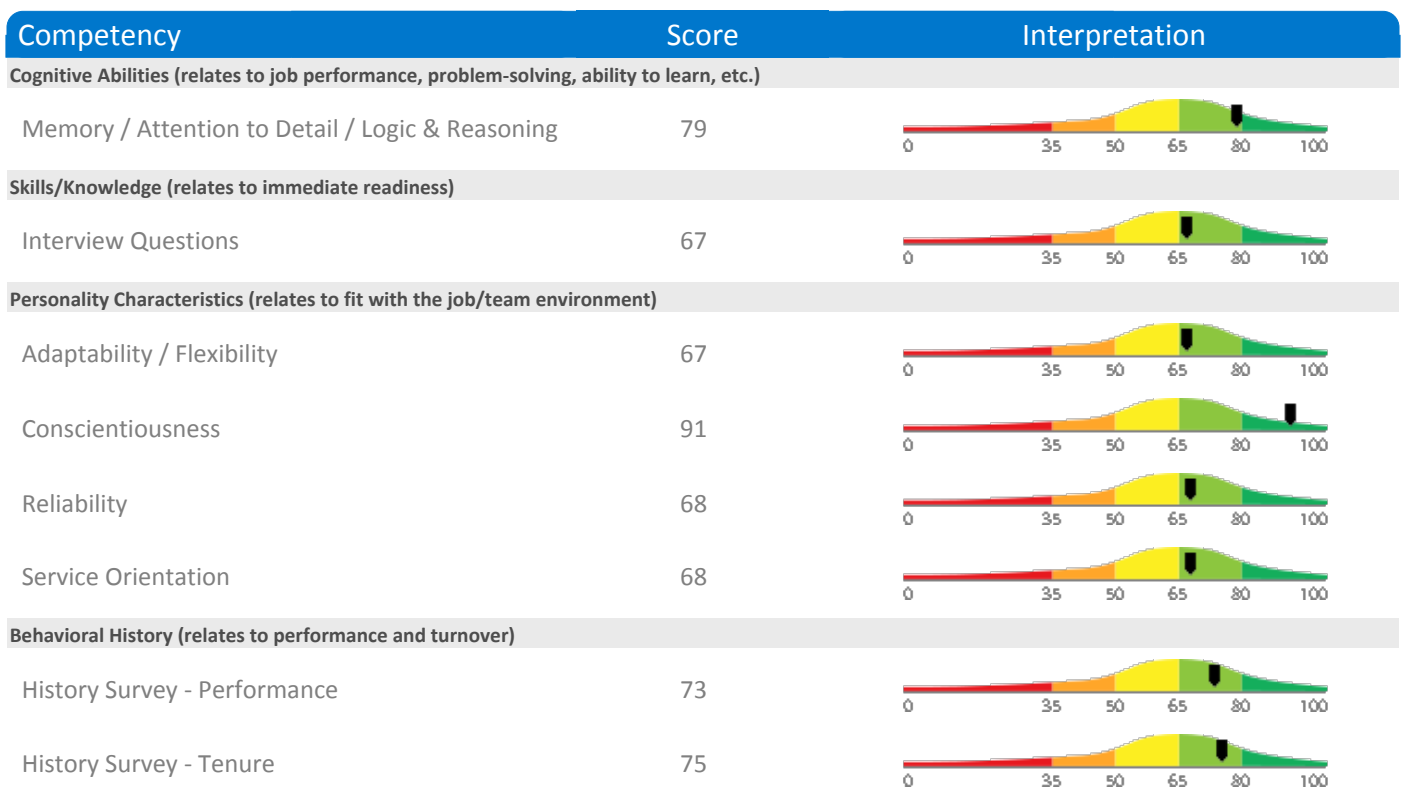
- Overall Score
- Competency Summary Table
- Comparison Matrix
- Detailed Competency Results with Interview Guide
- Recorded Audio/Video Results

**Important Note:** The Laundry and Dry-Cleaning Worker (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

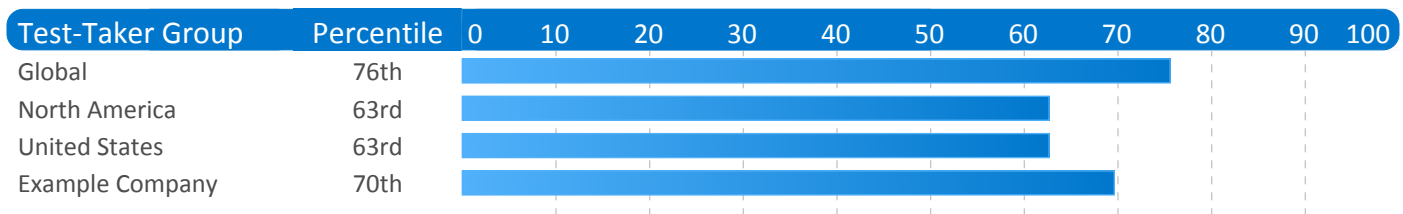


## Competency Summary



## 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.



## Artificial Intelligence (AI) Generated Scores

This table includes one or more scores derived from a large language model AI query. AI-derived scores are non-deterministic. That is, they are not precisely repeatable. Therefore, these scores should always be treated as supplementary information and should never be used exclusively or compared to hard cutoff values.

Estimated Value	Score	Confidence	Interpretation
Job Match: Laundry and Dry-Cleaning Worker (Short plus Video Interview)	82	0.8	<p>Summary Points (AI):</p> <ul style="list-style-type: none"> <li>• (Generic Text for Sample Report) Exceptional Writing competency is a critical asset for the email communication component of this customer service role.</li> <li>• Customer Service Fundamentals and Customer Service Mindset scores are among her highest, directly aligning with the core knowledge requirements of the job.</li> <li>• High Empathy and Emotional Self-Control and Integrity scores are well-suited for handling complaints, resolving disputes, and maintaining professionalism.</li> <li>• Strong Adaptability score supports the varied nature of customer service work and the required on-the-job learning period.</li> <li>• Resilience and Drive scores indicate a motivated candidate capable of sustaining performance in a demanding customer-facing environment.</li> <li>• Multitasking competency is adequate for managing multiple concurrent customer interactions, though there is room for improvement.</li> <li>• Teamwork score is moderate, which is sufficient but worth monitoring given the need to refer unresolved issues to other departments.</li> <li>• Analytical Thinking and Attention to Detail is the lowest-rated competency, posing a moderate risk for tasks requiring accurate record-keeping, data entry, and verification of resolutions.</li> <li>• History Survey - Performance score is relatively lower, introducing some uncertainty about consistency of past job performance.</li> <li>• Overall competency profile strongly favors customer-facing, communication-heavy responsibilities while showing some gaps in detail-oriented and analytical tasks.</li> </ul> <p>Narrative (AI): Elizabeth Wantsajob demonstrates strong alignment with the Laundry and Dry-Cleaning Worker (Short plus Video Interview) role across several key dimensions. Her standout strengths include an exceptional Writing competency, which is critical for the email communication component of this role, as well as high scores in Customer Service Fundamentals and Customer Service Mindset, directly mapping to the core knowledge and service orientation required by the job description. Her strong Empathy and Emotional Self-Control and Integrity scores are well-suited for handling customer complaints, resolving disputes, and maintaining professionalism in challenging interactions. Adaptability is also a notable strength, which supports the varied nature of customer service work and the on-the-job learning curve expected in this role. Her Resilience and Drive scores indicate a candidate who is motivated and capable of persisting through the demands of a customer-facing position. Multitasking and Teamwork scores are solid, supporting the need to manage multiple customer interactions and collaborate with internal departments. On the weaker side, her Analytical Thinking and Attention to Detail score is the lowest among her competencies, which is a moderate concern given the job's emphasis on accurately keeping records of customer interactions, verifying information, and ensuring appropriate resolutions are applied. Her History Survey - Performance score is also relatively lower, which introduces some</p>

Estimated Value	Score	Confidence	Interpretation
			<p>uncertainty around her past job performance consistency. Overall, Elizabeth is a strong candidate for this role, with competency gaps that are limited and potentially addressable through the training period outlined in the job description.</p> <p>Computed on: April 1, 2026, 8:58:32PM EDT</p>

## Detail

Candidate: Elizabeth Wantsajob, beth.wantsajob@gmail.com  
 Assessment: Laundry and Dry-Cleaning Worker (Short plus Video Interview)  
 Authorized: May 8, 2026, by Sara Maple, Example Company, qamailsaram.mike@hravatar.com  
 Started: May 8, 2026, 8:19:26AM EDT  
 Completed: May 8, 2026, 8:19:26AM EDT  
 Overall Score: 76

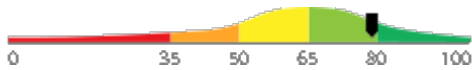
## Cognitive Abilities Detail

This section contains a list of job-related cognitive abilities that have been evaluated in a job-like context using 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

### Memory / Attention to Detail / Logic & Reasoning

Score: 79



**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 Moderately relevant or impactful example.  
 3  
 4 Strongly relevant and clear example.  
 5

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 Demonstrates the ability to admit to their error and quickly fix the error but didn't put preventative systems in place.  
 3  
 4 Demonstrates the ability to admit to their error, put preventative systems in place, and quickly fix the error.  
 5

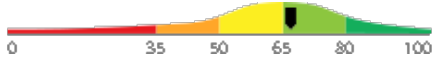
## Knowledge and Skills Detail

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 Questions

Score: 67



#### Description:

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.

#### Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Text and voice analysis indicates above average quality to open-ended responses.

Overall AI Score:	68.0
Approximate Word Count:	147
AI Confidence Level:	83
Argument Strength (AI):	63.0
Clarity and Coherence (AI):	73.0

Please see below to view the converted text from the voice sample that was collected.

## Personality Characteristics Detail

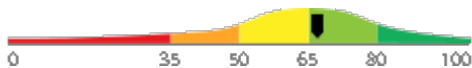
This section contains a list of personality characteristics that are frequently associated with job performance. Remember, these are not skills and do not indicate the ability to do a job. Rather, they can be used to evaluate the candidate's fit with the general needs of the job and the organizational culture. Sample interview questions are provided to gather more information.

### Detail

### Interview Guide

#### Adaptability / Flexibility

Score: 67



#### 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.

Prefers a dynamic environment. Able to remain focused and positive in times of significant change. Fairly easy-going and relaxed. However, may be perceived as too easy-going under certain circumstances.

Describe a time where you had to adapt to some significant changes at work. How did you feel? How did you handle the change?



1

Feelings: Strong Dislike or Very Resistant  
Weren't able to handle the change or needed significant help.



2

Feelings: Unfazed or Slightly Resistant  
Handled the situation & change only impacted their work in a minor way.



3



4

Feelings: Excited or Comfortable  
Handled the situation well and in a way that didn't interfere with their work.



5

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

Candidate recognizes that they struggle and has one quality way to cope.



3



4

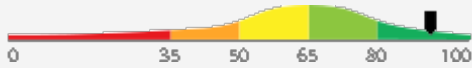
Candidate thrives when things change and has multiple ways to cope.



5

**Detail**
**Interview Guide**
**Conscientiousness**

Score: 91


**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.

Describe a time when you had some extra time available at work. How did you use this extra time?



1

Did not use their time in a beneficial way, or in a way that added value to the organization.



2

Used their time in a work related way, but those efforts didn't demonstrate hard work or added value (easy).



3



4

Used time in a beneficial way and added value to the organization. Showed ability to work hard and willingness to put in extra effort.



5

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

Reaction: ready but not excited  
Candidate shows they are able to overcome the obstacle but only by doing the bare minimum.



3



4

Reaction: excited and ready  
Candidate shows they are able to overcome the obstacle by putting in extra effort and being diligent.



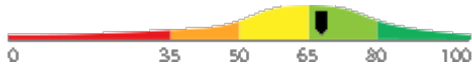
5

Detail

Interview Guide

**Reliability**

Score: 68



*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.

How would you describe a reliable employee?



Candidate's description does not match what the organization envisions.



Candidate's description is vague and standard, but matches what the organization envisions.



Candidate's description is detailed and matches what the organization envisions.



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?



Candidate was unable to follow through due to circumstances under their control. They did nothing to correct the situation.



Candidate was unable to follow through due to circumstances under their control. They apologized and regained the trust back.

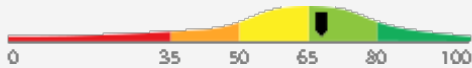


Candidate was unable to follow through due to circumstances out of their control. They apologized and regained the trust back.



**Service Orientation**

Score: 68



*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 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.

*Interpretation:*

The candidate's score in this area should contribute to enhanced overall job performance.

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. Demonstrates an above average level of understanding, dedication, and the ability to be proactive.

What does customer service mean to you?



Their meaning is unrelated to the role or doesn't show meaning at all.



Their meaning is something related to the role but not meaningful, more of a standard answer.



Their meaning is something related to the role and is meaningful.



What is your experience with multitasking? How were you able to handle doing multiple things at once?



Has no or minimal multitasking experience. Is unable to handle doing multiple things at once.



Has experience multitasking. Uses one quality skill to handle doing multiple things at once.



Has a lot of experience multitasking. Uses multiple quality skills to handle doing multiple things at once.



## Behavioral History Detail

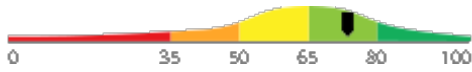
This section evaluates answers the candidate gave concerning his or her work-related history. Studies often show that a candidate's past behavior often indicates his or her future behavior. Potential caution areas (if any) are specified in each detail section.

### Detail

### Interview Guide

#### History Survey - Performance

Score: 73



##### 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, work habits and achievements that are likely to result in above average job performance.

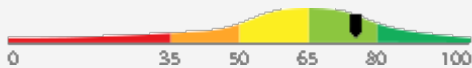
The following potential performance risk areas were identified:

- Below average productivity history
- Below average performance reviews

Further probing is recommended for each of these items.

#### History Survey - Tenure

Score: 75



##### 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.

How does your work compare with your peers? Do you produce more or less? How do you know?



What kind of feedback have you received about your performance from your managers and your peers?



Review your last few jobs with me, explaining why you left the old job and what attracted you to the new one.



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?



## 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

Explain why it is so important to provide good customer service in business.

## Response

The most important reason to provide good customer service is to ensure that your customers have a great experience and they want to come back the next time they need to purchase your product. Repeat business is absolutely crucial to starting in small businesses as well as large businesses. The cost of acquiring a new customer is very high, and if you give your new customers a bad experience, they won't come back. That really is no way to run a business. So it's very important that you invest in good customer service right from the beginning. People, uh, and customers are not that forgiving. If they have a bad experience, they're not going to say, well, they're just getting started. I can forgive them this time. You need to be good right from the outset and show them that you care. The most important reason, I say again, is so you get repeat business.

**Comments (AI):** The essay presents a clear and logical argument for the importance of good customer service in business, with a focus on repeat business. The author effectively explains the high cost of acquiring new customers and the importance of providing a positive experience to encourage repeat business. The essay could be improved by providing more specific examples or data to support the argument. Clarity and Coherence: 80.0, Argument Strength: 70.0



[View this video recording:](#)

Describe your dream vacation and explain why it would special for you.

My favorite vacation would probably be a trip to the mountains in the winter time to go skiing for at least 3 or 4 days in a row at a great mountain with good snow. There's just nothing like the feeling you get when you're skiing through 10 to 20 inches of deep powder. It's fun. Uh, everyone around you is happy. The mood on the entire mountain is positive, and you can't help but feel good. Plus you get a really good workout and so at the end of the day, you feel good about yourself. I've done that many times, and I'd have to say I would keep going back every chance I can get. I love to go skiing because it makes you feel so good when it's a beautiful day and the conditions are right.

**Comments (AI):** The essay provides a clear description of the dream vacation and explains why it would be special. However, the argument strength could be improved by providing more details and specific examples to make the essay more persuasive. Additionally, the essay could benefit from some minor revisions to improve clarity and coherence.



[View this video recording:](#)

## 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: Interview Questions

#### General Speaking Features

Strength of Opening	42	Weak		Strong
Clarity	90	Muffled		Clear
Pace	Too Much	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	Too Much	Too Little		Too Much
Pitch Variety	Very Good	Too Little		Too Much

#### Positive Vibes

Assertive	45	Low		High (good)
Authentic	53	Low		High (good)
Captivating	41	Low		High (good)
Clear	57	Low		High (good)
Confident	54	Low		High (good)
Energetic	47	Low		High (good)
Organized	55	Low		High (good)
Personable	47	Low		High (good)
Persuasive	46	Low		High (good)

#### Negative Vibes

Arrogant	16	Low (good)		High
Belligerent	14	Low (good)		High
Boring	45	Low (good)		High
Condescending	15	Low (good)		High
Confusing	26	Low (good)		High
Detached	35	Low (good)		High
Ditsy	13	Low (good)		High
Nervous	24	Low (good)		High
Pushy	16	Low (good)		High
Timid	23	Low (good)		High
Unapproachable	26	Low (good)		High

## Identity Confirmation Photos

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

### Photo Analysis Results

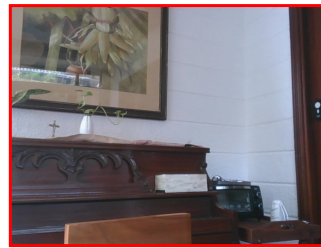
- Risk:	Medium risk of cheating based on image inconsistencies
- Percent match among processed faces	100%
- Total images processed	17
- Total images with valid faces	14 (82%)
- Total pairs of faces compared	13
- Pairs in which faces matched	13 (100%)



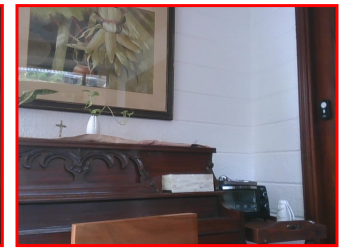
Pre/Post-Test Photo



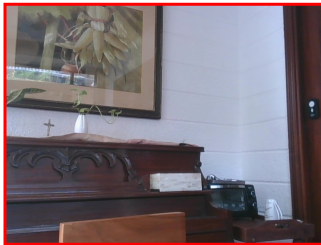
ID Photo



In-Test Error Detected (No Face Detected)



In-Test Error Detected (No Face Detected)



In-Test Error Detected (No Face Detected)



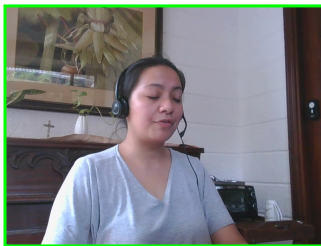
In-Test Photo



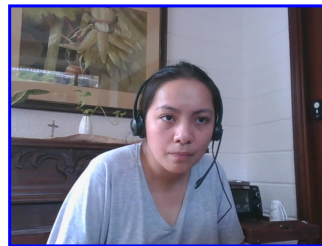
In-Test Photo



In-Test Photo



In-Test Photo



Pre/Post-Test Photo

## Individual Responses Information

The following table provides question by question response information.

Question	Candidate Response Information
Interview Questions (Response(s) Selected/Entered by Candidate)	Question / Response(s) Selected/Entered by Candidate
Sample Report Video 1	

## Resume or CV

Summary

Updated on

Motivated career professional with extensive experience in office administration and management. Proven track record of improving efficiency, reducing costs, and enhancing office operations through strategic initiatives and technology implementation.

### Objective

I am seeking a role where I can use my many skills and my exceptional judgment and empathy for customers to make a difference to a growing company.

### Education

- Associate of Applied Science in Office Administration, Portland Community College, 2020

### Experience

- General Office Clerk, Paramount Office Management, 09/2023 – Present
- Administrative Assistant, Global Enterprises Inc., 04/2021 – 08/2023
- Administrative Assistant, Innovative Business Solutions Ltd., 07/2019 – 03/2021

### Other Qualifications

- Microsoft Office Specialist (MOS) Certification
- Certified Administrative Professional (CAP)
- International Association of Administrative Professionals (IAAP) Certification

## 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](http://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: 29.2
- Sim ID: 14945-2, Key: 0-0, Rpt: 70, Prd: 5789, Created: 2026-05-08 08:19 EDT
- 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	67.4999	Not used in Overall	0.0000	0.0000
Conscientiousness	91.6902	Not used in Overall	0.0000	0.0000
Interview Questions	67.5364	Z-Statistic	0.1691	100.0000
Memory / Attention to Detail / Logic & Reasoning	79.3099	Not used in Overall	0.0000	0.0000
Reliability	68.1116	Not used in Overall	0.0000	0.0000
Service Orientation	68.3399	Not used in Overall	0.0000	0.0000
Weighted Average of Competency Z-Scores:				0.1691
Mean applied to Raw Weighted Avg:				0.0000
Standard Deviation applied to Raw Weighted Avg:				1.0000
Normalized Raw Score:				0.1691
Mean:				65.0000
Standard Deviation Used:				15.0000
Final Overall Score:				67.5364

## Notes

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