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Illuminating Talent

Test Results and Interview Guide

Candidate: **Elizabeth Wantsajob**
Assessment: Laundry and Dry-Cleaning Worker (Short)
Completed: September 16, 2026
Prepared for: Sara Maple
Example Company

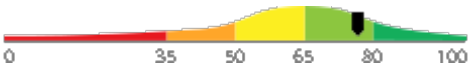
What's Included

- Overall Score
- Competency Summary Table
- Comparison Matrix
- Detailed Competency Results with Interview Guide

Important Note: The Laundry and Dry-Cleaning Worker (Short) 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

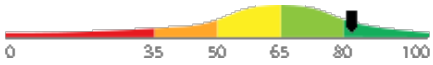
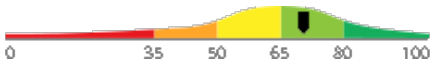
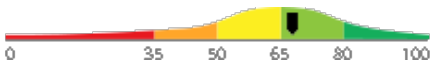
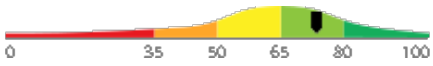
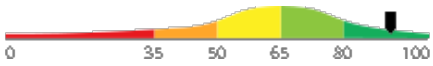
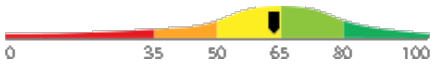
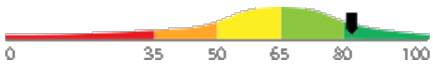
Overall

Candidate	Score	Interpretation
Elizabeth Wantsajob beth.wantsajob@gmail.com Laundry and Dry-Cleaning Worker (Short) September 16, 2026	76	

Summary: Moderate to High Performance Potential

Key
- Candidate Score
- Higher Risk
- Lower Risk

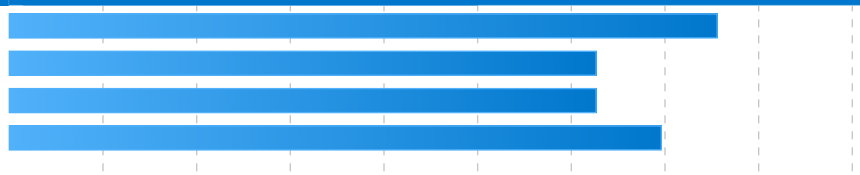
Competency Summary

Competency	Score	Interpretation
Cognitive Abilities (relates to job performance, problem-solving, ability to learn, etc.)		
Memory / Attention to Detail / Logic & Reasoning	82	
Personality Characteristics (relates to fit with the job/team environment)		
Adaptability / Flexibility	70	
Conscientiousness	68	
Reliability	73	
Service Orientation	91	
Behavioral History (relates to performance and turnover)		
History Survey - Performance	63	
History Survey - Tenure	82	

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	76th
North America	63rd
United States	63rd
Example Company	70th



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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)	82	0.8	Summary Points (AI): • (Generic Text for Sample Report) Exceptional Writing competency is a critical asset for the email communication component of this customer service role. • Customer Service Fundamentals and Customer Service Mindset scores are among her highest, directly aligning with the core knowledge requirements of the job. • High Empathy and Emotional Self-Control and Integrity scores are well-suited for handling complaints, resolving disputes, and maintaining professionalism. • Strong Adaptability score supports the varied nature of customer service work and the required on-the-job learning period. • Resilience and Drive scores indicate a motivated candidate capable of sustaining performance in a demanding customer-facing environment. • Multitasking competency is adequate for managing multiple concurrent customer interactions, though there is room for improvement. • Teamwork score is moderate, which is sufficient but worth monitoring given the need to refer unresolved issues to other departments. • 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. • History Survey - Performance score is relatively lower, introducing some uncertainty about consistency of past job performance. • Overall competency profile strongly favors customer-facing, communication-heavy responsibilities while showing some gaps in detail-oriented and analytical tasks. Narrative (AI): Elizabeth Wantsajob demonstrates strong alignment with the Laundry and Dry-Cleaning Worker (Short) 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 uncertainty around her past

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Estimated Value	Score	Confidence	Interpretation
			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. Computed on: April 1, 2026, 8:58:32PM EDT

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Detail

Candidate:	Elizabeth Wantsajob, beth.wantsajob@gmail.com
Assessment:	Laundry and Dry-Cleaning Worker (Short)
Authorized:	September 16, 2026, by Sara Maple, Example Company, qamailsaram.mike@hravatar.com
IP Address:	96.241.65.10
IP Country:	United States
IP State:	Virginia
IP City:	Gainesville
Started:	September 16, 2026, 9:18:36PM EDT
Completed:	September 16, 2026, 9:18:36PM EDT
Overall Score:	76

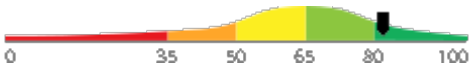
Cognitive Abilities Detail

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: 82



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:

High scores in this area correlate with superior performance for many jobs.

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.

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	2	3	4	5
Poor example. Does not show attention to detail or analytical ability.		Moderately relevant or impactful example.		Strongly relevant and clear example.

How do you handle a situation when you've messed up due to overlooking an important detail?

1	2	3	4	5
Is unable to handle the situation.		Demonstrates the ability to admit to their error and quickly fix the error but didn't put preventative systems in place.		Demonstrates the ability to admit to their error, put preventative systems in place, and quickly fix the error.

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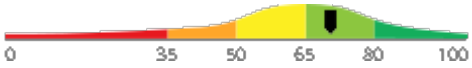
Personality Characteristics Detail

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: 70



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	2	3	4	5
Feelings: Strong Dislike or Very ResistantWeren't able to handle the change or needed significant help.		Feelings: Unfazed or Slightly ResistantHandled the situation & change only impacted their work in a minor way.		Feelings: Excited or ComfortableHandled the situation well and in a way that didn't interfere with their work.

How do you feel when things change at work? How do you cope?

1	2	3	4	5
Candidate gets frustrated and doesn't have an effective way to cope.		Candidate recognizes that they struggle and has one quality way to cope.		Candidate thrives when things change and has multiple ways to cope.

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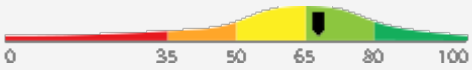
Detail

Conscientiousness

Score: 68



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 pride in performing quality work. Motivated by challenging goals and tasks, financial reward, and/or recognition, and willing to work hard to succeed. Focused on understanding and following guidelines, personal achievement, and meeting or exceeding quality and production standards.

Interview Guide

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

1	2	3	4	5
Did not use their time in a beneficial way, or in a way that added value to the organization.		Used their time in a work related way, but those efforts didn't demonstrate hard work or added value (easy).		Used time in a beneficial way and added value to the organization. Showed ability to work hard and willingness to put in extra effort.

How do you react when you are faced with obstacles while trying to achieve a goal? How do you overcome them?

1	2	3	4	5
Reaction: Overwhelmed Struggles to come up with a clear way to overcome the obstacle and doesn't demonstrate hard work.		Reaction: ready but not excitedCandidate shows they are able to overcome the obstacle but only by doing the bare minimum.		Reaction: excited and readyCandidate shows they are able to overcome the obstacle by putting in extra effort and being diligent.

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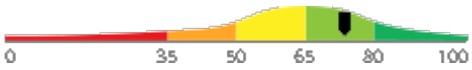
Detail

Reliability

Score: 73



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.

Interview Guide

How would you describe a reliable employee?

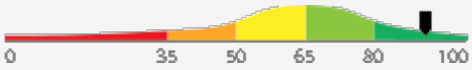
1	2	3	4	5
Candidate's description does not match what the organization envisions.		Candidate's description is vague and standard, but matches what the organization envisions.		Candidate's description is detailed and matches what the organization envisions.

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?

1	2	3	4	5
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: 91



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 does customer service mean to you?

1	2	3	4	5
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?

1	2	3	4	5
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.

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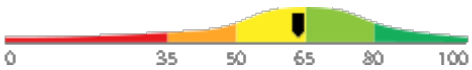
Behavioral History Detail

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: 63



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 neither detract from nor enhance job performance.

Exhibits past behaviors, work habits, and achievements that are likely to result in 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?

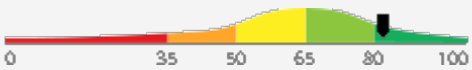
☆ 1 ☆ 2 ☆ 3 ☆ 4 ☆ 5

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: 82



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 high job performance.

Exhibits behaviors likely to result in 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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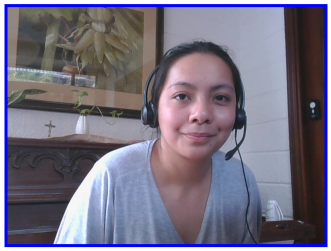
Identity Confirmation Photos

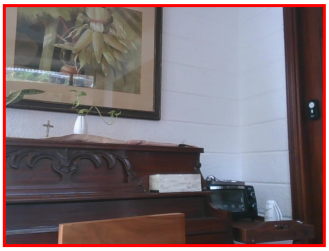
The following photos of the candidate and any identification were uploaded during the assessment session.

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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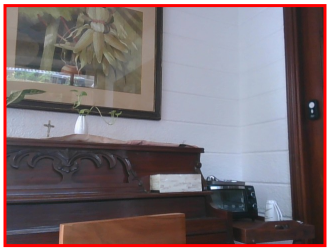

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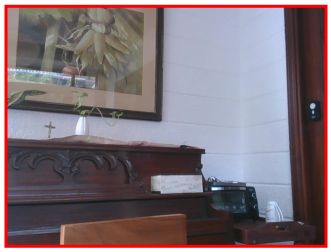

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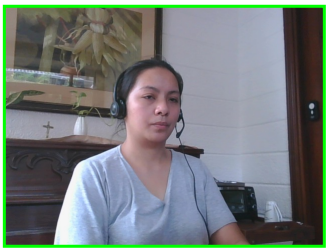
In-Test Photo



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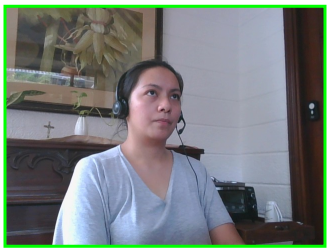

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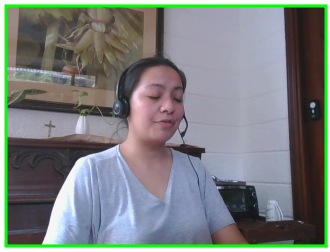
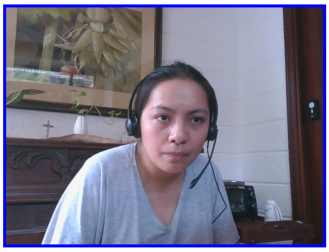


In-Test Photo



Pre/Post-Test Photo

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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

Internet Speed

The assessment included a test of the candidate's Internet Speed.

Download Speed (Mbps):	250.32
Upload Speed (Mbps):	147.49

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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: 30.3
- Sim ID: 14947-2, Key: 0-0, Rpt: 13, Prd: 5791, Created: 2026-09-16 21:18 EDT
- UA: Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko

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Notes

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