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Illuminating Talent

Test Results and Interview Guide

Candidate:	**Elizabeth Wantsajob**
Assessment:	Pre-Hire Personality Assessment (Customer Service Focus, Portuguese)
Completed:	November 7, 2026
Prepared for:	Sara Maple Example Company

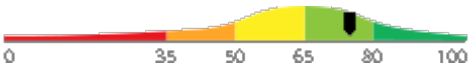
What's Included

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

Important Note: The Pre-Hire Personality Assessment (Customer Service Focus, Portuguese) 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.

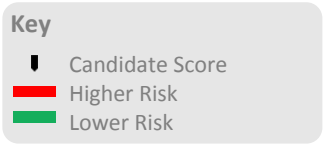
Proprietary and Confidential

Overall

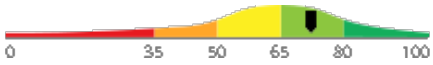
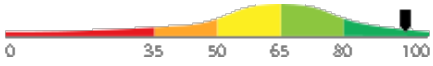
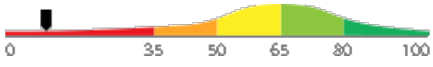
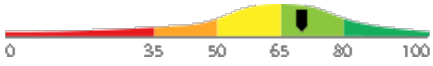
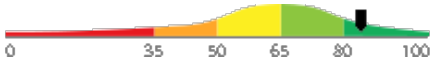
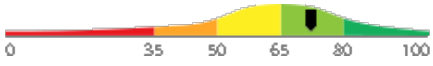
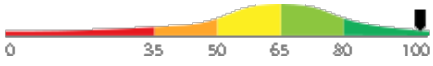
Candidate	Score	Interpretation
Elizabeth Wantsajob	75	

beth.wantsajob@gmail.com
Pre-Hire Personality Assessment (Customer Service Focus, Portuguese)
November 7, 2026

Summary: Moderate to High Performance Potential



Competency Summary

Competency	Score	Interpretation
Personality Characteristics (relates to fit with the job/team environment)		
Adaptability	72	
Drive	94	
Integrity	10	
Customer Service Mindset	70	
Resilience	84	
Teamwork	72	
Emotional Intelligence (relates to situational judgment, performance and teamwork)		
Empathy and Emotional Self-Control	98	
Scored Survey Questions (Custom Questions)		
History Survey - Performance	88	
History Survey - Tenure	86	

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
Global	75th
North America	62nd
United States	62nd
Example Company	69th

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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
Personality Summary	-	-	Summary Points (AI): • (Generic Text for Sample Report) Exceptionally high drive and resilience — pursues goals with strong energy, persistence, and the ability to bounce back from setbacks. • Highly adaptable — adjusts effectively to changing circumstances and new challenges. • Strong integrity — trustworthy, principled, and reliable in her actions and commitments. • Moderate empathy and emotional self-control — reasonably aware of others' emotions and generally manages her own, with some room for growth. • Low teamwork score is a key development area — may prefer working independently and could struggle with collaboration, shared responsibility, and group-oriented goals. Narrative (AI): Shantel Cunningham demonstrates a compelling combination of drive, adaptability, and resilience that positions her as a highly motivated and determined individual. She pursues her goals with exceptional energy and persistence, and is able to pivot and adjust effectively when faced with new or changing circumstances. Her strong resilience means she recovers well from setbacks and maintains her focus under pressure, making her a dependable performer in challenging environments. Shantel also shows solid integrity, suggesting she is honest, principled, and trustworthy in her actions and decisions. Others can generally count on her to do the right thing and follow through on her commitments. Her moderate level of empathy and emotional self-control indicates she has a reasonable awareness of others' feelings and can manage her own emotions in most situations, though there may be occasional moments where emotional regulation could be further developed. The most notable area for growth for Shantel is teamwork, where her score falls significantly below her other traits. This suggests she may prefer working independently and could find it challenging to collaborate closely with others, share responsibilities, or prioritize group goals over individual ones. In team-based settings, she may come across as less cooperative or engaged with her colleagues, which could create friction or limit her effectiveness in roles that require strong interdependence and collective effort. Overall, Shantel is a driven, resilient, and adaptable individual with strong personal values. To maximize her impact in team environments, she would benefit from intentionally developing her collaborative skills, actively seeking opportunities to contribute to group success, and building stronger interpersonal connections with teammates. Computed on: April 3, 2026, 1:56:47AM EDT

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Detail

Candidate:	Elizabeth Wantsajob, beth.wantsajob@gmail.com
Assessment:	Pre-Hire Personality Assessment (Customer Service Focus, Portuguese)
Authorized:	November 7, 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:	November 7, 2026, 8:41:20AM EST
Completed:	November 7, 2026, 8:41:20AM EST
Overall Score:	75

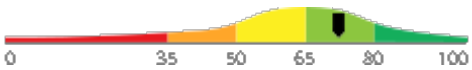
Personality Characteristics Detail

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

Score: 72



Description:

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.

Interpretation:

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

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.

What are some of the techniques you use to keep yourself from getting burnt out when faced with ever-changing conditions?

1	2	3	4	5
Candidate doesn't have an effective technique to keep them from getting burnt out.		Candidate is only able to explain one effective technique to keep them from getting burnt out.		Candidate explains multiple effective techniques allowing themselves to not get burnt out.

Even in a fast-changing environment there can be periods of relative calm and stability. How do you keep from getting bored during these slower times?

1	2	3	4	5
Candidate has no effective technique to keep them from getting bored.		Candidate can explain one effective technique to keep them from getting bored.		Candidate explains multiple effective techniques to keep them from getting bored. Shows they enjoy stability too.

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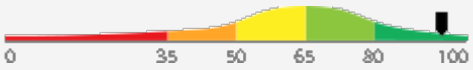
Detail

Drive

Score: 94



Description:

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.

Interpretation:

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

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.

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 excited. Candidate shows they are able to overcome the obstacle but only by doing the bare minimum.		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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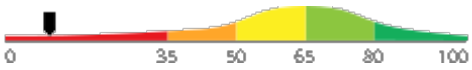
Detail

Integrity

Score: 10



Description:

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.

Interpretation:

The candidate's score in this area indicates risk of a negative impact on performance for some jobs. Additional probing is strongly recommended.

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.

Interview Guide

What circumstance(s) might cause you to withhold information from your supervisor? How would you judge whether doing so would be justified?

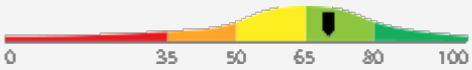
1	2	3	4	5
Shows that they are not concerned about ethics or organizational values/rules.		Explains only situational circumstances. Judgement does not stem from an ethical standpoint.		Explains only situational circumstances, or no circumstances. Judgement stems from ethical standards.

Describe an ideal person who has high integrity. What traits does that person have that set them apart?

1	2	3	4	5
The person: (1) does the right thing even under challenging circumstances		The person: (1) does the right thing even under challenging circumstances, (2) is honest OR has strong principles		The person:(1) does the right thing even under challenging circumstances, is (2) honest, and (3) has strong principles

Customer Service Mindset

Score: 70



Description:

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.

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.

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.

How do you keep yourself motivated when people are being mean to you?

1	2	3	4	5
Doesn't have effective ways to take care of themselves, to remain calm and motivated. Doesn't demonstrate being self-aware and patient.		Has effective ways to take care of themselves, to remain calm and motivated. Doesn't demonstrate being self-aware and patient.		Has effective ways to take care of themselves, to remain calm and motivated. Demonstrates being self-aware and patient.

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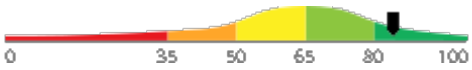
Detail

Resilience

Score: 84



Description:

This scale reflects the degree to which an individual can withstand adversity, bounce back from difficult events, and be persistent in doing work tasks despite difficulties that come their way. High scores on this scale indicate a person will likely be able to deal with difficult situations with ease, perceive they have control over events in their life, and continue to push forward to achieve goals. Low scores on this scale indicate a person may claim that mistakes/failures were out of their control. Low scorers tend to not cope well with on-the-job stress and don't put in the extra effort to achieve success when obstacles come their way.

Please note that resilience is not a fixed trait. Unlike many other personality characteristics, resilience can be developed over time. Additionally, multiple factors can influence how resilient a person is within a specific situation. In recognition of these features, additional probing using suggested interview questions is strongly recommended.

Interpretation:

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

Responses indicate that the candidate can effectively work through difficulties at work by exhibiting positive emotions, having control over the events, being proactive, remaining hopeful, and learning from the experience. Candidate can always be expected to push forward to achieve their goals, even when obstacles come their way.

Interview Guide

Describe a time when something at work/school didn't go as planned. How did you feel? How did it impact your work moving forward?

1	2	3	4	5
Feelings had a negative outlook. Event impacted their work in a negative way, they weren't able to learn from it or persevere.		Feelings are true to the situation. Event impacted their work in a negative way but were able to learn from it and persevere.		Feelings are true to the situation but with a positive outlook. The event impacted their work in a positive way or didn't impact their work at all.

Tell me about a time you tried to reach an aggressive goal that you failed to achieve. What was the reason you missed the goal?

1	2	3	4	5
Their answer revolves around outside forces (boss, economy, coworkers, etc.) They do not take responsibility.		Their answer is a mix of what they could have done better and how others could have helped impact their goal.		Their answer revolves around them and what they could have done better to set themselves up and achieve the goal.

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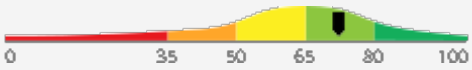
Detail

Teamwork

Score: 72



Description:

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.

Interpretation:

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

Actively cultivates relationships. Comfortable meeting new people and sensitive to how others feel. Works with colleagues and seeks input to develop friendships and meet goals.

Interview Guide

Do you prefer working in teams or by yourself? Why?

1	2	3	4	5
They choose teams or individual and feel they would be incapable of working in the opposite environment.		They feel they would work well in either environment but are unable to back that up with rational reasons.		Response reflects rational reasons for why they prefer teams, individual, or both. They feel they would work well in either environment.

Describe a time when you worked in a team. What was your role? How did you delegate tasks with the other team members?

1	2	3	4	5
They describe their role in a way that does not show significance. Delegation tactics were not efficient or helpful.		They describe their role in a way that doesn't show significance. Delegation tactics were efficient and helpful.		They describe their role in a way that shows significance. Delegation tactics were efficient and helpful.

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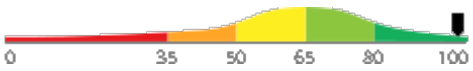
Emotional Intelligence Detail

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.

Detail	Interview Guide

Empathy and Emotional Self-Control

Score: 98



Description:

This scale reflects both the ability to sense and understand other people's feelings, feel sympathy for others, and see things from other people's point of view, and the ability to manage the desire to satisfy urges or impulses, showing restraint and managing behaviors to ensure appropriate and effective interactions with others.

Interpretation:

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

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.

What do you typically do when you are working closely with someone who is very upset?

1	2	3	4	5
They have an inappropriate response and don't demonstrate understanding or care.		They (1) have an appropriate response and (2) demonstrate understanding but unable to show the customer that they care.		They (1) have an appropriate response (2) demonstrate understanding and (3) show the customer that they care.

How well can you sense how others around you are feeling? How do you use this information when interacting with them?

1	2	3	4	5
Demonstrates that they are unable to sense how others around them are feeling.		Provides examples on how they are able to sense other's feelings. They don't use this to show understanding and care.		Provides examples on how they are able to sense others' feelings. They use this to show they understand and care about them.

Scored Survey Detail

This section provides additional detail on the candidate's scored survey responses. Potential caution areas (if any) are specified in each detail section.

Detail	Interview Guide

History Survey - Performance

Score: 88

Description:

Evaluates elements of the candidate's past work and education history to identify indications of high or low performance potential.

Describe how your past performance makes you a good candidate for this job.

1	2	3	4	5
No examples or rationale given.		Weak connection between past and future.		Clear connection between past and future.

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Detail	Interview Guide
History Survey - Tenure Score: 86 *Description:* Evaluates a candidate's past employment history and related factors for indications of potentially low job tenure.	What are some of the reasons you have left previous jobs? 1 Many different reasons. Blames employer. 2 3 Circumstances for leaving generally credible or somewhat outside control. 4 5 Reasonable rationale or circumstances clearly outside control.

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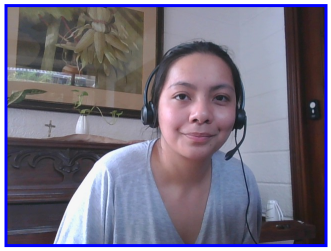
Identity Confirmation Photos

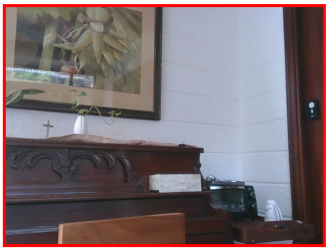
The following photos of the candidate and any identification were uploaded during the assessment session.

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%)

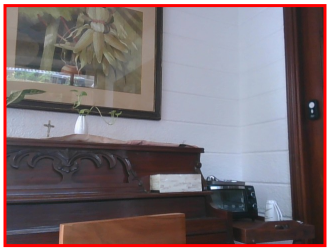


Pre/Post-Test Photo

ID Photo



In-Test Error Detected (No Face Detected)



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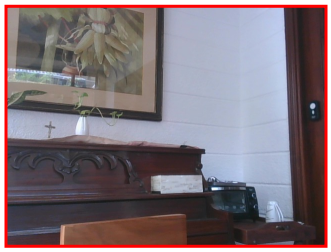

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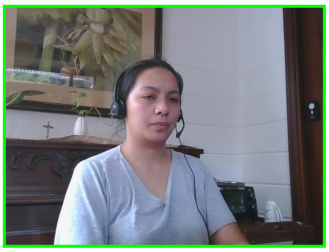

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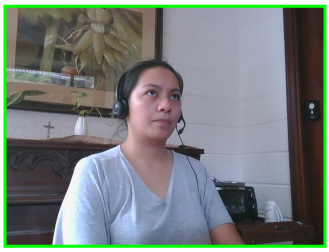

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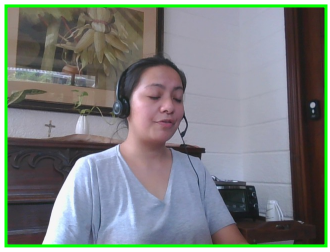

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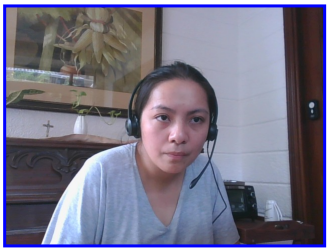

Pre/Post-Test Photo

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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

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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.
- Sim ID: 16016-1, Key: 0-0, Rpt: 68, Prd: 6942, Created: 2026-11-07 08:41 EST
- 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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