

Candidate: **Betty Penske**
Assessment: Pre-Hire Personality (Customer Service Focus, Swipe Format, Spanish)
Completed: October 11, 2024
Prepared for: Susan Bookman
HR Avatar Data Collection Account

Test Results and Interview Guide

The Pre-Hire Personality (Customer Service Focus, Swipe Format, Spanish) assessment measures key factors related to high performance and tenure in this job. Attribute types measured vary by test, but can include cognitive ability, skills, knowledge, personality characteristics, emotional intelligence, and past behavioral history. This report includes a one page summary, followed by detailed results with an embedded interview guide. Note that these results should always be used as a part of a balanced candidate selection process that includes independent evaluation steps, such as interviews and reference checks.

Overall

Candidate	Score	Interpretation
Betty Penske bettypenske@yourcompany.org Pre-Hire Personality (Customer Service Focus, Swipe Format, Spanish) October 11, 2024 The candidate's scores indicate moderate to high performance potential in most jobs. We recommend that this score be used in conjunction with a comprehensive process for evaluating potential performance, including the specific knowledge, skills, and abilities required for a particular job.	71	

Key

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

Competency Summary

Competency	Score	Interpretation
Personality Characteristics (relates to fit with the job/team environment)		
Customer Service Mindset	87	
Adaptability	70	
Empathy and Emotional Self-Control	71	
Integrity	10	
Drive	76	
Resilience	97	
Teamwork	86	

Comparison

Percentile scores indicate how the candidate compares to other test-takers within various groups. The candidate scored equal to or better than the fraction of test-takers indicated by the percentile.

Test-Taker Group	Percentile	0	10	20	30	40	50	60	70	80	90	100	
Global	71st												
United States	59th												
HR Avatar Data	65th												













Detail

Candidate: **Betty Penske**, bettypenske@yourcompany.org
 Assessment: Pre-Hire Personality (Customer Service Focus, Swipe Format, Spanish)
 October 11, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz
 Authorized:
 Started: October 11, 2024, 1:42:52 PM EST
 Completed: October 11, 2024, 1:42:52 PM EST
 Overall Score: 71







Personality Characteristics Detail







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

Detail	Interview Guide
<p>Customer Service Mindset Score: 87</p> <p><i>Description:</i> Individuals who score highly on this scale understand their job is not just to solve customer problems, but to create a delightful experience that fosters loyalty and long-term rapport. They see every call as an opportunity to create a positive experience and to earn each customer's loyalty.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Holds 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.</p>	<p>How do you keep yourself motivated when people are being mean to you?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> 1 Doesn't have effective ways to take care of themselves, to remain calm and motivated. Doesn't demonstrate being self-aware and patient. </div> <div style="text-align: center;"> 2 Has effective ways to take care of themselves, to remain calm and motivated. Doesn't demonstrate being self-aware and patient. </div> <div style="text-align: center;"> 3 Has effective ways to take care of themselves, to remain calm and motivated. Demonstrates being self-aware and patient. </div> <div style="text-align: center;"> 4 </div> <div style="text-align: center;"> 5 </div> </div>

Detail	Interview Guide
<p>Adaptability Score: 70</p>  <p><i>Description:</i> This scale reflects how accepting a person is of frequent or substantial changes in his or her job requirements. Changing work requirements usually cause stress and put pressure on an individual to adapt. High scorers usually thrive under changing work conditions, while low scorers may burn out or become paralyzed. In more stable job circumstances, high scorers may become bored, while low scorers would remain satisfied.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Prefers a dynamic work environment. Able to remain focused and positive in times of significant workplace change. Fairly easy-going and relaxed. However, may appear uninterested under certain circumstances.</p>	<p>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?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 Candidate has no effective technique to keep them from getting bored. </div> <div style="text-align: center;">  2 Candidate can explain one effective technique to keep them from getting bored. </div> <div style="text-align: center;">  3 Candidate can explain multiple effective techniques to keep them from getting bored. Shows they enjoy stability too. </div> <div style="text-align: center;">  4 </div> <div style="text-align: center;">  5 </div> </div>
<p>Empathy and Emotional Self-Control Score: 71</p>  <p><i>Description:</i> Demonstrates exceptional strengths in sensing the emotional needs of others, sympathizing with other people's problems, and seeing things from other people's point of view. Likely to be very effective at demonstrating to customers or coworkers that they understand and care about them, resulting in significantly improved customer loyalty, much stronger work relationships, and noticeably reduced levels of conflict in the workplace.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Demonstrates 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 effective at demonstrating to customers or coworkers that they understand and care about them, resulting in improved customer loyalty, stronger work relationships, and reduced levels of conflict in the workplace.</p>	<p>How important is it to sense what others you are working with are feeling? How do you adapt when you can tell a coworker is upset or excited?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 Not important to them. Unable to adapt. </div> <div style="text-align: center;">  2 Important to them. Adapt by regulating their emotions to be either professional, caring, OR understanding. </div> <div style="text-align: center;">  3 </div> <div style="text-align: center;">  4 </div> <div style="text-align: center;">  5 Very important to them. Adapt by regulating their emotions to be professional, caring, AND understanding. </div> </div>

Detail	Interview Guide
<p>Integrity Score: 10</p> <p><i>Description:</i> This scale reflects the degree to which an individual acts positively towards the organization, avoids unnecessary risk, and, simply put, does the right thing. High scores on this scale indicate a person will act in the organization's best interest, follow the rules, and work hard under limited supervision. Low scores on this scale indicate a person may engage in risk-taking behaviors, work to undermine the organization, and only do the bare minimum.</p> <p><i>Interpretation:</i> The candidate's score in this area indicates risk of a negative impact on performance for some jobs. Additional probing is strongly recommended.</p> <p>Distrusts the organization and management. Frequently assumes new ideas or changes will have a negative individual impact. Can be defensive regarding his or her own work, or show hostility towards management or company policies. May take unnecessary risks on the job.</p>	<p>What circumstance(s) might cause you to withhold information from your supervisor? How would you judge whether doing so would be justified?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> 1 Shows that they are not concerned about ethics or organizational values/rules. </div> <div style="text-align: center;"> 2 Explains only situational circumstances. Judgement does not stem from an ethical standpoint. </div> <div style="text-align: center;"> 3 Explains only situational circumstances, or no circumstances. Judgement stems from ethical standards. </div> <div style="text-align: center;"> 4 </div> <div style="text-align: center;"> 5 </div> </div>
<p>Drive Score: 76</p> <p><i>Description:</i> This scale reflects the degree to which an individual will work hard to achieve goals and solve critical problems in the organization. High scores on this scale indicate a person will be diligent in their work and use all necessary sources to solve problems. Low scores on this scale indicate a person may be unenthusiastic about work and may struggle with complex tasks and challenges.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>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.</p>	<p>How do you react when you are faced with obstacles while trying to achieve a goal? How do you overcome them?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> 1 Reaction: Overwhelmed. Struggles to come up with a clear way to overcome the obstacle and doesn't demonstrate hard work. </div> <div style="text-align: center;"> 2 Reaction: Ready but not excited. Candidate shows they are able to overcome the obstacle but only by doing the bare minimum. </div> <div style="text-align: center;"> 3 </div> <div style="text-align: center;"> 4 </div> <div style="text-align: center;"> 5 Reaction: Excited and ready. Candidate shows they are able to overcome the obstacle by putting in extra effort and being diligent. </div> </div>

Detail	Interview Guide
<p>Resilience Score: 97</p>  <p><i>Description:</i> 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.</p> <p>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.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>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.</p>	<p>Describe a time when you were trying to achieve a goal, but obstacles and setbacks kept getting in your way. What were you trying to accomplish and how did you respond each time something got in your way?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 Unable to provide an example OR Example is concrete but they responded negatively and didn't adjust/achieve their goal. </div> <div style="text-align: center;">  2 Example is concrete, they adjusted their goal regardless of the set-back, and responded positively but had a negative outlook at first. </div> <div style="text-align: center;">  3 Example is concrete, they achieved or adjusted their goal regardless of the set-backs, and responded with positivity. </div> <div style="text-align: center;">  4 </div> <div style="text-align: center;">  5 </div> </div>

Detail	Interview Guide
<p>Teamwork Score: 86</p>  <p><i>Description:</i> This scale reflects the degree to which an individual works well with teams and maintains positive interpersonal relationships. High scores on this scale indicate a person will thrive in collaborative team settings and maintain high-quality relationships with coworkers. Low scores on this scale indicate a person will prefer working on individual projects and may struggle to maintain close working relationships with colleagues.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Actively cultivates and maintains relationships. Able to quickly establish rapport with new acquaintances and accurately sense others' feelings. Maintains positive relationships with colleagues and uses them to achieve work outcomes and meet goals.</p>	<p>Describe a time when you were faced with a conflict while working on a team. How did you handle it?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  1 They are unable to appropriately handle conflicting circumstances while working on a team. </div> <div style="text-align: center;">  2 They are able to handle conflicting circumstances by being a team player, showing empathy, OR problem solving as a group. </div> <div style="text-align: center;">  3 They are able to handle conflicting circumstances by being a team player, showing empathy, AND problem solving as a group. </div> <div style="text-align: center;">  4 They are able to handle conflicting circumstances by being a team player, showing empathy, AND problem solving as a group. </div> <div style="text-align: center;">  5 They are able to handle conflicting circumstances by being a team player, showing empathy, AND problem solving as a group. </div> </div>

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%)



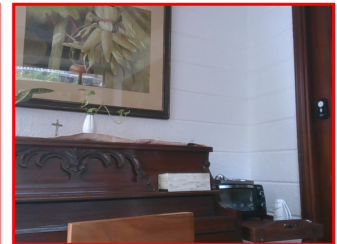
Pre/Post-Test Photo



ID Photo



In-Test Error Detected (No Face Detected)



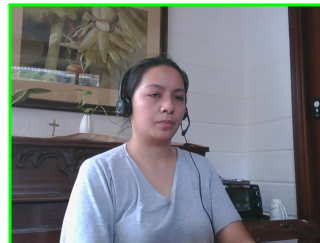
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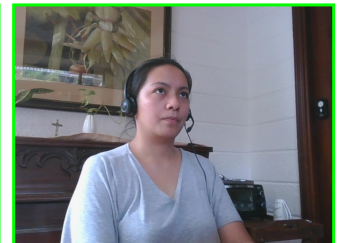
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In-Test Photo



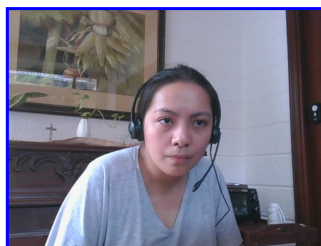
In-Test Photo



In-Test Photo



In-Test Photo



Pre/Post-Test Photo

Report Preparation Notes

- Hiring decisions should never be based on a single source of information. The most effective use of this assessment report is as a part of a multi-faceted program of candidate evaluation that includes resume review, interviews, and reference checks.
- Overall vs Percentiles Scores: The overall score reflects the success in the test, based on the mean (average) and standard deviation of the test scores. The percentile score reflects the percentage of test-takers who scored equal or below this overall score. We recommend you use the Overall Score as your primary evaluation criteria. However, percentile scores can often be useful in comparing specific candidates against one another and with a group, such as for test takers in a certain organization or within a certain account.
- Note that comparison information is calculated based on completed instances of this assessment at that time the assessment is scored. As additional instances are completed, the comparative data may change. You can always update a report to the current values by clicking on 'Recalculate Percentiles' within the online results viewing pages at www.hravatar.com.
- Most competency scores are norm-based, which means that they can be interpreted in terms of their distance from the average or mean score. For all scales, a score equal to the mean receives a score of 65 and scores above and below this value are set so that a score change of 15 equals one standard deviation.
- For linear competencies, higher is better across the entire scale. For these scales a score between 65 and 80 (light green) represents 0 to 1 standard deviation above the mean and a score above 80 (dark green) represents more than one standard deviation above the mean. Similarly, a score of 50 - 65 (yellow) represents 0 to 1 standard deviation below the mean, while a score of 35 - 50 (orange) equates to 1 to 2 standard deviations below the mean, and a score below 35 represents more than 2 standard deviations below the mean.
- Sim ID: 16099-1, Key: 0-0, Rpt: 91, Prd: 7081, Created: 2024-10-11 18:42 UTC
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Score Calculation Detail

The following table provides a summary of how the overall score was calculated from the individual competency scores. Competency scores are calculated on a 0-100 scale by first calculating a Z statistic based on test-taker responses and then transforming the Z value to a scale with target mean and standard deviation. Certain competencies have a normal score distribution where it is best to be closest to the mean. For these competencies we modify the Z statistic by multiplying its absolute value by minus 1 for the overall score calculation. Next, to calculate the overall score, a weighted average of all modified competency Z statistics is computed and this weighted average is itself transformed to a Z statistic, which is then transformed to a score with the same target mean and standard deviation. Finally outlier scores are adjusted if they are below 0 or above 100.

Competency	Score	How applied to overall	Score Value Used	Weight (%)
Customer Service Mindset	87.2998	Z-Statistic	1.4867	14.2857
Adaptability	70.4224	Z-Statistic	0.3615	14.2857
Empathy and Emotional Self-Control	71.0243	Z-Statistic	0.4016	14.2857
Integrity	10.0000	Z-Statistic	-3.6667	14.2857
Drive	76.6318	Z-Statistic	0.7755	14.2857
Resilience	97.2487	Z-Statistic	2.1499	14.2857
Teamwork	86.2807	Z-Statistic	1.4187	14.2857

Weighted Average of Competency Z-Scores:	0.4182
Mean applied to Raw Weighted Avg:	0.0000
Standard Deviation applied to Raw Weighted Avg:	1.0000
Normalized Raw Score:	0.4182
Mean:	65.0000
Standard Deviation Used:	15.0000
Final Overall Score:	71.2725

Notes

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