

Test Results and Interview Guide

Candidate: **Elizabeth Wantsajob**
Assessment: Essential Service Worker (Portuguese)
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

Important Note: The Essential Service Worker (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.

Overall

Candidate	Score	Interpretation
Elizabeth Wantsajob beth.wantsajob@gmail.com Essential Service Worker (Portuguese) May 8, 2026 Summary: Moderate to High Performance Potential	66	

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	68	
Personality Characteristics (relates to fit with the job/team environment)		
Adaptability	65	
Drive	75	
Integrity	10	
Resilience	82	
Teamwork	71	
Emotional Intelligence (relates to situational judgment, performance and teamwork)		
Empathy and Emotional Self-Control	79	
Behavioral History (relates to performance and turnover)		
History Survey - Performance	65	
History Survey - Tenure	68	

↑ 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	0	10	20	30	40	50	60	70	80	90	100	
Global	66th												
North America	54th												
United States	54th												
Example Company	61st												

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: Trabalhador de serviços essenciais	82	0.8	<p>Summary Points (AI):</p> <ul style="list-style-type: none"> • (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. <p>Narrative (AI): Elizabeth Wantsajob demonstrates strong alignment with the Trabalhador de serviços essenciais 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</p>

Estimated Value	Score	Confidence	Interpretation
			<p>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: Essential Service Worker (Portuguese)
 Authorized: May 8, 2026, by Sara Maple, Example Company, qamailsaram.mike@hravatar.com
 Started: May 8, 2026, 8:29:58AM EDT
 Completed: May 8, 2026, 8:29:58AM EDT
 Overall Score: 66

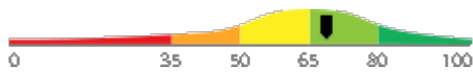
Cognitive Abilities Detail

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: 68



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

Personality Characteristics Detail

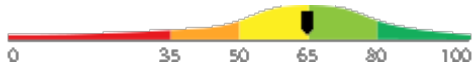
This section contains a list of personality characteristics that are frequently associated with job performance. Remember, these are not skills and do not indicate the ability to do a job. Rather, they can be used to evaluate the candidate's fit with the general needs of the job and the organizational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

Detail

Interview Guide

Adaptability

Score: 65



Description:

Esta escala reflete a receptividade de uma pessoa em relação a mudanças frequentes ou substanciais em suas obrigações profissionais. Mudanças nas obrigações profissionais geralmente causam estresse e pressionam o indivíduo a se adaptar. Pessoas com pontuações altas costumam prosperar sob condições de trabalho com mudança constante, já aqueles com pontuações baixas podem ficar exaustos ou paralisados. Em circunstâncias de trabalho mais estáveis, os que pontuam alto podem ficar entediados, já os de pontuação baixa permaneceriam satisfeitos.

Interpretation:

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

Prefere um ambiente de trabalho dinâmico. Capaz de manter o foco e o otimismo em períodos de mudanças significativas no local de trabalho. Pessoa bastante tranquila e descontraída. No entanto, pode parecer desinteressada em certas circunstâncias.

Descreva um momento em que você teve que se adaptar a mudanças significativas no trabalho. Como você se sentiu? Como lidou com a mudança?



1

Sentimentos: aversão forte ou muita resistência. Não soube lidar com a mudança ou precisou de ajuda significativa.



2

Sentimentos: despreocupação ou pouca resistência. Soube lidar com a situação e a mudança só teve um leve impacto no trabalho.



3



4

Sentimentos: empolgação ou sensação de conforto. Soube lidar bem com a situação de forma a não interferir no trabalho.



5

Cite algumas técnicas que você utiliza para evitar a exaustão ao enfrentar condições de mudança constante.



1

O candidato não tem uma técnica eficaz para evitar a exaustão.



2

O candidato só é capaz de explicar uma técnica eficaz para evitar a exaustão.



3



4

O candidato explica várias técnicas eficazes que permitem evitar a exaustão.

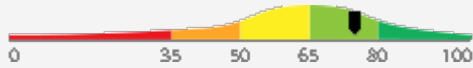


5

Detail

Drive

Score: 75

*Description:*

Esta escala reflete o grau em que um indivíduo trabalhará arduamente para alcançar objetivos e resolver problemas críticos na organização. Pontuações altas nesta escala indicam que a pessoa será dedicada em seu trabalho e utilizará todas as fontes necessárias para resolver problemas. Pontuações baixas nesta escala indicam que a pessoa pode não estar entusiasmada com o trabalho e pode ter dificuldades com tarefas e desafios complexos.

Interpretation:

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

Pessoa motivada por objetivos e tarefas desafiadores, recompensa financeira e/ou reconhecimento, e disposta a trabalhar arduamente para ter sucesso. Pessoa dedicada a compreender e seguir diretrizes, a conquistas pessoais e a atender ou exceder padrões de qualidade e produção.

Interview Guide

Descreva um momento em que teve algum tempo extra disponível no trabalho. Como utilizou esse tempo extra?



1

Não utilizou o tempo de forma benéfica nem de uma maneira que agregasse valor à organização.



2

Utilizou o tempo para algo relacionado ao trabalho, mas esses esforços não demonstraram trabalho árduo nem agregou valor (fácil).



3



4

Utilizou o tempo de forma benéfica e agregou valor à organização. Demonstrou capacidade de trabalhar arduamente e disposição para se esforçar mais.



5

Como você reage quando enfrenta obstáculos ao tentar alcançar um objetivo? Como você os supera?



1

Reação: sobrecarregado. O candidato tem dificuldade de encontrar uma maneira clara de superar o obstáculo e não demonstra esforço.



2

Reação: pronto, mas não animado. O candidato mostra que é capaz de superar o obstáculo, mas apenas fazendo o mínimo necessário.



3



4

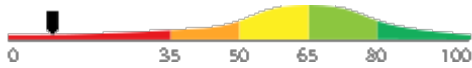
Reação: animado e pronto. O candidato mostra que é capaz de superar o obstáculo empenhando esforço extra e sendo dedicado.



5

Detail
Interview Guide
Integrity

Score: 10


Description:

Esta escala reflete o grau em que um indivíduo age de forma otimista em relação à organização, evita riscos desnecessários e simplesmente faz o que é certo. Pontuações altas nesta escala indicam que a pessoa agirá em prol dos interesses da organização, seguirá as regras e trabalhará arduamente sob supervisão limitada. Pontuações baixas nesta escala indicam que a pessoa pode se envolver em comportamentos de risco, trabalhar para minar a organização e fazer apenas o mínimo necessário.

Interpretation:

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

Desconfia da organização e da gerência. Frequentemente assume que novas ideias ou alterações terão um impacto individual negativo. Pode se defender em relação ao próprio trabalho ou demonstrar hostilidade em relação à gerência ou às políticas da empresa. Pode correr riscos desnecessários no trabalho.

Que circunstância(s) poderia(m) levar você a omitir informações do seu supervisor? Como você julgaria se fazer isso seria justificado?



1

Mostra que não estão preocupados com ética ou valores/regras organizacionais.



2

Explica apenas circunstâncias situacionais. O julgamento não é derivado de um ponto de vista ético.



3



4

Explica apenas circunstâncias situacionais ou nenhuma circunstância. O julgamento é derivado de padrões éticos.



5

Você acha que é aceitável omitir informações do seu supervisor? Como você julgaria se essa atitude é aceitável ou não?



1

A resposta mostra que eles não se preocupam com ética ou valores/regras organizacionais.



2

Explica apenas circunstâncias situacionais. O julgamento não é derivado de um ponto de vista ético.



3



4

Explica apenas circunstâncias situacionais ou nenhuma circunstância. O julgamento é derivado de padrões éticos.



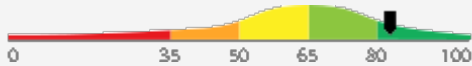
5

Detail

Interview Guide

Resilience

Score: 82

*Description:*

Esta escala reflete o grau em que um indivíduo pode suportar adversidades, recuperar-se de situações difíceis e ser persistente na realização de tarefas de trabalho apesar das dificuldades que surgem no caminho deles. Pontuações altas nesta escala indicam que a pessoa provavelmente terá facilidade de lidar com situações difíceis, perceber que tem controle sobre os acontecimentos em sua vida e continuar avançando para alcançar objetivos. Pontuações baixas nesta escala indicam que a pessoa pode afirmar que os erros/fracassos estavam fora de seu controle. Pessoas com pontuações baixas tendem a não lidar bem com o estresse no trabalho e não se esforçam para alcançar o sucesso quando surgem obstáculos.

Observação: a resiliência não é uma característica fixa. Ao contrário de muitos outros traços de personalidade, a resiliência pode ser desenvolvida ao longo do tempo. Além disso, vários fatores podem influenciar o quão resiliente uma pessoa é em uma situação específica. Em reconhecimento a essas características, é altamente recomendada uma sondagem adicional usando as perguntas de entrevista sugeridas.

Interpretation:

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

As respostas indicam que o candidato consegue superar efetivamente dificuldades no trabalho, exibindo sentimentos bons, tendo controle sobre os acontecimentos, sendo proativo, mantendo a esperança e aprendendo com a experiência. Pode-se sempre esperar que o candidato avance para alcançar seus objetivos, mesmo quando surgem obstáculos.

Descreva um momento em que algo no trabalho/escola não saiu como planejado. Como você se sentiu? Como isso impactou seu trabalho dali em diante?



1

Os sentimentos tiveram uma perspectiva pessimista. O evento impactou seu trabalho de forma negativa, não foi capaz de aprender com isso nem perseverar.



2

Os sentimentos são verdadeiros para a situação. O evento impactou o trabalho do candidato de forma negativa, mas ele foi capaz de aprender com isso e perseverar.



3



4

Os sentimentos são verdadeiros para a situação, mas com uma perspectiva otimista. O evento impactou o trabalho do candidato de forma positiva ou não impactou o trabalho deles de forma alguma.



5

Como você normalmente reage a más notícias?



1

O candidato fica chateado e não sabe como superar os desafios.



2

O candidato fica chateado, no entanto, enxerga a perspectiva otimista e tem um plano para resolver os desafios.



3



4

O candidato consegue enxergar a perspectiva otimista a longo prazo e isso não impacta seu trabalho.



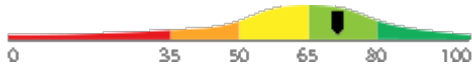
5

Detail

Interview Guide

Teamwork

Score: 71

*Description:*

Essa escala reflete o grau em que um indivíduo trabalha bem em equipes e mantém relacionamentos interpessoais positivos. Pontuações altas nessa escala indicam que a pessoa prosperará em ambientes de equipe colaborativos e manterá relacionamentos de alta qualidade com colegas de trabalho. Pontuações baixas nessa escala indicam que a pessoa preferirá trabalhar em projetos individuais e poderá ter dificuldades em manter relacionamentos próximos com colegas de trabalho.

Interpretation:

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

Cultiva ativamente relacionamentos. Fica à vontade para conhecer pessoas novas e é sensível aos sentimentos alheios. Trabalha com colegas e busca contribuições para desenvolver amizades e alcançar objetivos.

Descreva um momento em que você trabalhou em equipe. Qual era seu cargo? Como você delegou tarefas com os outros membros da equipe?



1

Descreve o cargo de uma forma que não mostra importância. As táticas de delegação não foram eficientes ou úteis.



2

Descreve o cargo de uma forma que não mostra importância. As táticas de delegação foram eficientes e úteis.



3



4

Descrevem o cargo de uma forma que mostra importância. As táticas de delegação foram eficientes e úteis.



5

Você prefere trabalhar em equipe ou sozinho? Por quê?



1

Escolhe equipes ou indivíduos e sente que seria incapaz de trabalhar no ambiente oposto.



2

Sente que trabalharia bem em qualquer ambiente, mas não consegue apoiar isso com motivos racionais.



3



4

A resposta reflete motivos racionais para a preferência por equipes, indivíduos ou ambos. Sente que trabalharia bem em qualquer ambiente.



5

Emotional Intelligence Detail

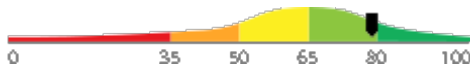
This section contains a list of emotional intelligence characteristics that indicate how tuned in a candidate is to his or her own emotions, and those of others, as well as the candidate's ability to control his or her behavior in light of the emotions he or she is experiencing. These traits can often impact performance in groups or teams. Sample interview questions are provided to gather more information.

Detail

Interview Guide

Empathy and Emotional Self-Control

Score: 79



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 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.

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



1

They have an inappropriate response and don't demonstrate understanding or care.



2

They (1) have an appropriate response and (2) demonstrate understanding but unable to show the customer that they care.



3



4



5

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

Demonstrates that they are unable to sense how others around them are feeling.



2

Provides examples on how they are able to sense other's feelings. They don't use this to show understanding and care.



3



4



5

Provides examples on how they are able to sense others' feelings. They use this to show they understand and care about them.

Behavioral History Detail

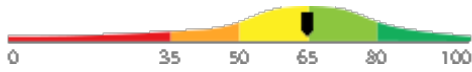
This section evaluates answers the candidate gave concerning his or her work-related history. Studies often show that a candidate's past behavior often indicates his or her future behavior. Potential caution areas (if any) are specified in each detail section.

Detail

Interview Guide

History Survey - Performance

Score: 65



Description:

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

Interpretation:

The candidate's score indicates past behaviors that contribute to above average job performance.

Exhibits past behaviors and achievements that are likely to result in above average job performance.

The following potential performance risk areas were identified:

Further probing is recommended for each of these items.

Exhibits past behaviors and achievements that are likely to result in significantly below average job performance. Additional probing in this area is highly recommended.



1

No examples or rationale given.



2

Weak connection between past and future.



3



4

Clear connection between past and future.

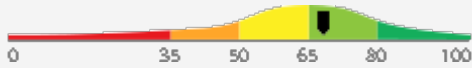


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Detail

History Survey - Tenure

Score: 68



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:

Further probing is recommended for each of these items.

Interview Guide

What are some of the reasons you have left previous jobs?



1

Many different reasons. Blames employer.



2

Circumstances for leaving generally credible or somewhat outside control.



3



4

Circumstances for leaving generally credible or somewhat outside control.



5

What are some reasons you would stay with a job for a long time?



1

What are some reasons you would stay with a job for a long time?



2

What are some reasons you would stay with a job for a long time?



3



4

What are some reasons you would stay with a job for a long time?



5

What are some reasons you would leave a job after a short period of time?



1

What are some reasons you would stay with a job for a long time?



2

What are some reasons you would stay with a job for a long time?



3



4

What are some reasons you would stay with a job for a long time?



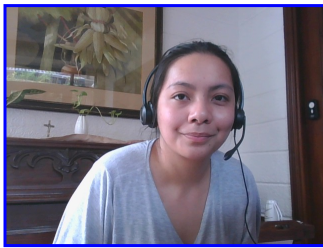
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Identity Confirmation Photos

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

Photo Analysis Results

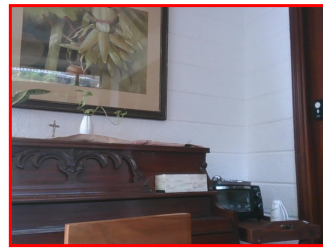
- Risk:	Medium risk of cheating based on image inconsistencies
- Percent match among processed faces	100%
- Total images processed	17
- Total images with valid faces	14 (82%)
- Total pairs of faces compared	13
- Pairs in which faces matched	13 (100%)



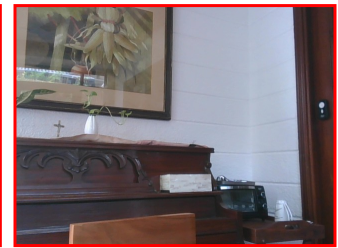
Pre/Post-Test Photo



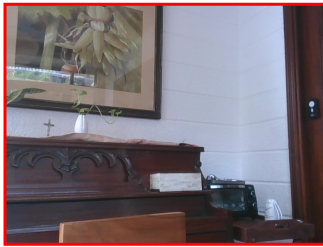
ID Photo



In-Test Error Detected (No Face Detected)



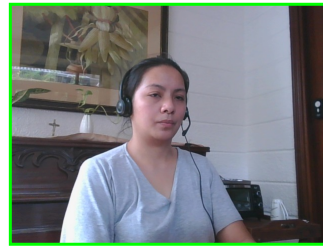
In-Test Error Detected (No Face Detected)



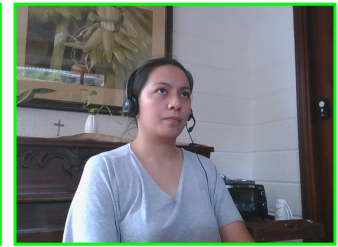
In-Test Error Detected (No Face Detected)



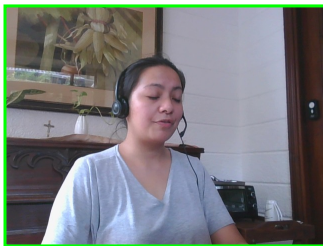
In-Test Photo



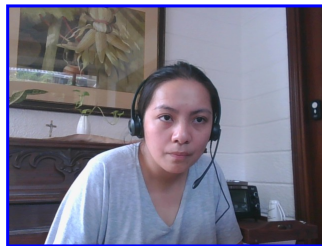
In-Test Photo



In-Test Photo



In-Test Photo



Pre/Post-Test Photo

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.
- 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: 43-4051.00
- O*Net Version: 29.2
- Sim ID: 18656-1, Key: 0-0, Rpt: 13, Prd: 8656, Created: 2026-05-08 08:30 EDT
- UA: Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko

Notes

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