

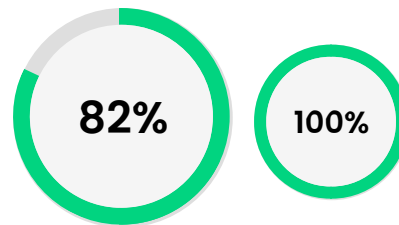
NAME: ★ John Joe
 CANDIDATE ID: #001511
 EMAIL: joe@mailinator.com
 JOB APPLYING FOR: SE
 INVITED BY: Reyán Dela Cruz (reyan1130@mailinator.com)
 ORGANIZATION: Apple
 TESTING TIME: 5 min. 15 seconds
 TEST VERSION: (v1)



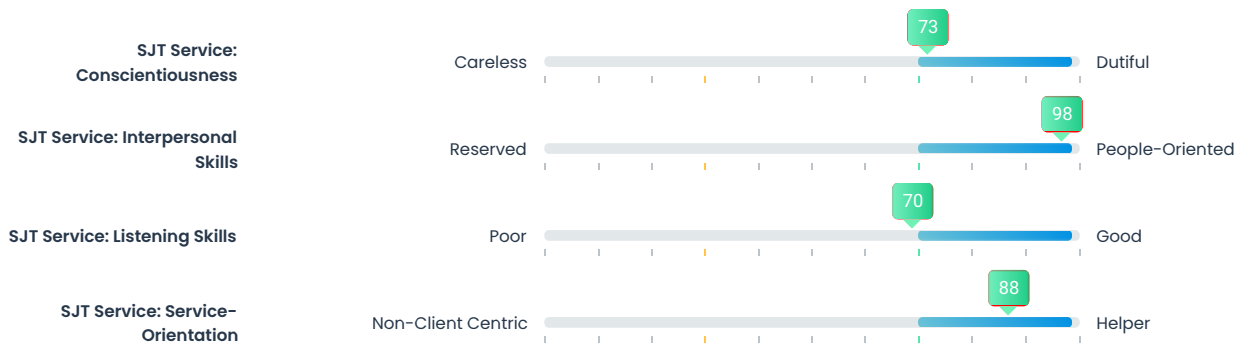
STARTED: 03/23/21 12:55 AM
 COMPLETED: 03/23/21 01:01 AM

TOTAL SCORE SUMMARY

The large circle represents the average of the scale scores included in this profile. Scores are presented in terms of percentiles and indicate where the candidate falls relative to everyone else who has completed this profile. The smaller circle is the percent match against your Star Profile. Review individual scale details to understand strengths and potential areas for improvement.



SCORE DETAILS



SCALE SCORE INTERPRETATIONS

The information that follows offers detailed interpretations for each scale included in this profile. The Strength of Responses graphic below shows the candidate's response pattern for a particular scale. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with the behavioral dimensions assessed in this profile.

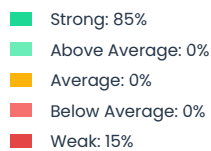
SJT SERVICE: CONSCIENTIOUSNESS



The degree to which the candidate thinks things through, is organized and reliable. The degree to which they are able to make decisions based on careful thought rather than impulse.

John Joe scored in the 73rd percentile on SJT Service: Conscientiousness (High), meaning John scored higher than 73 percent of other candidates who have completed this assessment.

Strength of Responses



Average Time to Complete Each Question **9.0 seconds**

Expected Behaviors

- This level of service-orientation is superior to that of most other candidates.
- Is customer focused.
- Will do all they can to keep the customer satisfied.
- Has the ability to remain service-oriented even during difficult customer interactions.

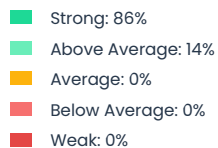
SJT SERVICE: INTERPERSONAL SKILLS



The degree to which the candidate is friendly, people-oriented and exhibits excellent interpersonal skills when interacting with others.

John Joe scored in the 98th percentile on SJT Service: Interpersonal Skills (High), meaning John scored higher than 98 percent of other candidates who have completed this assessment.

Strength of Responses



Average Time to Complete Each Question **9.0 seconds**

Expected Behaviors

- This level of service-orientation is superior to that of most other candidates.
- Is customer focused.
- Will do all they can to keep the customer satisfied.
- Has the ability to remain service-oriented even during difficult customer interactions.

SJT SERVICE: LISTENING SKILLS



The degree to which the candidate focuses on the needs of the customer during interactions. The degree to which they listen carefully to the individual's needs and attempts to fulfill those needs.

John Joe scored in the 70th percentile on SJT Service: Listening Skills (High), meaning John scored higher than 70 percent of other candidates who have completed this assessment.

Strength of Responses



Strong: 63%
Above Average: 12%
Average: 0%
Below Average: 12%
Weak: 13%

Average Time to Complete Each Question **9.0 seconds**

Expected Behaviors

- This level of service-orientation is superior to that of most other candidates.
- Is customer focused.
- Will do all they can to keep the customer satisfied.
- Has the ability to remain service-oriented even during difficult customer interactions.

SJT SERVICE: SERVICE-ORIENTATION



The degree to which the candidate is customer focused and is likely to go out of their way to help the customer. The ability to remain service-oriented even during difficult customer situations.

John Joe scored in the 88th percentile on SJT Service: Service-Orientation (High), meaning John scored higher than 88 percent of other candidates who have completed this assessment.

Strength of Responses



Strong: 75%
Above Average: 0%
Average: 12%
Below Average: 0%
Weak: 13%

Average Time to Complete Each Question **9.0 seconds**

Expected Behaviors

- This level of service-orientation is superior to that of most other candidates.
- Is customer focused.
- Will do all they can to keep the customer satisfied.
- Has the ability to remain service-oriented even during difficult customer interactions.

MANAGEMENT STRATEGIES

This section of the report offers suggestions for developing or managing the candidate based on his/her Profile responses.

SJT SERVICE: CONSCIENTIOUSNESS



- This individual values reliability, attention to detail and organization and expects those around them to do the same. Therefore, these should be exhibited and rewarded.
- Praise should be given to show appreciation when working with this individual.

- Try to let them work at own pace when possible. They like to take their time to ensure work quality.
- While this characteristic is important for most aspects of life, including work, care should be taken to make sure the deliberateness of this individual is not an impediment to getting things done.

SJT SERVICE: INTERPERSONAL SKILLS



- This individual has the interpersonal skills needed to be in jobs requiring interactions with customers. Therefore, they can be an asset when placed in direct contact with customers.
- They tend to be very friendly and outgoing. Ensure that they have the ability to interact with others regularly to maintain their levels of satisfaction.

- They tend to get along with all coworkers therefore are ideal for jobs requiring interactions between departments.
- Some of these candidates may have a tendency to be overly sociable. If this gets in the way of their productivity, bring it to their attention so they get back on task.

SJT SERVICE: LISTENING SKILLS



- This candidate is in tune to the needs of the customer. Their listening skills should be utilized for cross sales opportunities.
- Reinforce listening skills through praise or awards programs.

- This individual may be a good mentor or trainer in the area of how to best listen to customers and address their needs.
- Their openness to learning new ways of doing things should be exploited by offering training or coaching on new strategies.

SJT SERVICE: SERVICE-ORIENTATION



- This individual is most effective interacting with and assisting customers.
- Reinforce excellent customer service through praise or awards programs.
- This individual may be a good mentor or trainer in the area of how to best service customers.

INTERVIEW GUIDE

This report includes follow-up interview questions that focus on those areas where further development might be needed. These questions serve as an excellent guide during the hiring process, coaching or developmental efforts to further uncover potentially negative behavioral tendencies

SJT SERVICE: CONSCIENTIOUSNESS

QUESTION

Give work examples of when you have behaved impulsively.

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee



SJT SERVICE: INTERPERSONAL SKILLS

QUESTION

From your past sales-related work experience what percentage of sales success is related to customer service? Can one be a good sales person without being service-related?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

Response Expected of a Satisfactory Employee

Response Expected of an Excellent Employee



SJT SERVICE: LISTENING SKILLS

QUESTION

From your experience, do customers in general complain about insignificant matters? How do you generally handle customer complaints in terms of seriousness?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee

Response Expected of a Satisfactory Employee

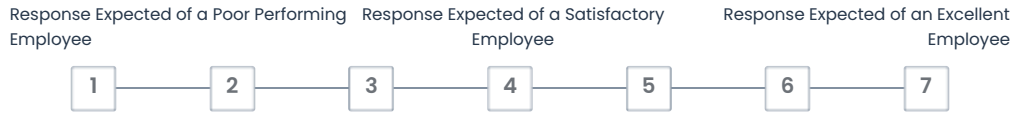
Response Expected of an Excellent Employee



QUESTION

Do you tend to be more assertive or laid back during conversations? Please explain.

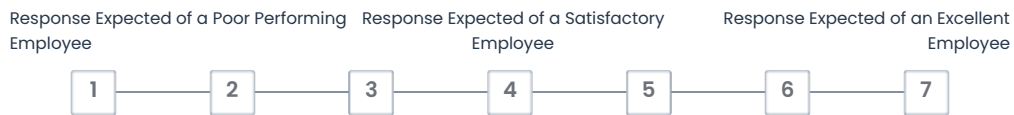
RESPONSE NOTE:



QUESTION

Would you say you take an assertive role during your interactions or are you more of a passive listener? How does this affect your sales performance?

RESPONSE NOTE:

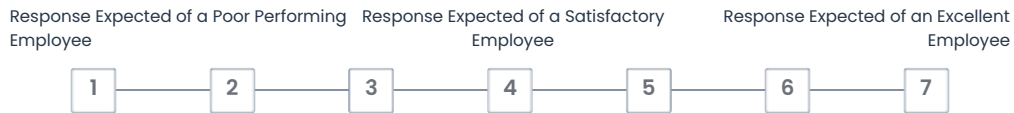


SJT SERVICE: SERVICE-ORIENTATION

QUESTION

How do you handle situations when you are under a deadline to complete a project and you are asked by a coworker for their help on something they are working on?

RESPONSE NOTE:



QUESTION

Tell me about a situation when a customer asked a question you did not have the answer to. What did you do?

RESPONSE NOTE:

Response Expected of a Poor Performing Employee Response Expected of a Satisfactory Employee Response Expected of an Excellent Employee



SUM OF RATINGS :

NUMBER OF QUESTIONS RATED:

AVERAGE RATING :

(Sum of all ratings divided by the number of questions rated.)