

NAME: ★ Joe Sample  
 CANDIDATE ID: #001744  
 EMAIL: joe@mailinator.com  
 JOB APPLYING FOR: Helpline Phone Rep.  
 INVITED BY: Alex Admin (administrator@companyabc.com)  
 ORGANIZATION: Company ABC  
 TESTING TIME: 19 min. 27 seconds  
 TEST VERSION: (v1)



ELITE PROFILING SYSTEM

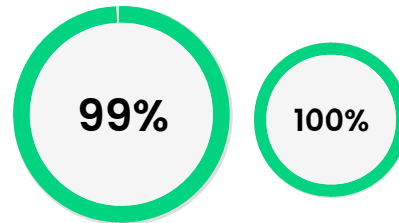
SJT Helpline

STARTED:  
10/21/21 08:21 PM

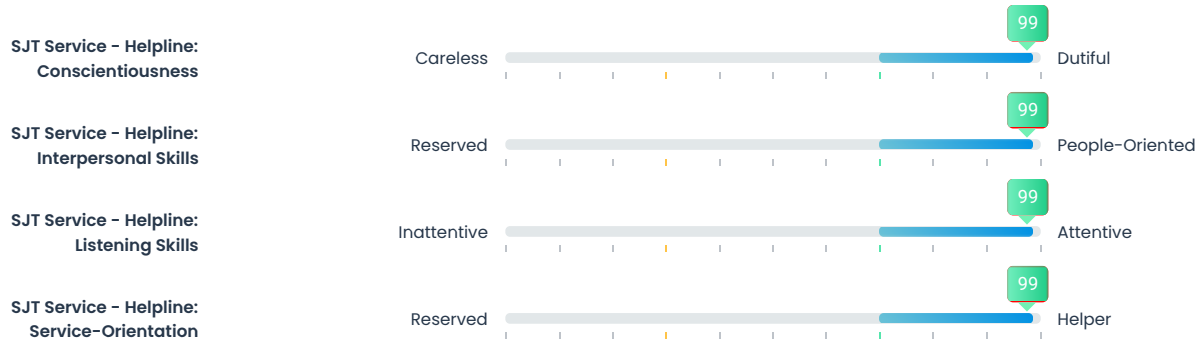
COMPLETED:  
10/21/21 08:40 PM

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 - HELPLINE: 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.

Joe Sample scored in the 99th percentile on SJT Service - Helpline: Conscientiousness (High), meaning Joe scored higher than 99 percent of other candidates who have completed this assessment.

#### Strength of Responses



- Strong: 100%
- Above Average: 0%
- Average: 0%
- Below Average: 0%
- Weak: 0%

Average Time to Complete Each Question **48.0 seconds**

#### Expected Behaviors

- This level of conscientiousness is superior to that of most other candidates.
- Thinks things through, is organized and reliable.
- Makes decisions based on careful thought rather than impulse.
- Plans and is goal-oriented.

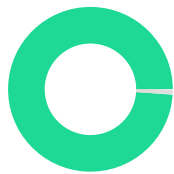
### SJT SERVICE - HELPLINE: INTERPERSONAL SKILLS



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

Joe Sample scored in the 99th percentile on SJT Service - Helpline: Interpersonal Skills (High), meaning Joe scored higher than 99 percent of other candidates who have completed this assessment.

#### Strength of Responses



- Strong: 100%
- Above Average: 0%
- Average: 0%
- Below Average: 0%
- Weak: 0%

Average Time to Complete Each Question **21.71 seconds**

#### Expected Behaviors

- This level of interpersonal skills is superior to that of most other candidates.
- Is friendly and people-oriented.
- Has the ability to get along and enjoys interacting with others.



## MANAGEMENT STRATEGIES

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

### SJT SERVICE – HELPLINE: 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 – HELPLINE: 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 – HELPLINE: 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.



- 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

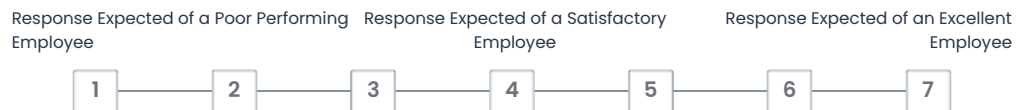
This report includes follow-up interview questions that focus on those areas where further development might be needed. These questions serve as an excellent guide during the hiring process, coaching or developmental efforts to further uncover potentially negative behavioral tendencies

### SJT SERVICE - HELPLINE: CONSCIENTIOUSNESS

#### QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

#### RESPONSE NOTE:

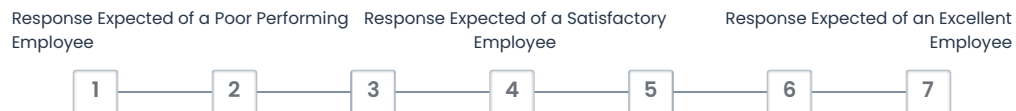


### SJT SERVICE - HELPLINE: INTERPERSONAL SKILLS

#### QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

#### RESPONSE NOTE:

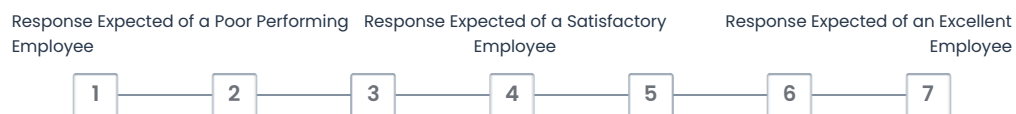


### SJT SERVICE - HELPLINE: LISTENING SKILLS

#### QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

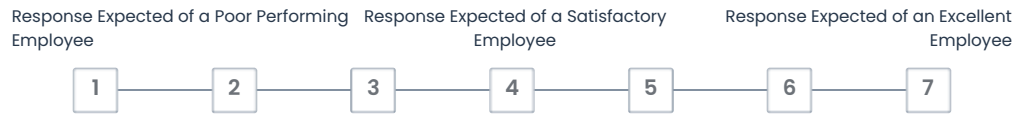
#### RESPONSE NOTE:



**QUESTION**

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

**RESPONSE NOTE:**



**SUM OF RATINGS :**

**NUMBER OF QUESTIONS RATED:**

**AVERAGE RATING :**

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