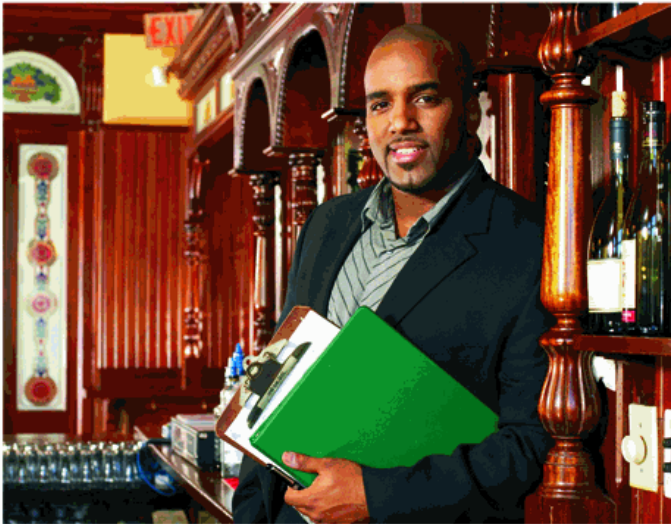




**We Improve Productivity
Through People.**



**Household Worker / Concierge Staff
Assessment Report**

Candidate: Melanie Harper

Date: 06/09/2009



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Candidate: Melanie Harper
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Prepared For: Employers

Prepared by: John Lounsbury, Ph.D. & Lucy Gibson, Ph.D., Licensed Industrial-Organizational Psychologists

The following pages represent a report based on the results of a psychological assessment. The profile presented below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (indicated by the shaded areas). The candidate's score is indicated by the diamond symbol: ◆

ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

	Low	Below Average	Average	Above Average	High
Agreeableness					◆
Avoidance of Violence					◆
Conscientiousness				◆	
Customer Service / Responsiveness			◆		
Detail Mindedness			◆		
Drug Use Potential			◆		
Emotional Stability / Resilience				◆	
Integrity				◆	
Life Stability				◆	
Optimism/Enthusiasm			◆		
Orderliness					◆
Work Drive				◆	



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Aptitude Assessment

	Percentile Range									
	0-10%	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	Top 10%
General Reasoning				X						

Explanation of Cognitive Aptitude Scores:

The aptitude scores in this section reflect percentile rankings -- not percent correct on the test. With percentiles, the average is the 50%ile. Half of the people score below this score and half score above it. As another example, if a person scores 80-89%ile on a specific test in this report, it means that they scored as well as or better than 80-89% of the norm group, but not as high as 11-20% of the norm group.

The **Overall Cognitive Aptitude** is an average of the separate aptitude sections given to this candidate.

The lower the Overall Cognitive Aptitude score, we predict that the candidate will have difficulty learning new information and making decisions. For example, if they are well experienced in their occupation, they may be able to continue to perform well practiced tasks adequately, but have difficulty learning new things. As such, they will need additional training time and more support from supervisors. People who produce lower Overall Cognitive Aptitude scores generally prefer tasks that call for specific responses rather than ones requiring insightful solutions. They are also slower in processing information and are often easily overwhelmed by complex problems, especially ones they have not dealt with before.

The higher the Overall Cognitive Aptitude score, the more we predict that the candidate will learn quickly, pick up a lot of new information on their own without needing to be trained, handle a large information load easily, make decisions in an efficient manner, and show a great deal of insight about how to solve new and complex problems.



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Personality Assessment

Strengths:

- Coworkers are likely to see Melanie as very easy to get along with. Melanie will avoid arguments and unpleasantness whenever possible. She tries to be agreeable in her daily interactions with coworkers and other people.
- Even when other people are acting in an aggressive manner, Melanie does not allow her behavior to deteriorate to that level. She controls her feelings well and seeks a resolution to conflict that does not include open hostility.
- She is trustworthy and conscientious in her work habits. Melanie will perform job tasks and duties in a reliable manner that others can count on.
- Melanie makes an effort to produce accurate work that is free of errors and that all details are addressed.
- She is a fairly resilient person who has good control over her emotions. Melanie can weather most forms of job hassles, stress, and pressure. She usually keeps her composure when dealing with work crises and emergencies.
- Melanie appears to be a principled and ethical person in how she performs job tasks and duties. She adheres to company rules and policies.
- Melanie registers as having a sound level of integrity and honesty. She is unlikely to do things which others would consider to be improper, immoral, or dishonest.
- She takes many situations and people at face value, without preconceptions or advance judgments. While Melanie is usually optimistic about most prospects and future contingencies, she is not gullible or unrealistic in her expectations.
- Melanie is systematic in the way she works. She strives to be efficient in her work. Melanie appears to have good organizational skills.
- Melanie has an above-average work drive. She is usually willing to work overtime and otherwise extend herself to meet the demands of her job and employer.



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Developmental Concerns:

- She may need to place slightly more emphasis on customer service in her work. Melanie could be more attuned to customer requests, concerns, and needs.
- Melanie's work needs extra supervision and review to deal with her somewhat careless style which will produce more than average level of errors. She needs to be instructed on proper methods for checking details or possibility of errors.



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INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. You should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions when interviewing the candidate. You will probably want to customize these questions to best fit your style and what you already know about the candidate as well as the job for which s/he is being considered. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. Some additional probes which you might want to use with individual questions are:

- * When did this take place?
- * What factors led up to it?
- * What were the outcomes?
- * What did others in the organization say about this?
- * How often has this type of situation arisen?
- * How would you handle it differently in the future?

CUSTOMER SERVICE

- No matter how hard you try, some customers are rude, annoying, or impossible to please. Describe the most difficult customer you have had to deal with and what efforts you made to accommodate him or her.
- Describe a situation where you went above and beyond your job description to make a customer satisfied. [Probes: What did you do? What was the outcome? How often has this type of thing happened in the last year?]
- Tell me about a time when you had to reconcile competing demands from the customer with company demands or needs.
- Tell me about a time when a customer gave you a difficult problem to solve.
- There are limits to how far an employee should go to try to satisfy customer demands and requests. Describe the criteria you use to decide when that limit has been reached.

ORDERLINESS

- Tell me about a time when you organized the elements or parts of a project into a larger whole and came up with an integrated system.
- Describe how you use details to make plans and develop long-term strategies.
- Tell me about a time when you were so focused on details that you got bogged down and spent too much time on a task or assignment.
- Describe your approach to doing long-range planning and strategic development on your job.

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