



## **Store Clerk Assessment Report**

**Candidate:**  
**Jane Sample**

**Date:**  
**03/28/2020**

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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			◆		
Company Loyalty					◆
Conscientiousness				◆	
Customer Service Responsiveness			◆		
Emotional Stability/Maturity				◆	
Integrity/Trustworthiness				◆	
Optimism/Enthusiasm			◆		
Teamwork Orientation				◆	
Work Drive				◆	

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Test	Percent Correct Score	This score is considered to be:
Cashier Related Math	88% Correct	High Score

### Explanation of this “Percent Correct” Aptitude Score

The scoring for tests like this one is based on a “percent correct” calculation which is total number of correct answers divided by total number of questions on the test. The candidate has ample time to complete each question, so it is possible to achieve a 100% score.

Lower scores suggest the candidate will make a high number of errors on the job. Their basic skills in this topic area are probably lacking. If hired, you need to consider on-the-job training in this topic area.

Higher scores suggest the candidate is less likely to make mistakes of this type on the job. Their skills are adequate to good, so they can probably improve accuracy as they practice tasks on the job - especially if you give them feedback about errors as they occur during job performance.

### We offer the following guideline:

0% to 50% correct	51% to 70% correct	71% to 85% correct	86% to 100% correct
Low Score	Below Average	Above Average	High Score

Most companies are simply trying to weed out candidates who would have the most trouble handling job tasks of this nature. If that is the case, you need to think about what is the lowest “Percent Correct” score you will tolerate. If errors are not particularly costly to your operations, then you may be able to accept candidates who score in the Below Average range.

Some companies are trying to enhance the overall quality of their workforce with the use of standardized aptitude testing. If this is the case for your company, then we advise that you accept candidates in the Above Average or High categories. If errors of this nature cause very serious problems in your company, then you should only hire people who score in the High category.

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### Personality Assessment

#### Strengths:

- Jane usually gets along smoothly with the people she works with. Unless Jane has to work with someone she particularly dislikes, she will interact with others in an agreeable manner.
- Jane comes to her job with a very positive attitude about work expectations and company personnel policies. She believes that management will act in the best interests of the workers. Even when new policies provoke many complaints among the workers, Jane can be expected to keep a positive, optimistic, loyal perspective.
- She fulfills her job responsibilities reliably and conscientiously. Jane typically does what she says she will do in a manner others can depend on. She carries out job tasks and assignments in a fairly systematic, organized manner, paying attention to details and quality standards.
- She is a fairly resilient person who has good control over her emotions. Jane can weather most forms of job hassles, stress, and pressure. She usually keeps her composure when dealing with work crises and emergencies.
- Jane scores as having an above-average level of integrity. She is unlikely to lie, deceive, cheat, or engage in questionable or improper job behavior.
- She takes many situations and people at face value, without preconceptions or advance judgments. While Jane is usually optimistic about most prospects and future contingencies, she is not gullible or unrealistic in her expectations.
- Jane has a sound commitment to teamwork. She is willing to work with others in a cooperative, mutually supportive manner.
- Jane has an above-average work drive. She will put considerable time and effort into meeting job demands, including working long hours as needed.

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### Developmental Concerns:

- In stressful situations, she can sometimes come across to others as disagreeable or difficult to get along with. Jane may need to make more of an effort to be courteous and pleasant in all of her interactions with others in the workplace.
- She could strengthen her customer service orientation. Jane may need to be more responsive to the needs and preferences of customers in her area of responsibility.

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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?

#### AGREEABLENESS

- Tell me about a project that required everybody to get along smoothly and harmoniously. What did you do to help promote harmony and cohesion?
- Sometimes it is good to question or challenge the ideas or decisions of the people you work with, even if it leads to disagreement or an argument. Tell me about a time when you have done so.
- Describe a situation where you took a stand on something that was not necessarily popular with other people, but where you felt it was the correct thing to do?
- Tell me about a situation where you went along with the group (or with individual coworkers) just to keep the peace, preserve harmony, or show support, even though you did not agree with them.
- Conflict seems to be inevitable in most work settings as business competition increases and more demands are made on all employees. Tell me about a conflict or disagreement you had with another employee? [Probes: What was the nature of the problem? What did you do to help resolve it? How often has this occurred?]

#### 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.

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- 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.

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