



Banking Services Representative Assessment Report

Candidate:
John SamplePerson

Date:
02/26/2024

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www.resourceassociates.com

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Company: Resource Associates Samples
 Date: February 26, 2024

Username: RESOEQR0001
 Candidate: John SamplePerson

The following information is a feedback report based on the results of validated psychological assessment dimensions. Depending on the sections included in the test battery, there may be multiple pages of explanatory information. Please review thoroughly for the best overall interpretation of your candidate's scores.

PERSONALITY TRAITS

The profile 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 (designated by the shaded areas). The candidate's score is indicated by the diamond symbol: ◆

	Low	Below Average	Average	Above Average	High
AGREEABLENESS					◆
CONSCIENTIOUSNESS				◆	
CROSS SELLING POTENTIAL		◆			
CUSTOMER SERVICE / RESPONSIVENESS			◆		
EMOTIONAL STABILITY / RESILIENCE					◆
EXTROVERSION			◆		
INTEGRITY					◆
INTRINSIC MOTIVATION				◆	
LONG TENURE POTENTIAL				◆	
TEAMWORK			◆		
WORK DRIVE			◆		

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APTITUDE SCORES: Reported as Percent Correct

DIMENSION	SCORE	CATEGORY
Banking Math	90% 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% - 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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APTITUDE SCORES: Reported as Percentile

	PERCENTILE RANGE									
	0-10%	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	Top 10%
Perceptual Speed And Accuracy				X						

Aptitude Raw Scores

	Total Correct	Total Attempted	Total Questions
Perceptual Speed and Accuracy	85	88	150

Explanation of Aptitude Scores In This Table:

The aptitude scores in this table reflect percentile rankings -- not percent correct on the test. For example, if a person scores 80-89%ile on a specific test in this report, it means that they scored at least as well or better than 80-89%ile of the norm group, but not as high as about 10-20%ile of the norm group. So, higher scores are better than lower scores.

The **Overall Cognitive Aptitude** is an average score (an average for the standardized scores) for all of the separate aptitude tests 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 TRAIT INTERPRETATION

Strengths:

- He is very motivated to have smooth, amiable working relationships. John tries to be courteous and agreeable at all times on the job.
- He is conscientious and dependable in the way he works. John will typically follow through on his commitments and do what he says he will do.
- He has very good control over his emotions and is able to handle considerable stress on the job. John keeps his composure while under the pressure and strain of difficult situations or extended periods of work overload.
- John will communicate with others as needed while also concentrating on his own tasks and duties. He is generally cordial and pleasant, but not socially distractible.
- John is highly likely to perform job tasks and duties with integrity. He can be trusted to adhere to company rules, policies, and ethical codes, even when placed in situations that permit individual discretion.
- For John, the nature of his job, including variety, challenge, responsibility, and relationships with coworkers, are more important than just making a lot of money or achieving high status. He needs a job where he can take pride in his accomplishments.
- He usually prefers to form an attachment to one company, reducing his likelihood of leaving for another job elsewhere. When problems arise at work, John is inclined to tough them out rather than quit in frustration.
- John is balanced with respect to teamwork versus individual contributor roles. He can alternate between working closely with others and working independently.
- With an average work drive, John usually works industriously during regular job hours. However, he is not a workaholic and tries to balance job demands and his personal/family life.

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Developmental Concerns:

- John can sometimes try so hard to get along with everyone that he gives in on important issues just to keep the peace. People may view him as too accommodating and unwilling to address difficult situations .
- John is not an assertive person. As such, he will shy away from cross-selling because he is uncomfortable making suggestions to people about things they might buy. He may be able to handle cross-selling if a thorough training program can teach practical, easy-to-use skills.
- He could strengthen his customer service orientation. John may need to be more responsive to the needs and preferences of customers in his area of responsibility.
- John could be somewhat more communicative on the job—especially in situations requiring extensive social interaction. He could, at times, be more expressive, outgoing, and cheerful in his dealings with other people.
- He could place greater emphasis on group unity, cohesion, and a shared sense of purpose with his fellow employees. John may need to be encouraged to be more actively team-minded, especially in work settings where close cooperation and interdependence are required.
- John may need to rev up his work drive, at times, if he is to really succeed in this job. This may necessitate going above and beyond normal effort levels to meet pressing or irregular job demands .

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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?]

CROSS SELLING POTENTIAL

- Tell me about any sales activities you have done in your life -- even including selling Girl Scout cookies and the like. How much did you get involved? How successful were you? What did you enjoy / dislike about those activities?
- When you go into a bank to deposit a check and the teller starts telling you about their investment plans, how do you feel? To what degree do you see that teller as being helpful or as being pushy and intrusive?
- Here at this bank, we ask that anyone who comes into contact with customers make some effort to sell a variety of banking products. What are some ways that the employee can achieve that goal?
- Would you want to include cross selling as part of your job responsibilities? Why and why not?

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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.

WORK DRIVE

- Under what conditions, if any, do you think a company has a right to ask its employees to work long hours? What is the upper limit for you on how many hours/week you are willing to work on an ongoing basis to meet the demands of your job.
- Describe some ways that you think your commitment to your family or personal life away from the job may have limited your advancement opportunities or earnings potential. How do you feel about this?
- What are the potential problems associated with a company expecting too much overtime from their employees or encouraging them to become workaholics?
- Describe how you keep work separate from your home and personal life and how you keep job demands from intruding on your free time.
- Under what situations would you be willing to work overtime and weekends for your job? How long would you be willing to do so?