

Candidate Information

Candidate : Sample Candidate

Email : candidate_email@mail.com

Assessment Profile:

Project Name: Office Clerk - Entry Level Customer Service (Gen)

Completion Date: 03-26-2018

Disclaimer :

Information enclosed on these pages is confidential in nature and is intended only for the person(s) to whom it pertains or other authorized individuals. You must not rely on the information in the report as an alternative to certain advice from an appropriately qualified professional. If you have any specific questions about any specific matter you should consult an appropriately qualified professional.

Entry Level Customer Service (General)

Instructions

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that SHL offers, please contact your account representative.

Overall Score



Percentile

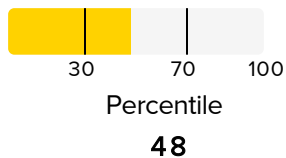
57

Recommended

Details

Customer Focus

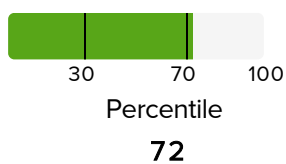
This is a measure of the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences; being patient; tolerating rude customers calmly; and searching for information or products for customers.



The candidate will usually meet customer needs and solve basic problems. However, he/she may also sometimes interrupt or fail to pay attention when customers speak. The candidate may also forget to give customers special information, or fail to communicate clearly with customers.

Responsibility

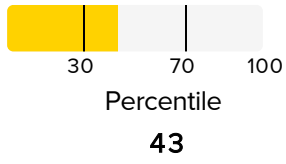
This measures the tendency to be aware of and follow company policies and procedures, including: working in an organized manner, returning from meals and breaks on time, and working when coworkers are not working.



The candidate is likely to be dependable and responsible on the job. He/she is likely to adhere to rules and show self-control and stability in behavior. The candidate has a tendency to be careful while performing tasks and takes responsibility for his/her work.

Learning Potential

This is a measure of the potential for success in jobs across industry type and functional area. Candidates' responses to questions regarding developmental influences, educational and work history, and related values and attitudes are compared with response profiles from successful employees. These items are significantly related to a traditional cognitive test of learning ability.



The candidate's score indicates that his/her responses regarding education and work-related experiences are similar to those with average learning ability. The candidate should be able to learn work-related tasks, processes, and procedures during the allotted training period. The candidate will be able to perform simple numerical calculations with ease, but may require assistance when dealing with more complex problems. The candidate will perform at an average level in positions requiring these abilities.