



### Candidate Information

**Candidate :** Sample Candidate

**Email :** candidate\_email@mail.com

**Assessment Profile:**

**Project Name:**Server - Guest Service Team 7.0

**Completion Date:** 03-13-2019

**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.

### Guest Service Team 7.0

#### 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**



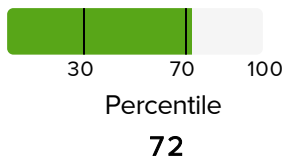
**Percentile**  
**68**

Recommended

#### Details

##### Customer Focus

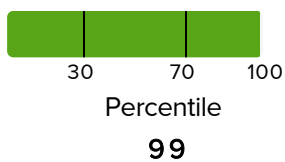
This is a measure of the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences; being patient; tolerating rude customers calmly; and searching for information or products for customers.



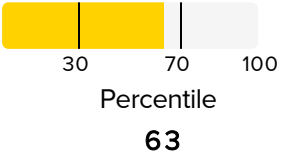
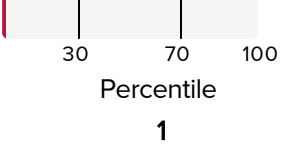
**The candidate is likely to be competent and courteous by communicating effectively, showing persistent enthusiasm in customer interactions, and giving customers full attention. The candidate is also likely to tolerate rude customers calmly, find solutions for customer problems, and remain cheerful throughout the workday.**

##### Professional Potential

This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.



**This candidate's response profile concerning past achievements, social orientation, and work orientation is highly similar to the profiles of highly effective professionals. The good match between the profiles suggests that this candidate is likely to be successful in a professional position.**

<p>Responsibility</p>	<p>This component measures the tendency of a person's responsibility for his/her own actions and a commitment to performing assigned tasks. This trait is characterized by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.</p>
 <p>30 70 100 Percentile <b>63</b></p>	<p><b>This candidate is likely to approach interesting work with careful planning and preparation. However, the candidate may avoid mundane or boring tasks, preferring to find work that is more stimulating or more easily accomplished without extensive planning. When working on difficult assignments, this candidate may procrastinate and fail to prioritize important elements.</b></p>
<p>Teamwork</p>	<p>The tendency to work effectively in teams. High scorers are likely to be polite and friendly, put forth effort to help others, stay calm in tense situations, communicate openly and directly with other team members, and display a willingness to help others.</p>
 <p>30 70 100 Percentile <b>1</b></p>	<p><b>The candidate may struggle when working in a team. The candidate may prioritize his/her own needs over others and may overlook what is right for a group or organization. He/she is likely to have difficulty cultivating working relationships, communicating openly and directly with team members, and staying calm and polite in tense interpersonal situations.</b></p>