



SELECT for Customer Service with Math

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Survey Results for:	Suzanne Example
ID:	
Test Date:	4/11/00 7:12:25 PM
Organization:	TV Rental, INC.
Division:	Division A
Region:	Region 1
District:	District 1 South
Area:	Location Houston
Store:	Store 120



This Report Is Confidential

- Lock it up
- Don't leave it out
- Don't show it to the candidate



Use This Report To Make Good Decisions

- Retest or avoid candidates with Invalid results
- Avoid candidates with Avoid scores
- Use interview probes and other report information to evaluate Okay and Good candidates
- Combine information from all sources (test, interview, references, etc.) to make a final decision

Results



Random Response:

A check for random responding. If Invalid, the candidate could not or did not read the test well enough to avoid responding randomly, and these results should not be used.

Random Response:	Valid	Invalid
	X	

Integrity Index:

A measure of the candidate's attitudes about personal integrity and work ethic.

Score:	Avoid	Okay	Good
12			X
	0-8	9-11	12-13

Retail Math Score:

A measure of retail math and basic numerical reasoning skills.

Score:	Needs Training	Okay
14		X
	0-8	9-14

Performance Index:

A measure of the traits associated with successful performance in this job.

Score:	Avoid	Okay	Better
22		X	
	0-15	16-22	23-34

Details



Performance Sub-scale Analysis:

Subscale	Okay	Flag*
Energy (activity level; action orientation)	X	

The table presents the candidate's scores for each sub-scale of the Performance Index.

Flagged areas should be probed in the interview.

Frustration Tolerance (remain emotionally positive in spite of frustration)		X
Accommodation to Others (willingness to accommodate the desires of others)	X	
Acceptance of Diversity (tolerance of others different from self)	X	
Positive Service Attitude (appreciation of the service role)	X	
*If flagged, see interview probe suggestion(s) in later section.		

Job Task Responses:

How willing are you to . . .	Would do it and enjoy it	Would do it	Would do it, but not like it	Would not want to do it	Would not do it
Work weekdays?		X			
Work evenings or nights?		X			
Work weekends?			X		
Work holidays?		X			
Work overtime?		X			
Commit to being on time, every time?		X			
Adjust work schedule on short notice?		X			
Serve or assist customers?		X			
Work with people of all types?		X			
Work cooperatively with others?		X			
Handle demanding people?					X
Handle rude customers?				X	
Make change & handle money?		X			
The table above reports the candidate's stated willingness to do tasks commonly required in jobs similar to this one. Indications of reluctance should be probed during the interview.					



(Based on the candidate's test results, the following areas should be probed further in the interview. We recommend that you use these suggestions to confirm the test results.)

LOW FRUSTRATION TOLERANCE

This candidate scored low on a measure of emotional resilience and positiveness. Some people with this profile can be moody and sensitive, and may be easily discouraged. The candidate may have a low tolerance for stress, and may tend to worry excessively. These characteristics could interfere with his/her ability to maintain a positive attitude about the job, co-workers and customers.

Interview Probes:

- Ask him/her to describe those aspects of previous jobs which have been frustrating or irritating. Listen for responses that suggest a low frustration tolerance or a tendency to be easily affected by the ups and downs of the job or by personal circumstances.
- Ask about his/her ability to deal with pressure, stress, and disappointments. Ask him/her to describe the sorts of things that are irritating or annoying on the job.
- Ask him/her to describe how well he/she handles stress on the job.
- Ask him/her to describe the enjoyable aspects of dealing with people, and what he/she dislikes about it. Listen for tendencies to dwell on the negative and, in particular, listen for signs that he/she is easily disturbed by people who are difficult or rude.
- Describe a typical situation with a difficult person. Ask the candidate how he/she would handle the situation and how he/she would feel after the confrontation. Listen for signs of worrying or an inability to put things aside and be positive for other people.

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