



**STRICTLY CONFIDENTIAL
INDIVIDUAL ASSESSMENT REPORT**

The purpose of the assessment has been to provide further information to
assist with the recruitment of:

Ms. Sam Sample

On: Monday, 21st of August 2006

Prepared By:

Psych Press

Level 4, 398 Lonsdale Street

MELBOURNE VIC 3000

Ph: (03) 9670 0590

www.psychpress.com

Please direct queries to Daniel Fruchter,

Senior Psychologist

Psych Press, Level 4, 398 Lonsdale Street Melbourne VIC 3000 AUSTRALIA,

Telephone 1300 308 076 or +61 3 9670 0590 - Facsimile +61 3 9642 3577

Email: info@psychpress.com.au Website: www.psychpress.com

Confidentiality

This highly confidential document is provided to the client on the candidate named on the cover sheet on the basis that the need for this confidentiality is recognised, accepted and that such confidentiality will be strictly maintained.

It should therefore only be read by staff specifically involved with the selection, promotion or development of the person named, and stored securely with minimum access.

Should a report be required at a later date, it can be obtained without further cost, from PsychPress archives.

Objectives

The report on the candidate's capabilities has been done based on several assessment materials used to provide objective information about the competencies which might be required for the specific position.

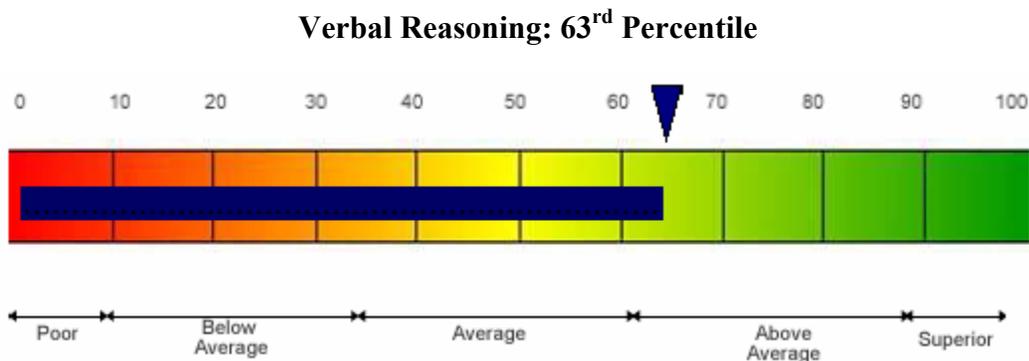
Cross validation of Outcomes

This report provides objective information on candidate's capabilities. We recommend supplementing it with other information obtained from other sources like interviews or other reports.

The following report has been based on a series of scientifically validated profiles, each providing elements of insight or understanding into Ms. Sample's work behaviour style. Each profile is intended to provide you with a point of reference from which you can objectively assess her work suitability or strengths and weaknesses as part of a career development plan.

1. Abilities and Aptitudes

Ability	Percentile Result	Norm Group
Verbal Reasoning	63 rd percentile (Attempted 32 of 32, Correct 18)	General Population
Emotional Reasoning	35 th percentile	General Population

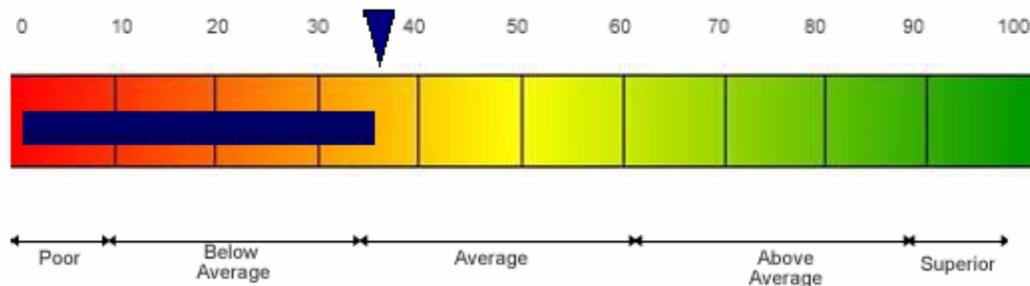


The Verbal Reasoning assessment measures Ms. Sample's ability to communicate with others, written communication skills, the ability to understand internal and external clients' needs and the ability to convey complex information in a clear and understandable format to clients, team members or managers.

Ms. Sample's performance on the measure of Verbal Reasoning has placed her in the above average range compared to the Australian general population sample. The result suggests that she would be a competent

communicator in both spoken and written forms. She will be able to effectively convey ideas, concepts or instructions to work colleagues, managers and clients as well as identify critical issues and logically draw accurate conclusions from written material such as organisational policies, meeting summaries, work procedures and etc. She will also be able to effectively produce written organisational documentation such as performance, production reports or other organisational documents.

Emotional Reasoning: 35th Percentile



The ERQ is an instrument designed to measure emotional reasoning, which is a branch of emotional intelligence. Emotional intelligence is a broad concept, which involves the ability to identify emotions in yourself and others, to be able to manage those emotions and to use them to promote personal growth. Emotional Intelligence is commonly accepted as an important part of real-world interpersonal skills, management, and goal-setting.

Emotional reasoning is that branch of emotional intelligence which involves identifying what emotions people are feeling in a given situation, and the ability to predict someone's future emotional responses, given an understanding of a current situation. It is seen as a key competency in 'connecting with people' and building rapport and good working relationships.

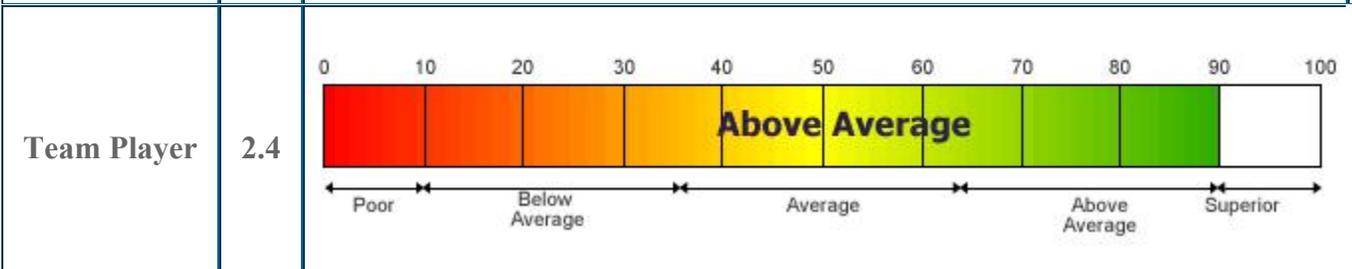
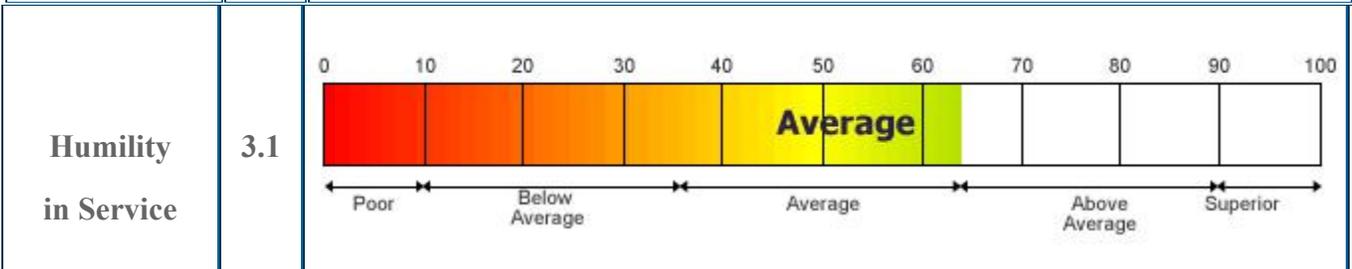
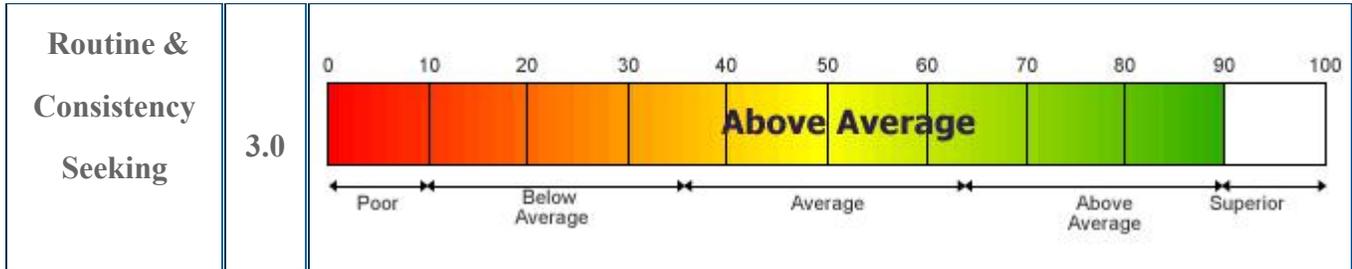
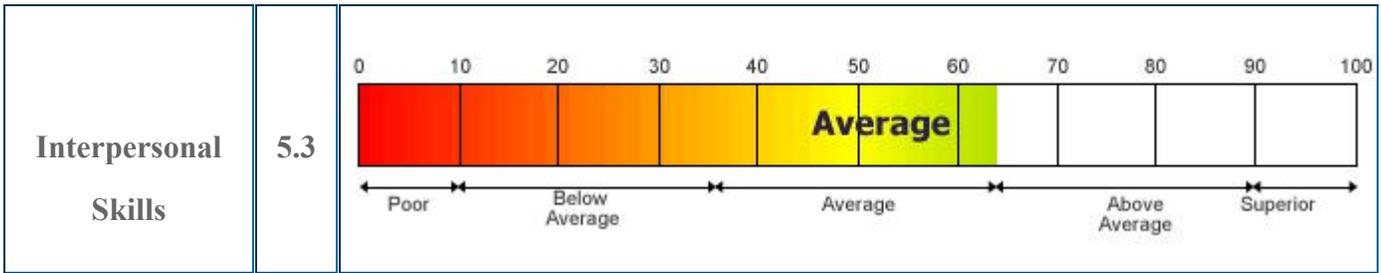
Ms. Sample's performance on the measurement of Emotional Reasoning has placed her in the average range compared to an Australian general population sample. The result suggests that she has a sound ability to identify emotions in work colleagues and clients, and to predict their future emotions and actions. She appears to be able to interact well with other people, and is likely to be able to judge others' emotional state and respond appropriately. She would be able to build rapport and establish empathy in most circumstances. She also would be able to do well in areas such as influencing through management and managing others.

2. Customer Service Profile

The following section is intended to provide you with a point of reference from which you can objectively assess Ms. Sample's customer service potential and work suitability.

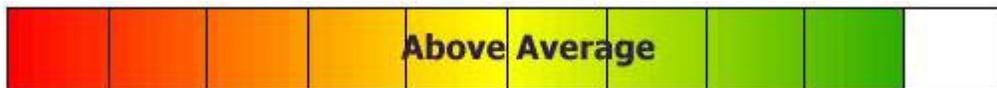
The report includes eight factors, which were found to be crucial to a successful customer service provider.

Competency	Raw Score (1-7)	
Effectiveness under Pressure	7	
Social Skills	6.1	
Goal Orientation	5.0	
Planning Skills	4.4	



Overall Customer Service Index

Based on the assessment results, Ms. Sample’s overall fit for customer service position is **above average** with a CSI score at the **60 Percentile**.



Ms. Sample’s performance on the measure of customer service performance is above average compared to Australian customer service providers. The next section details Ms. Sample’s customer service strengths and weaknesses.

Customer Service Style Profile

Effectiveness under pressure

A tendency to remain calm under pressure and maintain self-control. This attribute measures one's ability to interact well with customers as well as colleagues even in adverse conditions. Typically higher scorers tend to remain objective and not become upset by other people, "take most things in their stride" and remain even-tempered.

The results suggest that Ms. Sample will remain calm and operate well under difficult or adverse conditions in comparison to Australian customer service providers. The result reflects a very strong ability to resolve customer service issues even when under extreme pressure such as managing demanding customers, resolving customer service issues and dealing with customers' complaints. She also has the ability to engage comfortably in dialogue with customers and be extremely patient and helpful in providing service even under severe pressure in trying circumstances.

Social Skills

A tendency to have a positive and outgoing demeanour, as well as enjoying interacting with customers and working collaboratively with colleagues.

The results suggest that Ms. Sample has very strong social skills in comparison to Australian customer service providers. This result indicates that she will maintain excellent social interactions with others even in difficult situations such as when customers are constrained by time or when dissatisfied. She reports feeling comfortable and confident to engage with others, paving the way for strong relationships with both customers and team members.

Goal Orientation

This scale measures one's tendency to work towards set customer service goals, make decisions to achieve those goals on a consistent basis, and show determination to complete their job properly to provide a high quality customer service experience.

The results suggest that Ms. Sample regards achieving strong customer service as a high priority in comparison to Australian customer service providers. This result reflects a high commitment to achieve customer satisfaction. She is expected to invest considerable efforts to attend fully to customers' needs. As she is goal and result oriented, it is expected that during challenging customer service situations such as handling customer complaints, she will directly confront the issue to keep the customer satisfied.

Planning Skills

A tendency to have well-organised customer service habits, be very orderly when approaching customer service activities, follow a systematic approach in doing things and do things according to a schedule.

The results suggest that Ms. Sample considers working in a planned and organised manner as no more or less important than average Australian customer service providers. She will generally plan ahead to address customers' needs, facilitating customers' satisfaction. However, occasionally Ms. Sample will encounter some difficulty in planning ahead which may hinder the ability to provide effective solutions to uncommon or unique customer needs. Her ability to plan and structure the manner of their service generally supports the goal of attending to customers in an organised and timely fashion. However, on some occasions she may be unprepared and experience variability in their ability to consistently meet customer expectations through organised and planned outcomes.

Interpersonal Skills

This scale measures the tendency to demonstrate care and concern, as well as interest in customers needs. It also measures one's generosity to assist customers and convey friendliness and build rapport with customers.

The results indicate that Ms. Sample will exhibit more understanding and friendliness when providing customer service in comparison to that of Australian customer service providers. She is likely to be very patient and effective in communicating with customers, which will facilitate developing strong customer relationships. The result also suggests that she is able to maintain relationships with customers in difficult contexts, such as responding to or managing customer dissatisfaction. This attribute will assist in projecting a positive customer service image for the organisation.

Routine & Consistency Seeking

This scale measures the tendency to prefer and seek consistency and a routine, rather than variety in work.

The results suggest that Ms. Sample prefers a more routine and stable work environment in comparison to Australian customer service providers. She will feel very comfortable following routine customer service policies and procedures and will achieve high consistency in the level and content of service provided to all customers. She will offer a consistent level of service to all customers regardless of the customer being the first or the last for the work period. She will maintain a consistent level of motivation when approaching customers, and feel comfortable using organisational guidelines and recommended approaches to address customer's needs.

Humility in Service

This scale measures one's tendency to want to be recognised and not be humble for their work achievements.

The results suggest that Ms. Sample will place no more or less importance on recognition of their personal achievements from customers or superiors than average Australian customer service providers. She is expected to invest efforts in providing customer service without being effected by personal recognition factors, which means that she will tend not to become preoccupied with obtaining high recognition for personal efforts in all but the most extreme circumstances where the recognition benefits greatly outweigh those associated with providing effective customer service.

Team Player

This scale measures one's tendency to seek to become a leader and not be comfortable being a member of a team, group or organisation.

The results suggest that Ms. Sample may place as much importance on being a member of the company as Australian customer service providers. She will be quite comfortable working in a co-operative manner as a member of the company and its customer service team. Generally, she is happy to accept 'the way things are done within the organisation without attempting to be too individualistic in his/her approach to customer service. She is expected to be a positive representative of the organisation, and value team membership as much as the average Australian customer service provider.

The following interview questions may assist with further clarification of the issues raised above:

Verbal Reasoning

- What experience do you have in the evaluation of complex written instructions or verbal information?
What was involved? How comprehensive do you believe your conclusions were?
➔ Look for the ability to write and communicate in English, the ability to understand written instructions and the ability to convey information in a clear and understandable format such to individuals and groups. Probe for and evaluate evidence that their communications are easily understood.

- Can you tell me about a task on which you were involved where you had to produce a written outcome?
What was involved? How did you feel about addressing this? What was the end result?
➔ Look for the ability to communicate and express complicated concepts in written English.

- Can you give me an example of a situation that you were required to communicate instructions or concepts to others? What were the circumstances? How did you respond? What was the end result?
➔ Look for the ability to convey information in a clear and understandable format such as presentations to individuals and groups.

Customer Service

- Could you describe a situation where you provided service in a tense environment? How did the tension arise? How did you manage the service provision? What was the customer reaction?
 - Evaluate the ability to work under pressure

- Give an example of a project or a task where it was important to plan ahead. What strategies did you use? What was the outcome?

- Evaluate organisational, planning and strategic thinking
- Could you describe a situation where you had a conflict between the company's and your view of what service should have been provided? What was the situation? What did you decide and why? What was the outcome?
 - Evaluate the importance of personal recognition as opposed to satisfying customers' needs
- Describe a project or a job where you were required to perform a routine task. What was the situation? How did you feel about performing that task?
 - Evaluate the ability to operate within a work environment which requires undertaking routine tasks

General Information for Interpreting Report findings:

Objective Information	This report provides objective information on the candidate's abilities.
Educated Decision Making	The candidate's performance is compared with a relevant population group to assist in achieving effective Human Capital decision making.
Interpreting results	<p>The results are presented in terms of a percentile (%) score for each test administered. A percentile is a score equal to or below which a certain percentage of the members of a selected sample group fall.</p> <p>Percentile scores can be misleading if small differences between individuals' scores are interpreted as implying significant differences in work performance.</p>
Population norms	<p>Candidate's specific scores can be compared to a relevant Australian adult sample as a reference group or to a relevant sample from ones organization.</p> <p>PsychPress uses a basic score range for ability percentile scores:</p> <ul style="list-style-type: none">91st - 99th percentile – Superior performance63rd - 90th percentile – Above Average performance37th - 62nd percentile – Average performance10th - 36th percentile – Below Average performance1st - 9th percentile – Poor performance <p>PsychPress uses a basic score range for the customer service percentile scores:</p> <ul style="list-style-type: none">63rd - 99th percentile – Superior performance51st - 62nd percentile – Above Average performance44th -50th percentile – Average performance1st - 43rd percentile – Below Average performance
Score ranges	