

Date: Jul 13, 2008



Name: Tom Tester
ID: 295689



General Support Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

- Tom learns at a higher rate of speed than average which may cause boredom with many general support tasks within a restaurant
- Better suited for roles where there is continual mental challenge and complex problem solving

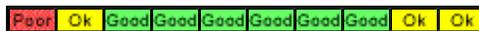
Question: Tell me about a time when you were very bored in your job. How did you deal with it?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable



- Tom tends to be more reactive and easy going when it comes to handling details
- Faster learning speed and carefree nature may make it very difficult for Tom to focus on the immediate tasks that are typical of most general support roles

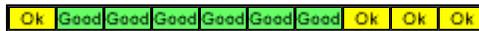
Question: Describe a time when you forgot something important in your job and it caused you to make a mistake. What happened?

Tough Minded

Cooperative
Agreeable



Direct
Determined



- Because of tough mindedness, Tom may not always take direction well or be tactful with others which can be a little more problematic in a general support role
- Tom's direct approach can be helpful when necessary to point out problems or issues that need to be addressed

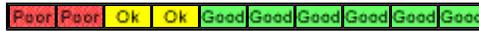
Question: Tell me about a time when you were able to make a lot of your own decisions at work. What was that like?

Conventional (Rules)

Open to New Experience
Flexible



Consistent
Structured



- Tends to consistently follow restaurant policies and safety procedures
 - Although Tom learns quickly, it may still be uncomfortable to deal with rapid or continual changes in procedures
- Question:** Describe a time when you were told at the last minute that a policy had changed. How did you deal with it?

Extroversion

Reserved
Listener



Outgoing
Talker



- Tom tends to be quiet
 - Others may view Tom's quiet and introspective nature as unfriendly or aloof
- Question:** Describe a time when you had to work and interact with people a lot during the day. How did this affect your productivity?

Stable

Sensitive
Anxious



Calm
Stress Resistant



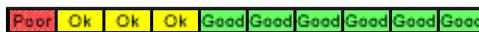
- Tom will generally be very sensitive to customer and team member needs and requests
 - Tom may feel stress faster than others which can be difficult in some hectic restaurant environments
- Question:** Give me an example of what you have done to stay calm when you were in a very stressful situation at work.

Team

Individualistic
Competitive

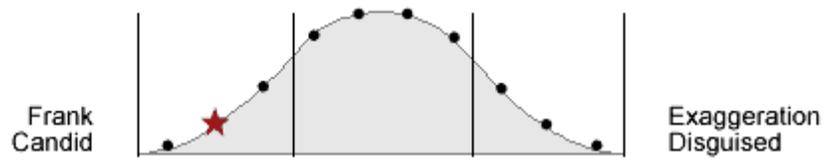


Collaborative
Win-Win



- May have difficulty working on a team and being collaborative which can makes things difficult in some general support positions
 - Tom is generally competitive and self-confident
- Question:** Tell me about a time when you were able to get individual recognition at work. What was that like?

Good Impression (Social Desirability)



- Tom's responses have been frank and open

*The participant has scored
in the "red zone" in 1 area.

Overall

71% *

Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

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General Support Interview Questions

General Reasoning (Cognitive)

Question: Tell me about a time when you were very motivated to do your job every day. What were you doing and what types of problems did you deal with?

Question: Tell me about a time when a customer kept asking you the same question over and over again. What did you do?

Question: Give me an example of a job where you were given many simple or routine tasks to perform daily. How did you handle that?

Conscientious (Organization)

Question: Describe a time when you forgot something important in your job and it caused you to make a mistake. What happened?

Question: Tell me about a time when you became impatient with a customer and you did something that you had to correct later.

Question: Give me an example of a time when you were able to react quickly to a customer request. What was the situation?

Tough Minded

Question: Tell me about a time when you became impatient with a customer because they were being unreasonable. What happened?

Question: Give me an example of a time when you provided good service to a customer even though you were having a bad day. How did you do it?

Question: Tell me about a time when you disagreed with a supervisor about how a customer situation should be handled. What did you do?

Conventional (Rules)

Question: Describe a time when you had to begin working and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

Question: How have you handled a situation where there was no procedure in place?

Question: Tell me about a time a good customer wanted something that was not consistent with policy. What did you do?

Extroversion

Question: Tell me how you handle customers who like to chat with you even though you need to move on to the next customer.

Question: Give me an example of a time that a customer praised you for your ability to listen to them. What was the situation?

Question: Tell me about a time at work when you needed to take a break and get away from people for a while. What was it like?

Stable

Question: Many jobs are really stressful and demanding. Tell me about a time when your job was very demanding and because you had to work so fast, you forgot to follow a policy or safety procedure. What was the situation?

Question: Give me an example of how you have dealt with a lot of stress in your job every day. What did you do?

Question: Describe a time when you became very irritated with a customer and lost your cool. What happened?

Team

Question: Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

Question: Give me an example of a time when a coworker needed your help with a customer. What was the situation and how did you handle it.

Question: Tell me about a time when you felt that you did not get the rewards and recognition that you deserved for your hard work. What was the situation?

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