

Date: Jul 13, 2008



Name: Tom Tester  
ID: 295689



## Stylist Summary

### General Reasoning (Cognitive)

Slower Processing  
Accepts Simple & Repetitive Work



Faster Processing  
Needs Intellectual Challenge

- Tom learns new information very quickly and can become bored in some stylist positions if not continually challenged
- This rapid learning speed can make it very difficult for Tom to stay focused on immediate tasks such as those required in many Stylist positions

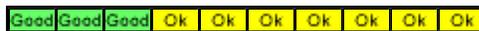
**Question:** Tell me about a time when you became bored with your job. How did you handle it?

### Conscientious (Organization)

Carefree  
Impulsive



Detail Oriented  
Dependable

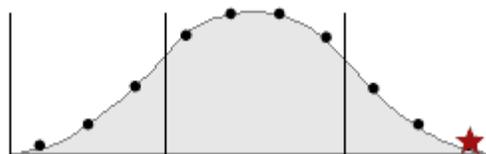


- Easy going nature allows Tom to feel comfortable reacting to customer needs and requests which is ideal for many Stylist positions
- Important to have systems or procedures in place that force Tom to fill out forms or computer screens when critical details must be captured

**Question:** Describe a time when you thought you understood what a customer wanted but in the end they were not happy with their service. What did you do?

### Tough Minded

Cooperative  
Agreeable



Direct  
Determined

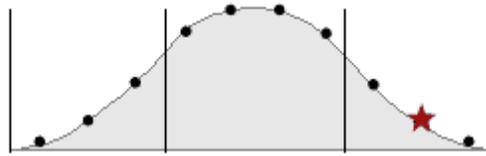


- Tom tends to be very direct which can be helpful in many Stylist positions
- Tom will typically ask questions and attempt to understand the issues for a customer in order to determine the best solution for their needs
- Tends to be comfortable up-selling other services which can be helpful in some Stylist positions

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

### Conventional (Rules)

Open to New Experience  
Flexible



Consistent  
Structured

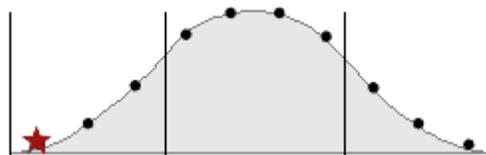


- Tom prefers a working environment that is structured and predictable
- Tom tends to be consistent and follow procedures closely
- May have difficulty being flexible which can be frustrating for customers who want Tom to be more creative and offer different ideas for their style

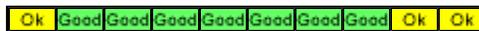
**Question:** Describe a time when you had to begin working and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

### Extroversion

Reserved  
Listener



Outgoing  
Talker

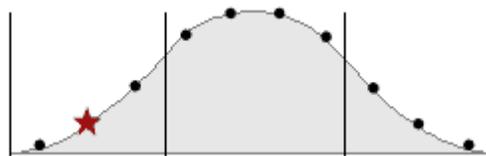


- Tom tends to be reserved and a good listener as clients are expressing their needs
- As long as Tom knows how to appear friendly and warm, Tom's reserved and attentive nature can be a good fit for some Stylist positions

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

### Stable

Sensitive  
Anxious



Calm  
Stress Resistant

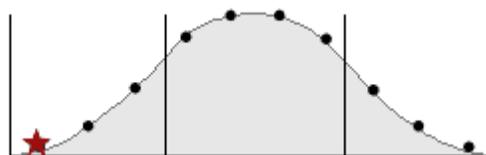


- Tom tends to have a heightened sensitivity to the customer's needs that can be helpful in many Spa positions
- In times when the pressure to perform is continually intense, Tom may need additional breaks to unwind

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

### Team

Individualistic  
Competitive



Collaborative  
Win-Win



- Tom is typically self-motivated and very competitive which can work well with Stylist

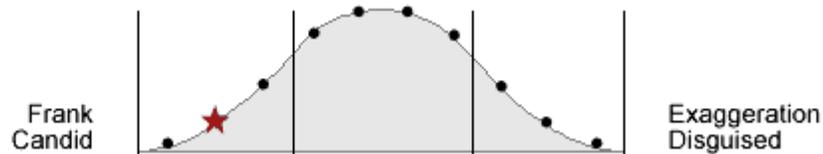
positions where Tom is expected to individually take care of the customer and develop new business

- May not always be collaborative with the internal team or co-workers

**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?

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### Good Impression (Social Desirability)



- Tom's responses have been frank and open

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Overall <b>89%</b>
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**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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## Stylist Interview Questions

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### 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?

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### Conscientious (Organization)

**Question:** Tell me how you keep track of the details of a customer's request.

**Question:** Give me an example of how you have followed up with a customer who asked for additional details on a product.

**Question:** Describe a time when you lost track of some details for a customer and it caused a problem. What did you do?

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### 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?

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### 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?

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**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?

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**Stable**

**Question:** Tell me about a time when a customer was very upset and was being unreasonable. What did you do?

**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?

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**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:** Give me an example of when you gave great service to a customer and you were actually praised for it in front of the team. How did your coworkers respond?

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