

Date: Jul 12, 2008



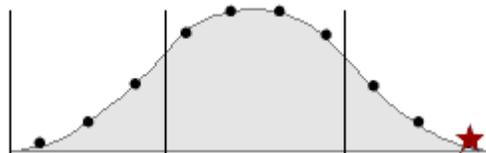
Name: Tom Tester
ID: 295689



Bank Teller Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

- Tom typically learns new information very quickly and is able to solve complex problems
- May not take the time to fully explain themselves to others potentially sounding arrogant with customers who don't seem to understand simple issues
- Tom can become bored if not required to deal with some complex problem solving

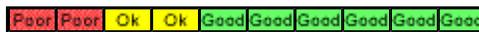
Question: Tell me about a time when you had a tough time getting along with someone at work because they seemed to be incompetent and it was frustrating for you. How did you deal with it?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable

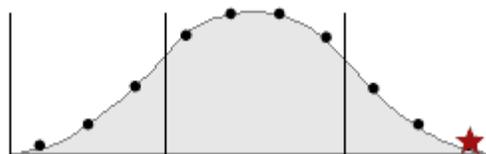


- Unorganized nature may cause Tom to overlook important details in banking transactions
- Tends to be more easygoing and impulsive
- Tom can typically handle interruptions better than most people

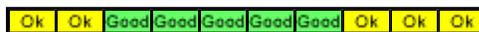
Question: Tell about a time when you missed some important details involving a transaction and it created a problem. What happened?

Tough Minded

Cooperative
Agreeable



Direct
Determined

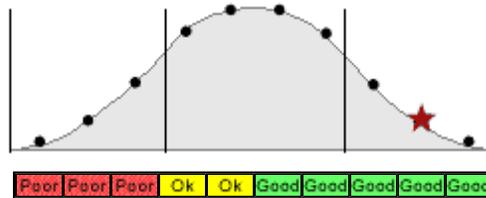


- Shrewd nature helps Tom in their determination to find problems or issues with bank transactions
- Tends to be tough minded, out-spoken and capable of dealing with difficult situations
- Customers may view Tom as too abrupt lacking the warmth and tact for good customer service

Question: Describe a time when you were really warm and friendly with a customer. What was the situation?

Conventional (Rules)

Open to New Experience
Flexible



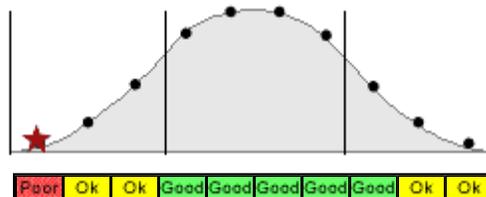
Consistent
Structured

- Tom tends to be consistent in following banking policies and procedures
- Prefers a working environment that allows for structure and the use of tried and true problem solving which is found in many banking environments
- Difficulty working in an environment where they are expected to be flexible and deal with continual change

Question: Describe a time when it seemed like the policies and procedures were changing too quickly and it was difficult to keep up. What was it like?

Extroversion

Reserved
Listener



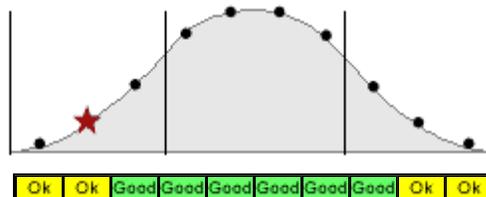
Outgoing
Talker

- Customers may view Tom's reserved nature as a lack of interest and enthusiasm
- Typically a good listener
- When you need information from Tom, it is important to ask directly rather than assuming that Tom will initiate conversation

Question: Describe a time when you had to work extra hard to be continually friendly with customers during the day. How did you handle it?

Stable

Sensitive
Anxious



Calm
Stress Resistant

- Tom can be sensitive when under stress
- Tends to be tense and anxious when dealing with difficult customers
- Will generally be sensitive to customer and co-worker needs which can sometimes lead to better customer service

Question: Tell me about a time when you were so busy and rushed that you worked too quickly and missed something that ultimately created a problem. What was the situation and what happened when you found out?

Team

Individualistic
Competitive



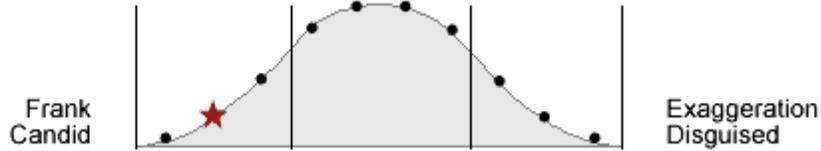
Collaborative
Win-Win



- Tom is typically self-motivated and very competitive
- At times, Tom may not be collaborative with internal team or co-workers
- Not typically motivated by team rewards

Question: Describe a time when you felt that you were not appreciated for your hard work. What could the company have done better to keep you motivated?

Good Impression
(Social Desirability)



- Tom's responses have been frank and open

*The participant has scored in the "red zone" in 3 areas.

Overall
50% *

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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Name: Tom Tester
ID: 295689

Bank Teller Interview Questions

General Reasoning (Cognitive)

Question: Describe a time when you thought you were going to be able to work on some exciting projects but were stuck doing mundane tasks every day. What did you do?

Question: Tell me about a time when you had a tough time getting along with someone at work because they seemed to be incompetent and it was frustrating for you. How did you deal with it?

Question: Give me an example of a time when you really enjoyed your work. Describe that position.

Conscientious (Organization)

Question: Tell about a time when you missed some important details involving a financial task and it created a problem. What happened?

Question: Give me an example of a project or task you completed that was not as organized and complete as it should have been. What happened?

Question: Give me an example of how you keep track of details of a conversation.

Tough Minded

Question: Give me an example of a situation where management questioned your judgment. How did that work out?

Question: Tell me about a situation where you disagreed with a co-worker on how a banking transaction should be handled. What happened?

Question: Describe a time when your shrewd investigation helped solve a problem and ultimately helped save the customer money.

Conventional (Rules)

Question: Tell me about a time when you had to complete a project that a co-worker had started but you were not given any direction or training. How did that work out?

Question: Give me an example of a time when someone asked you to do something that you knew was against company policy. What happened?

Question: Describe a time when it seemed like the policies and procedures were changing

too quickly and it was difficult to keep up. What was it like?

Extroversion

Question: Give me an example of how you have worked hard at being enthusiastic in your job. How did you do it?

Question: Give me an example of a project you completed with a team of coworkers where you had to work side by side with them for a long period of time.

Question: Tell me about a time when you had to deal with lots of interruptions during the day. How did it effect your productivity?

Stable

Question: Tell me about a time when you had so much pressure to complete a task quickly that you missed something that ultimately created a problem. What was the situation and what happened when you found out?

Question: Describe a time when you thought a project was really urgent and you worked hard to finish it only to find out that there were other things that were more important to be working on. What happened?

Question: Give me an example of a time when you really felt stressed out, but you still had to keep working without a break. How did you deal with it?

Team

Question: Give me an example of a time when you had to pick up the slack for someone and you did not receive credit for it. What was that like?

Question: Give me an example of a time when your competitive spirit has helped you sell additional services to a customer. What was the situation and what were you doing?

Question: Describe a time when you felt that you were not appreciated for your hard work. What could the company have done better to keep you motivated?

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