

Date: Jul 13, 2008



Name: Tom Tester  
ID: 295689



## Pharmacy Aide Summary

### General Reasoning (Cognitive)

Slower Processing  
Accepts Simple & Repetitive Work



Faster Processing  
Needs Intellectual Challenge

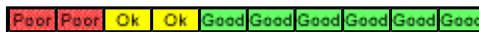
- When customers are attempting to ask questions or ask for help with routine prescription, Tom may be seen as impatient and arrogant
  - Better suited for pharmacy aide positions that require a complex solution rather than those that require a simple and repetitive approach
  - Many pharmacy aide positions can be boring for Tom if they are not intellectually challenging
- Question:** Tell me about a time when a customer kept asking you the same question over and over again. What did you do?

### Conscientious (Organization)

Carefree  
Impulsive



Detail Oriented  
Dependable



- Easy going nature allows Tom to handle situations as they arise and deal with interruptions from customers better than many people
  - The more detailed tasks such as inventory and supply management can be more difficult for Tom
  - 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 lost track of some details for a customer and it caused a problem. What did you do?

### Tough Minded

Cooperative  
Agreeable



Direct  
Determined



- Tom tends to be tough minded and skeptical which can be helpful when dealing with inventory and pharmacy paperwork
  - At times, customers may view Tom's direct nature as pushy or confrontational
- Question:** Tell me about a time when you became impatient with a customer because they

were being unreasonable. What happened?

### Conventional (Rules)

Open to New Experience  
Flexible



Consistent  
Structured



- Most pharmacy environments will provide the structure and consistency that Tom prefers
- Tom tends to be consistent and follow the pharmacy procedures closely

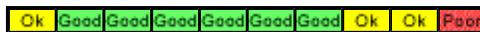
**Question:** Describe a time when you had to begin working and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

### Extroversion

Reserved  
Listener



Outgoing  
Talker



- Tom tends to be more reserved and quiet and listen intently when the customer is talking
- If Tom is expected to handle incoming prescriptions, Tom may not be quick to greet customers in a friendly manner
- Doesn't typically mind working alone for long periods of time which can be helpful when it comes to dealing with inventory management tasks

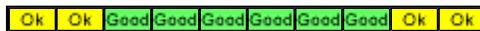
**Question:** Tell me how you handle customers who like to chat with you even though you need to move on to the next customer.

### Stable

Sensitive  
Anxious



Calm  
Stress Resistant



- Will generally be very sensitive to customer and co-worker needs which can be helpful in some pharmacy environments
- Tom may have difficulty dealing with the more stressful pharmacy environments

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

### Team

Individualistic  
Competitive



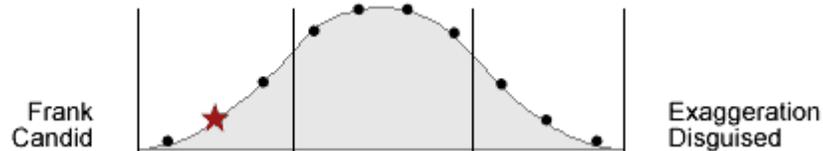
Collaborative  
Win-Win



- Many pharmacy environments may not provide the individually competitive atmosphere that Tom prefers
- %name is typically self-motivated and very competitive
- Tom may not be collaborative with the pharmacy 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?

## Good Impression (Social Desirability)



- Tom's responses have been frank and open

\*The participant has scored  
in the "red zone" in 2 areas.

Overall  
**61% \***

**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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## Pharmacy Aide 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 coworker 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 project or task.

**Question:** Give me an example of how you have followed up with someone who asked for additional details on a project or task. How did you handle the follow up?

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

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### Tough Minded (Assertiveness)

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

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

**Question:** Give me an example of a time when you had to make an important decision on something even though it wasn't your responsibility. What was the situation and how did it work out?

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

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

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

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

**Question:** Describe a time when you worked in an environment that you thought was motivating but not too stressful. What was your day like and what made it motivating?

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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 project or task. What was the situation and how did you handle it.

**Question:** Give me an example of a time when you were praised for your performance in front of the team. How did your coworkers respond?

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