

Date: Jul 13, 2008



Name: Tom Tester
ID: 295689



Property Maintenance Assistant 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 the routine of some service tech positions
- Tends to focus on longer term and strategic service and maintenance issues rather than the day-to-day issues that can be important in many service tech positions
- Tom's lack of focus on routine tasks could cause safety issues because of boredom and failure to pay attention to immediate issues or tasks
- May be better suited for situations where more complex problem solving skills are valued and needed

Question: Describe a time when you were involved with some long term issues and forgot to handle an important routine task. What happened?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable



- Tom may miss important details
- Typically able to handle interruptions better than others which can be helpful in service tech roles that require a reactionary and more strategic approach to issues
- Important that there is a way to force Tom to capture important details on paperwork
- Faster learning speed can allow Tom to see the bigger picture

Question: Some jobs require that you deal with a lot of details during the day. Describe a time when you had to deal with a lot of details and you forgot something important. What happened?

Tough Minded

Cooperative
Agreeable



Direct
Determined



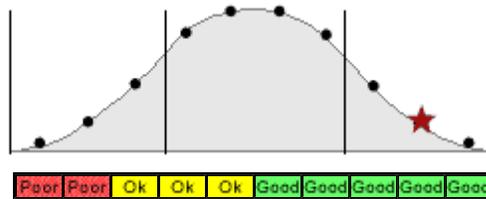
- Tom tends to be tough-minded and direct

- This directness can be helpful to provide feedback and offer opinions for solving service tech issues
- Can become argumentative with others particularly if there is a difference of opinion
- Tom may have difficulty taking direction from others which can create issues within some service tech environments

Question: Describe a time in a job when you have gotten into an argument with someone over how a particular task should be handled. What happened?

Conventional (Rules)

Open to New Experience
Flexible



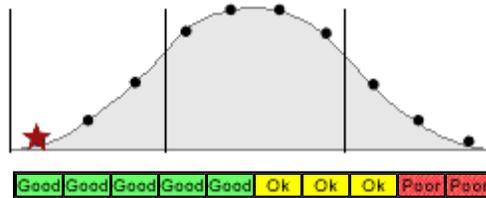
Consistent
Structured

- Tends to be very consistent
- Tom's faster learning speed can allow for strategic thinking for process improvement

Question: Tell me about a time when there were a lot of changes in your job and it became frustrating. What was the situation and how did you deal with all of the changes?

Extroversion

Reserved
Listener



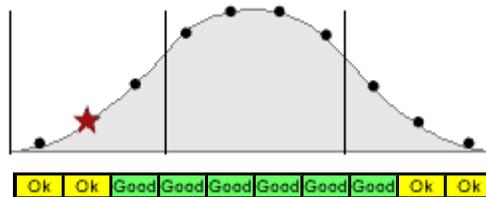
Outgoing
Talker

- Tom tends to be quiet and shy which can work well for many service tech environments where employees must work for long periods of time on their own
- Properties where Tom must continually interact with customers during the day will be less enjoyable for Tom
- Others may view Tom as unfriendly or aloof
- Tends to have good listening skills

Question: Describe a time when you had to work and interact with people a lot during the day. How did you deal with it?

Stable

Sensitive
Anxious

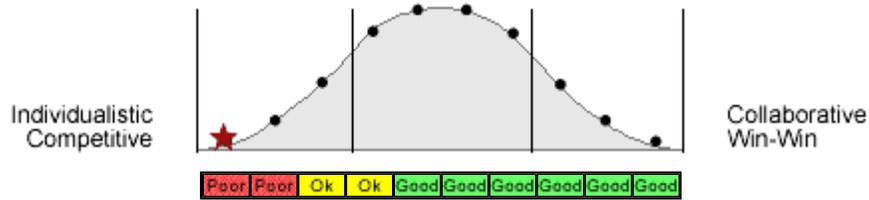


Calm
Stress Resistant

- Tom may have some difficulty dealing with highly stressful and demanding situations
- Tends to be sensitive to the needs of others

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 were not able to completely follow a policy or safety procedure. What was the situation?

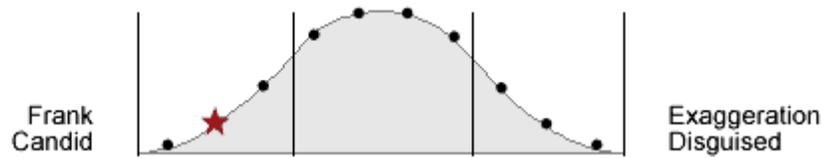
Team



- Tom is generally competitive and self-confident
- May have difficulty working on a team and being collaborative
- May be better suited for an environment where Tom is allowed to work independently

Question: Tell me about a time when you were particularly motivated to do your job every day. What was the situation and how were you rewarded for your efforts?

Good Impression (Social Desirability)



- Tom's responses have been frank and open

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

Overall
75% *

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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Property Maintenance Assistant Interview Questions

General Reasoning (Cognitive)

Question: Describe a time when you were involved with some long term issues and forgot to handle an important routine task. What happened?

Question: Tell me about a time when you were really having fun with your work. What were you doing every day?

Question: Describe a time when you felt your abilities to solve problems were not being used effectively by your company. How did you deal with it?

Conscientious (Organization)

Question: Tell me about a time when you forgot a very important detail and it caused a problem. What happened?

Question: Give an example of your ability to trouble shoot problems. How do you approach them?

Question: Describe the most successful and personally effective position you have been in? What types of tasks did you work on, and what was your specific role?

Tough Minded

Question: Tell me about a situation when your determination for making sure that a project was done right really paid off.

Question: Give me an example of a time when you found an error in someone else's work because you didn't trust that it had been done correctly. How did you handle the communication?

Question: Describe a time in a job when you have gotten into an argument with someone over how a particular task should be handled. What happened?

Conventional (Rules)

Question: Tell me about a time when you walked into a situation where there were no previous policies or procedures in place but you had to get up to speed quickly. How did you do it?

Question: Give me an example of how your dedication to proven methods has paid off. What was the situation?

Question: Tell me about a time when there were a lot of changes in your job and it became frustrating. What was the situation and how did you deal with all of the changes?

Extroversion

Question: Describe a time when you needed to express optimism and enthusiasm for a project. How did you do that?

Question: Give me an example of a time when you had to deal directly with a customer and you were asked to be very enthusiastic in your approach. How did you get yourself prepared for this?

Question: Tell me about a period of time when you had to interact with others frequently during the day. How did this affect your productivity?

Stable

Question: Tell me about a time when you had to deal with an unreasonable deadline. What did you do?

Question: Give me an example of a time when you became angry with a co-worker or boss and had to cool off before you dealt with them again. What was the situation?

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 were not able to completely follow a policy or safety procedure. What was the situation?

Team

Question: Give me an example of a time when you did something above and beyond what was expected, but you were not rewarded for it. How did you deal with it?

Question: Describe a time when you had to work with someone who didn't pull their weight. How did you deal with it?

Question: Tell me about a time when you were particularly motivated to do your job every day. What was the situation and how were you rewarded for your efforts?

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