

Date: Jul 13, 2008



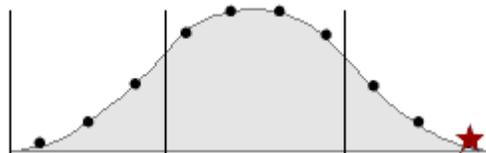
Name: Tom Tester
ID: 295689



Salon Spa Technician 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 if not continually challenged to solve complex problems during the day
- This rapid learning speed can make it very difficult for Tom to stay focused on immediate tasks such as those required in many Spa positions

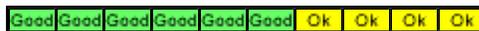
Question: Tell me about a time when a customer kept asking you the same question over and over again. What did you do?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable

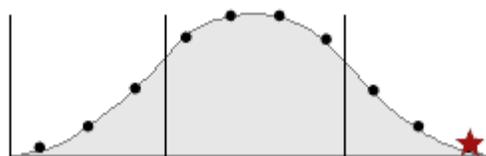


- Easy going nature allows Tom to feel comfortable reacting to customer needs and requests which is ideal for many Spa positions
- Important to have systems or procedures in place that force Tom to fill out forms or computer screens when details are critical and must be captured

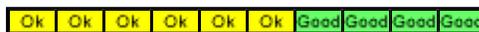
Question: Describe a time when you lost track of some details for a customer and it caused a problem. What did you do?

Tough Minded

Cooperative
Agreeable



Direct
Determined



- Tom tends to be direct and straight forward with customers
- Tom tends to be comfortable asking the customer what they want and then ensuring the request is fulfilled
- Tends to be comfortable up-selling other services which can be helpful in many Spa positions

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

Conventional (Rules)



- Tom prefers a working environment that is structured and predictable which matches some Spa environments and positions
- Tom tends to be consistent and follow the Spa procedures closely
- Rapid or frequent changes in procedures will not be comfortable for Tom and will likely create stress

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?

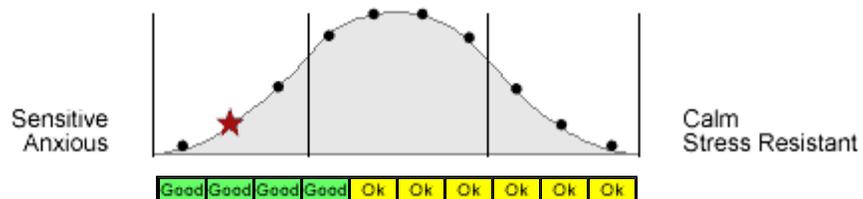
Extroversion



- 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 many Spa 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.

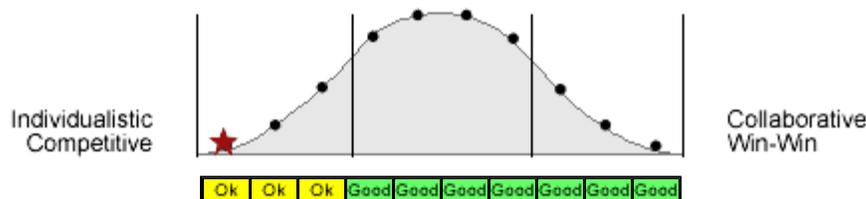
Stable



- 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?

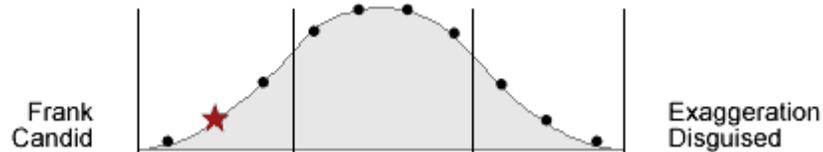
Team



- May have difficulty working within a team which can be a poor fit for some Spa positions
- Tom is typically self-motivated and very competitive
- May not be collaborative with 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?

Good Impression (Social Desirability)



- Tom's responses have been frank and open

Overall 89%

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
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Salon Spa Technician 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: 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?

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: 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?

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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