

NAME: ★ John Joe
 CANDIDATE ID: #001400
 EMAIL: joe@mailinator.com
 JOB APPLYING FOR: SE
 INVITED BY: Reyan Dela Cruz (reyan@mailinator.com)
 ORGANIZATION: Pepsi
 TESTING TIME: 6 min. 30 seconds
 TEST VERSION: (v1)

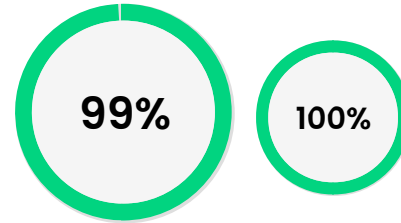


ELITE PROFILING SYSTEM
 CC SALES

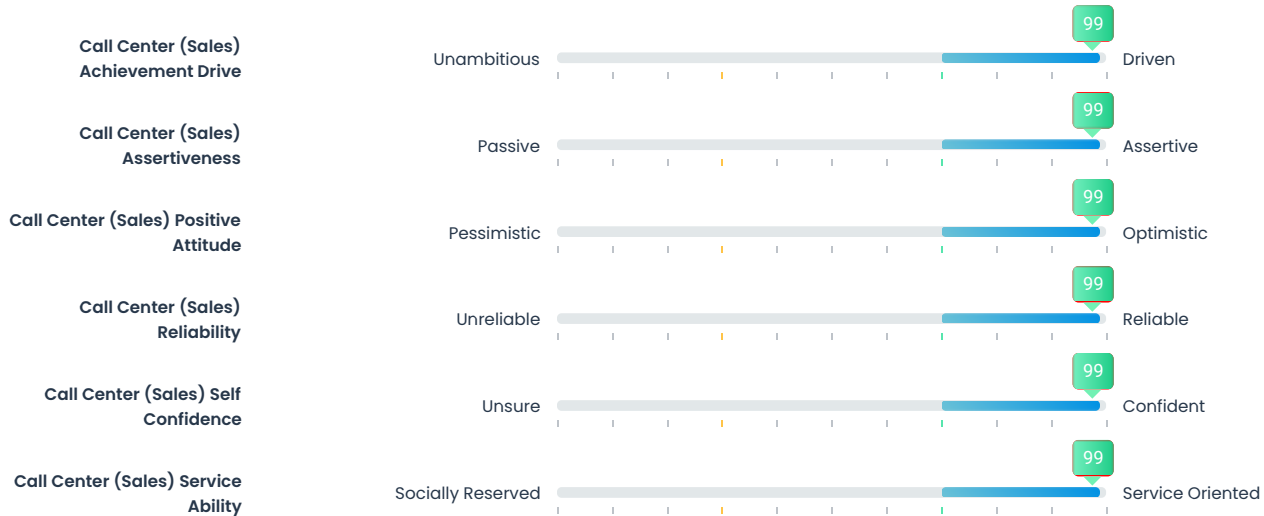
STARTED: 02/17/21 07:59 PM
 COMPLETED: 02/17/21 08:06 PM

TOTAL SCORE SUMMARY

The large circle represents the average of the scale scores included in this profile. Scores are presented in terms of percentiles and indicate where the candidate falls relative to everyone else who has completed this profile. The smaller circle is the percent match against your Star Profile. Review individual scale details to understand strengths and potential areas for improvement.



SCORE DETAILS



SCALE SCORE INTERPRETATIONS

The information that follows offers detailed interpretations for each scale included in this profile. The Strength of Responses graphic below shows the candidate's response pattern for a particular scale. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with the behavioral dimensions assessed in this profile.

CALL CENTER (SALES) ACHIEVEMENT DRIVE



The degree to which the individual is motivated, has a strong desire to meet their sales goals and has a desire to be the best.

John Joe scored in the 99th percentile on Call Center (Sales) Achievement Drive (High), meaning John scored higher than 99 percent of other candidates who have completed this assessment.

<p>Strength of Responses</p>  <p>Average Time to Complete Each Question 6.0 seconds</p>	<ul style="list-style-type: none"> ■ Strong: 100% ■ Above Average: 0% ■ Average: 0% ■ Below Average: 0% ■ Weak: 0% 	<p>Expected Behaviors</p> <ul style="list-style-type: none"> - Is competitive. - Is driven to be the best at whatever they do. - Is constantly trying to surpass set goals. - Is likely to create competitive situations with coworkers.
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CALL CENTER (SALES) ASSERTIVENESS



The degree to which the individual can lead a conversation, is able to maintain control of the interaction. Enjoys taking a leadership role.

John Joe scored in the 99th percentile on Call Center (Sales) Assertiveness (High), meaning John scored higher than 99 percent of other candidates who have completed this assessment.

<p>Strength of Responses</p>  <p>Average Time to Complete Each Question 6.0 seconds</p>	<ul style="list-style-type: none"> ■ Strong: 100% ■ Above Average: 0% ■ Average: 0% ■ Below Average: 0% ■ Weak: 0% 	<p>Expected Behaviors</p> <ul style="list-style-type: none"> - Will assert self when necessary. - Will speak their mind. - Will take control of situations and interactions. - Will be outgoing with a strong personality.
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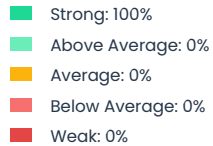
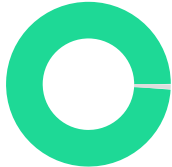
CALL CENTER (SALES) POSITIVE ATTITUDE



The degree to which the individual has a positive outlook and can bounce back from negative outcomes quickly. Is open to change and is flexible.

John Joe scored in the 99th percentile on Call Center (Sales) Positive Attitude (High), meaning John scored higher than 99 percent of other candidates who have completed this assessment.

Strength of Responses



Average Time to Complete Each Question **6.0 seconds**

Expected Behaviors

- Bounces back from criticism or setbacks.
- Always exhibits a positive demeanor.
- Does not let stressful or negative events overshadow positive accomplishments.
- Is consistently recognized for having a very positive outlook.

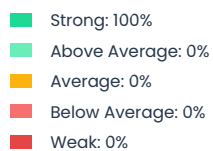
CALL CENTER (SALES) RELIABILITY



The degree to which the individual can be counted on to get the job done, is organized, punctual and dependable.

John Joe scored in the 99th percentile on Call Center (Sales) Reliability (High), meaning John scored higher than 99 percent of other candidates who have completed this assessment.

Strength of Responses



Average Time to Complete Each Question **6.0 seconds**

Expected Behaviors

- This individual is dependable and goal-oriented.
- Is a hard worker and detail-oriented.
- Is concerned about the quality of their work.
- Can be counted on to do the task at hand with little supervision.

CALL CENTER (SALES) SELF CONFIDENCE



The degree to which the individual believes in self, is not bothered by rejection and is confident in their decision making.

John Joe scored in the 99th percentile on Call Center (Sales) Self Confidence (High), meaning John scored higher than 99 percent of other candidates who have completed this assessment.

Strength of Responses



Expected Behaviors

- Is self-assured.
- Is not overly affected by what others think of them.
- Is confident in their decisions and actions.
- Tends to bounce back from disappointments because they know that they can overcome difficult situations.

Average Time to Complete Each Question **6.0 seconds**

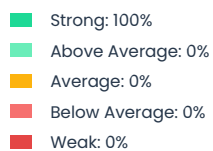
CALL CENTER (SALES) SERVICE ABILITY



The degree to which the individual is service oriented and enjoys socializing and helping others with a smile.

John Joe scored in the 99th percentile on Call Center (Sales) Service Ability (High), meaning John scored higher than 99 percent of other candidates who have completed this assessment.

Strength of Responses



Expected Behaviors

- Deals effectively with customers.
- Listens to customer needs.
- Is patient with customers.
- Is able to handle difficult customer situations.

Average Time to Complete Each Question **6.0 seconds**

MANAGEMENT STRATEGIES

This section of the report offers suggestions for developing or managing the candidate based on his/her Profile responses.

CALL CENTER (SALES) ACHIEVEMENT DRIVE



- To maintain the candidate's drive and motivation, reward their winning attitude.
- Work with the individual to develop challenging goals and reward goal accomplishment.

- While this characteristic is important for business success, care must be taken to make sure the individual's high level of competitiveness does not affect team performance or relationships.
- This individual's competitive energy needs to be focused on being the best they can be within the overall business plans and strategies.

CALL CENTER (SALES) ASSERTIVENESS



- This individual's level of assertiveness is higher than most. To maintain the candidate's assertiveness drive, reward their assertive disposition when they exhibit it in appropriate settings.
- Work with the candidate to determine what aspects of their job requires assertive behaviors and role-play those situations.

- While this characteristic is important for business success in various jobs, care must be taken to make sure the individual's high level of assertiveness does not cross the line with customers and coworkers.
- This individual's assertive disposition needs to be kept in check and used only when the job calls for it. Overly assertive candidates can distance others if they allow this characteristic to take over appropriate interpersonal communications.

CALL CENTER (SALES) POSITIVE ATTITUDE



- Reinforce signs of resilience when they bounce back from a setback or improves behavior after being critiqued.
- Continue to praise and reinforce positive behaviors and accomplishments.

- Make sure their overly positive demeanor does not get in the way of rational analysis and thought with decision making responsibilities.
- Give the candidate an opportunity to interact with others in team building situations. Their positive demeanor can be contagious and can result in maintaining or boosting morale.

CALL CENTER (SALES) RELIABILITY



- This individual values reliability, attention to detail and organization and expects those around them to do the same. Therefore, these should be exhibited and rewarded.
- Praise should be given to show appreciation when working with this individual.

- Try to let them work at own pace when possible. They like to take their time to ensure work quality.
- While this characteristic is important for most aspects of life, including work, care should be taken to make sure the deliberateness of this individual is not an impediment to getting things done.

CALL CENTER (SALES) SELF CONFIDENCE



- Maintaining high levels of confidence require continuing to build self-esteem levels. Continue to point out and reinforce the candidate's positive decisions, behaviors and performance through praise and appreciation.
- Minimize negative comments and criticisms. Focus on the positives. High levels of self-confidence sometimes come with a stubborn demeanor that may be exaggerated by negative comments.

- While being self-confident is important for business success, care must be taken to make sure the individual's high level of confidence does not diminish the importance of considering the advice of others, including managers.
- While this individual's level of confidence and perceived control is a definite strength, be aware that at times it may also raise some difficulties associated with over confident behaviors.

CALL CENTER (SALES) SERVICE ABILITY



- This individual is most effective interacting with and assisting customers.
- Reinforce excellent customer service through praise or awards programs.

- This individual may be a good mentor or trainer in the area of how to best service customers.

INTERVIEW GUIDE

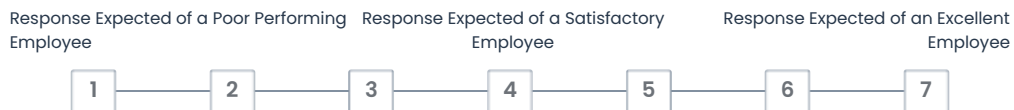
This report includes follow-up interview questions that focus on those areas where further development might be needed. These questions serve as an excellent guide during the hiring process, coaching or developmental efforts to further uncover potentially negative behavioral tendencies

CALL CENTER (SALES) ACHIEVEMENT DRIVE

QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

RESPONSE NOTE:

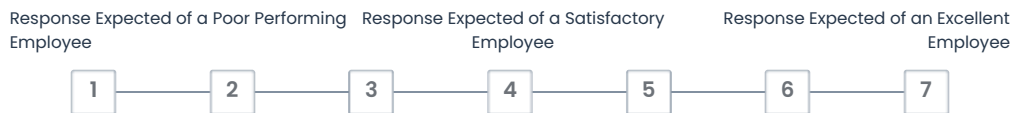


CALL CENTER (SALES) ASSERTIVENESS

QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

RESPONSE NOTE:

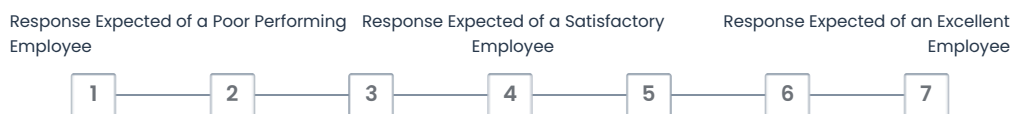


CALL CENTER (SALES) POSITIVE ATTITUDE

QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

RESPONSE NOTE:

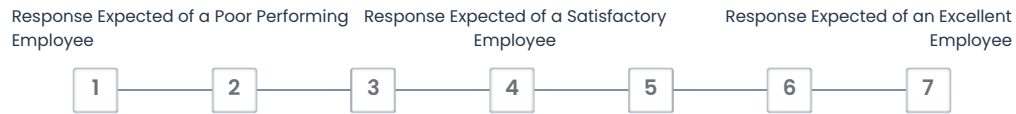


CALL CENTER (SALES) RELIABILITY

QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

RESPONSE NOTE:

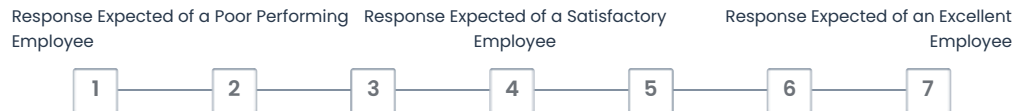


CALL CENTER (SALES) SELF CONFIDENCE

QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

RESPONSE NOTE:

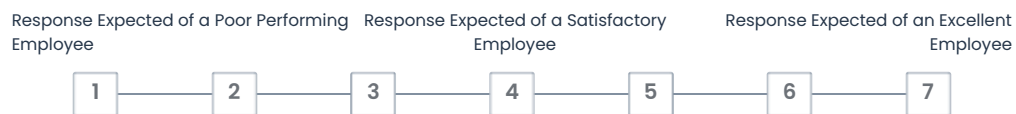


CALL CENTER (SALES) SERVICE ABILITY

QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

RESPONSE NOTE:



SUM OF RATINGS :

NUMBER OF QUESTIONS RATED:

AVERAGE RATING :

(Sum of all ratings divided by the number of questions rated.)