

Sample Score Reports Inside





Cashier

Client: Acme Gro	ocery		Date: Jul 1, 2019				
First Name: Laur	ren Last Name: Black		Email: lblack@email.com				
Overall Sc NOT RECO	Ore: Not Recommended MMENDED X	Recommended	Strongly Recommended				
Customer Centric Focus Problem Avoidence/Solving Effective Communication High Scorers: Tend to provide better customer service interactions, resulting in higher customer satisfaction, be socially perceptive of the feelings and needs of others, take a genuine interest in understanding and helping others, are better listeners, more likely to be able to tell when something is wrong or likely to go wrong, more able to handle complaints, settle disputes, resolve grievances, and adapt their communications to best meet the needs of the situation. Low Scorers: Tend to provide adequate customer service interactions, resulting in average customer satisfaction, be less socially perceptive to the feelings and needs of others, are often unable to listen empathetically, sometimes fail to control their own emotional responses, struggle to identify when something is wrong or likely to go wrong, struggle to handle complaints, settle disputes, resolve grievances, and are not as capable of adapting communications to best meet the needs of the situation.							
Trainability:		RECOMMENDED					
High Scorers: Tend to	e learn more quickly, require less instruction, ha	ave a better understanding of pro					
Low Scorers: Tend to	take longer to learn new material and may not nt, may struggle with basic math skills, and are	learn it completely, require more	e or repeated instruction, may struggle				
prioritize, organize, to	be punctual and reliable, are motivated to wor accomplish their work, follow company rules/						
tasks completed despite distractions. Low Scorers: Tend to be unreliable and have inconsistent attendance, are more easily distracted, lack follow through, are unlikely to feel responsible for their actions, more likely to take risk, and often procrastinate when asked to complete tasks.							
	■ Not Recommended ■ Recor	nmended Strongly Reco	ommended				





Customer Service Representative

Client: Ultra Big-	Client: Ultra Big-Box Stores Date: Jul 1, 20					
First Name: Rob	ert Last Name: Mendoza	Email: robmendoza@email.com				
Overall So	Not Recommended RECOMM	Recommended Strongly Recommended MENDED				
feelings and needs of when something is w communications to b Low Scorers: Tend to to the feelings and ne struggle to identify w	fothers, take a genuine interest in understanding rong or likely to go wrong, more able to handle est meet the needs of the situation. I provide adequate customer service interaction eeds of others, are often unable to listen empath	resulting in higher customer satisfaction, be socially perceptive of the ag and helping others, are better listeners, more likely to be able to tell complaints, settle disputes, resolve grievances, and adapt their s, resulting in average customer satisfaction, be less socially perceptive hetically, sometimes fail to control their own emotional responses, truggle to handle complaints, settle disputes, resolve grievances, and are of the situation.				
Trainability: RECOMMENDED High Scorers: Tend to learn more quickly, require less instruction, have a better understanding of processes and procedure, possess more efficient time management skills, understand basic math principles, are better problem solvers, and make informed decisions. Low Scorers: Tend to take longer to learn new material and may not learn it completely, require more or repeated instruction, may struggle with time management, may struggle with basic math skills, and are less able to problem solve and make effective decisions. Dependability: STRONGLY RECOMMENDED High Scorers: Tend to be punctual and reliable, are motivated to work hard to achieve goals, are able to develop specific goals and plans to						
prioritize, organize, to tasks completed desp Low Scorers: Tend to	o accomplish their work, follow company rules/poite distractions. be unreliable and have inconsistent attendance actions, more likely to take risk, and often procr	policies, are responsible for their own actions, are risk adverse, and get e, are more easily distracted, lack follow through, are unlikely to feel				





Inventory Control Specialist

Client: ABC Elect	ronics			Date: Jul 1, 2019		
First Name: Jenr	y Last N	Name: Greenwich		Email: jgreenwich@email.com		
Overall Sc	ore: Not Re	ecommended R	ecommended	Strongly Recommended		
			STRO	ONGLY RECOMMENDED		
People Skills:	Customer Centric Focu Problem Avoidence/So			STRONGLY RECOMMENDED		
High Scorers: Tend to provide better customer service interactions, resulting in higher customer satisfaction, be socially perceptive of the feelings and needs of others, take a genuine interest in understanding and helping others, are better listeners, more likely to be able to tell when something is wrong or likely to go wrong, more able to handle complaints, settle disputes, resolve grievances, and adapt their communications to best meet the needs of the situation. Low Scorers: Tend to provide adequate customer service interactions, resulting in average customer satisfaction, be less socially perceptive to the feelings and needs of others, are often unable to listen empathetically, sometimes fail to control their own emotional responses, struggle to identify when something is wrong or likely to go wrong, struggle to handle complaints, settle disputes, resolve grievances, and are not as capable of adapting communications to best meet the needs of the situation.						
efficient time manage	ement skills, understand ba	asic math principles, are better p	oroblem solvers, and			
		material and may not learn it co c math skills, and are less able to		re or repeated instruction, may struggle make effective decisions.		
prioritize, organize, to tasks completed desp Low Scorers: Tend to	be punctual and reliable, accomplish their work, fo bite distractions. be unreliable and have inc	llow company rules/policies, are	e responsible for their e easily distracted, lacl	e to develop specific goals and plans to own actions, are risk adverse, and get k follow through, are unlikely to feel te tasks.		
	■ Not Recomm	ended Recommended	Strongly Reco	ommended		