

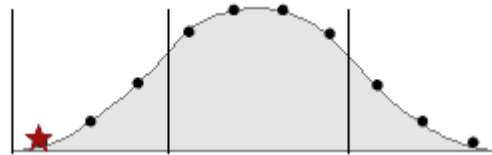
Date: Jun 30, 2006

Name: Jay Demo
ID: 137911

Pharmacy Aide Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



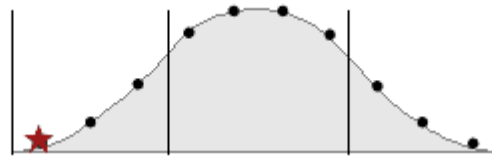
Faster Processing
Needs Intellectual Challenge

- Better suited to pharmacy aide positions that are fairly routine and do not require complex or quick problem solving
- Once trained, Jay can typically deal with the routine of stocking new supplies, handling routine prescription orders and other typical tasks of a pharmacy aide
- Be sure to spend plenty of time training Jay and use hands on methods to ensure effectiveness of the training
- Remember to allow Jay plenty of time to learn when tasks or procedures change or there are other new issues for Jay to handle with customers

Question: Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and what did you do?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable



- Easy going nature allows Jay 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 Jay
- Important to have systems or procedures in place that force Jay 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



- Jay tends to be tough minded and skeptical which can be helpful when dealing with inventory and pharmacy paperwork

- At times, customers may view Jay'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 Jay prefers
- Jay tends to be consistent and follow the pharmacy procedures closely
- Jay may take a little longer to deal with changes in procedures, so be sure and provide extra time for Jay to learn the new procedures

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



- Jay tends to be more reserved and quiet and listen intently when the customer is talking
- If Jay is expected to handle incoming prescriptions, Jay 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



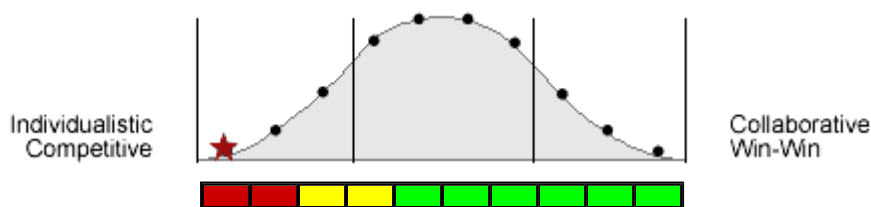
Calm
Stress Resistant



- Will generally be very sensitive to customer and co-worker needs which can be helpful in some pharmacy environments
- Jay 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?

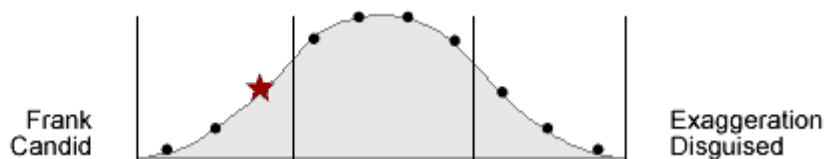
Team



- Many pharmacy environments may not provide the individually competitive atmosphere that Jay prefers
- %name is typically self-motivated and very competitive
- Jay 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)



- Jay'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.

© 2006 Psychometrics International

Date: Jun 30, 2006



Name: Jay Demo
ID: 137911

Pharmacy Aide Interview Questions

General Reasoning (Cognitive)

Question: Tell me about a time when you were expected to solve particular problems in your job even though you had not been properly trained. How did you deal with it?

Question: Give me an example of when you have been able to think quickly to solve a problem in your job.

Question: Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and what did you do?

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?

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?

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: 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?

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?

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?

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.

© 2006 Psychometrics International