

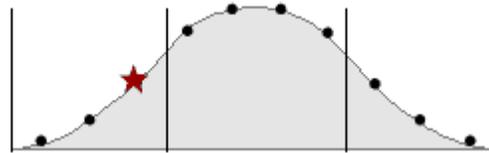
Date: Oct 3, 2006

Name: Julie Testing
ID: 137903

General Support Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

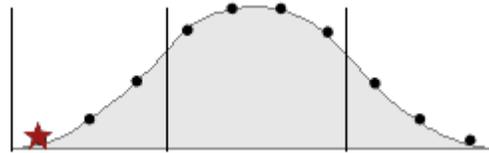
- Julie tends to learn more slowly and should be allowed adequate time to learn new procedures and job requirements

- Typically capable of dealing with routine issues without becoming bored which can be very beneficial in many general support roles where it is necessary to stay focused on immediate tasks

Question: Describe how you were trained on your last job. Did it work well for you, or would you prefer a different method of training?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable



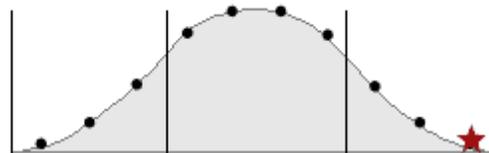
- Julie tends to be more reactive and easy going when it comes to handling details

- May miss important details of some general support tasks

Question: Describe a time when you forgot something important in your job and it caused you to make a mistake. What happened?

Tough Minded

Cooperative
Agreeable



Direct
Determined



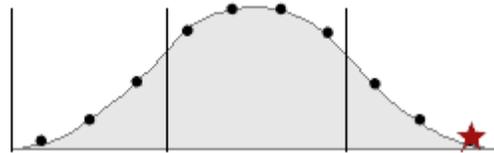
- Because of tough mindedness, Julie may not always take direction well or be tactful with others which can be a little more problematic in a general support role

- Julie's direct approach can be helpful when necessary to point out problems or issues that need to be addressed

Question: Tell me about a time when you were able to make a lot of your own decisions at work. What was that like?

Conventional (Rules)

Open to New Experience
Flexible



Consistent
Structured

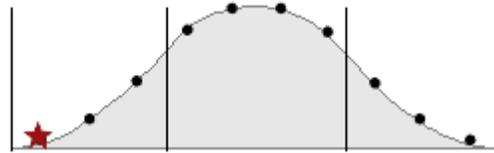


- Tends to consistently follow restaurant policies and safety procedures
- Julie may find it difficult to deal with rapid or continual changes in procedures and will need extra time to adapt to changes

Question: Describe a time when you were told at the last minute that a policy had changed. How did you deal with it?

Extroversion

Reserved
Listener



Outgoing
Talker

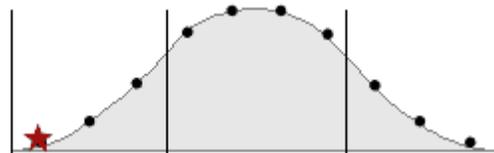


- Julie tends to be quiet and able to focus on immediate tasks which can be helpful in some general support roles
- Others may view Julie's quiet and introspective nature as unfriendly or aloof

Question: Describe a time when you had to work and interact with people a lot during the day. How did this affect your productivity?

Stable

Sensitive
Anxious



Calm
Stress Resistant



- Julie will generally be very sensitive to customer and team member needs and requests
- Julie may feel stress faster than others which can be difficult in some hectic restaurant environments

Question: Give me an example of what you have done to stay calm when you were in a very stressful situation at work.

Team

Individualistic
Competitive



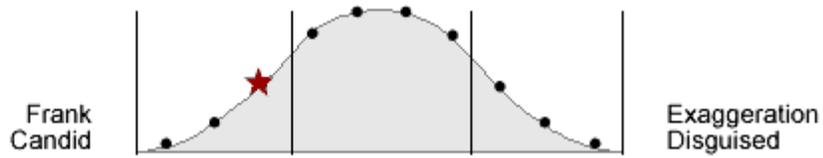
Collaborative
Win-Win



- May have difficulty working on a team and being collaborative which can makes things difficult in some general support positions
- Julie is generally competitive and self-confident

Question: Tell me about a time when you were able to get individual recognition at work. What was that like?

Good Impression (Social Desirability)



- Julie'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.

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Name: Julie Testing
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General Support Interview Questions

General Reasoning (Cognitive)

Question: Describe a time when you felt very good about your job and your performance. What types of things were you doing every day?

Question: Tell me about a time when you were expected to solve problems for customers 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 for a customer.

Conscientious (Organization)

Question: Describe a time when you forgot something important in your job and it caused you to make a mistake. What happened?

Question: Tell me about a time when you became impatient with a customer and you did something that you had to correct later.

Question: Give me an example of a time when you were able to react quickly to a customer request. What was the situation?

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: 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 forgot to follow a policy or safety procedure. What was the situation?

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: Tell me about a time when you felt that you did not get the rewards and recognition that you deserved for your hard work. What was the situation?

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