

Date: Oct 3, 2006

Name: Julie Testing
ID: 137903

Property Maintenance Assistant Summary



General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



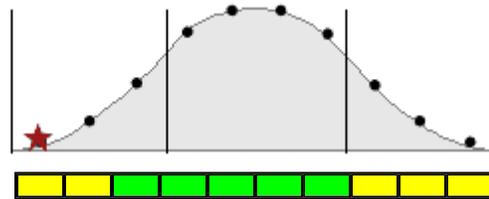
Faster Processing
Needs Intellectual Challenge

- Julie tends to solve problems and learn new information more slowly than others
- Should be allowed more time for initial training and for learning new procedures and job requirements
- Typically capable of dealing with routine issues without becoming bored which can be very beneficial in many service tech positions where it is necessary to stay focused on immediate tasks such as common maintenance issues

Question: Tell me how you have learned a new job in the past. How were you trained?

Conscientious (Organization)

Carefree
Impulsive



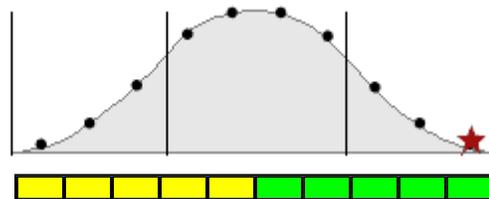
Detail Oriented
Dependable

- Julie may miss important details
- Typically able to handle interruptions better than others which can be helpful in service tech roles that require a reactionary approach to issues
- Important that there is a way to force Julie to capture important details on paperwork

Question: Some jobs require that you deal with a lot of details during the day. Describe a time when you had to deal with a lot of details and you forgot something important. What happened?

Tough Minded

Cooperative
Agreeable



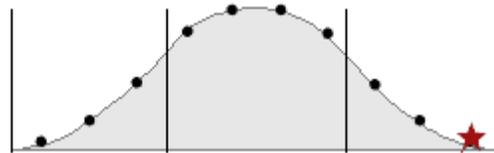
Direct
Determined

- Julie tends to be tough-minded and direct
- This directness can be helpful to provide feedback and offer opinions for solving service tech issues
- Can become argumentative with others particularly if there is a difference of opinion
- Julie may have difficulty taking direction from others which can create issues within some service tech environments

Question: Describe a time in a job when you have gotten into an argument with someone over how a particular task should be handled. What happened?

Conventional (Rules)

Open to New Experience
Flexible



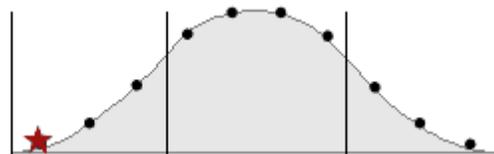
Consistent
Structured

- Julie typically likes the structure of many service tech positions
- Tends to be very consistent in following service tech policies and safety procedures
- Julie may find it difficult to deal with change and will need extra time to adapt to changes made in service tech procedures
- May be better suited to environments where the problems are more predictable in nature rather than dealing with new types of problems on a regular basis

Question: Tell me about a time when there were a lot of changes in your job and it became frustrating. What was the situation and how did you deal with all of the changes?

Extroversion

Reserved
Listener



Outgoing
Talker

- Julie tends to be quiet and shy which can work well for many service tech environments where employees must work for long periods of time on their own
- Properties where Julie must continually interact with customers during the day will be less enjoyable for Julie
- Others may view Julie as unfriendly or aloof
- Tends to have good listening skills

Question: Describe a time when you had to work and interact with people a lot during the day. How did you deal with it?

Stable

Sensitive
Anxious

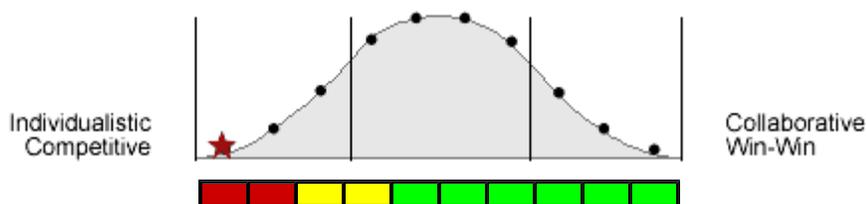


Calm
Stress Resistant

- Julie may have some difficulty dealing with highly stressful and demanding situations
- Tends to be sensitive to the needs of others

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 were not able to completely follow a policy or safety procedure. What was the situation?

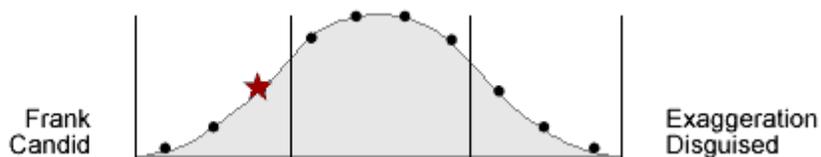
Team



- Julie is generally competitive and self-confident
- May have difficulty working on a team and being collaborative
- May be better suited for an environment where Julie is allowed to work independently

Question: Tell me about a time when you were particularly motivated to do your job every day. What was the situation and how were you rewarded for your efforts?

Good Impression (Social Desirability)



- Julie's responses have been frank and open

*The participant has scored in the "red zone" in 1 area.

Overall
79% *

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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Property Maintenance Assistant Interview Questions

General Reasoning (Cognitive)

Question: Tell me about a situation when you were not able to solve a problem and called in other team members to help out. What was the situation?

Question: Tell me how you have learned a new job in the past. How were you trained?

Question: Describe a time when you really enjoyed your job and the types of projects you worked on. What types of tasks did you handle during the day?

Conscientious (Organization)

Question: Tell me about a time when you forgot a very important detail and it caused a problem. What happened?

Question: Give an example of your ability to trouble shoot problems. How do you approach them?

Question: Describe the most successful and personally effective position you have been in? What types of tasks did you work on, and what was your specific role?

Tough Minded

Question: Tell me about a situation when your determination for making sure that a project was done right really paid off.

Question: Give me an example of a time when you found an error in someone else's work because you didn't trust that it had been done correctly. How did you handle the communication?

Question: Describe a time in a job when you have gotten into an argument with someone over how a particular task should be handled. What happened?

Conventional (Rules)

Question: Tell me about a time when you walked into a situation where there were no previous policies or procedures in place but you had to get up to speed quickly. How did you do it?

Question: Give me an example of how your dedication to proven methods has paid off. What was the situation?

Question: Tell me about a time when there were a lot of changes in your job and it became frustrating. What was the situation and how did you deal with all of the changes?

Extroversion

Question: Describe a time when you needed to express optimism and enthusiasm for a project. How did you do that?

Question: Give me an example of a time when you had to deal directly with a customer and you were asked to be very enthusiastic in your approach. How did you get yourself prepared for this?

Question: Tell me about a period of time when you had to interact with others frequently during the day. How did this affect your productivity?

Stable

Question: Tell me about a time when you had to deal with an unreasonable deadline. What did you do?

Question: Give me an example of a time when you became angry with a co-worker or boss and had to cool off before you dealt with them again. What was the situation?

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 were not able to completely follow a policy or safety procedure. What was the situation?

Team

Question: Give me an example of a time when you did something above and beyond what was expected, but you were not rewarded for it. How did you deal with it?

Question: Describe a time when you had to work with someone who didn't pull their weight. How did you deal with it?

Question: Tell me about a time when you were particularly motivated to do your job every day. What was the situation and how were you rewarded for your efforts?

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