

Date: Oct 3, 2006

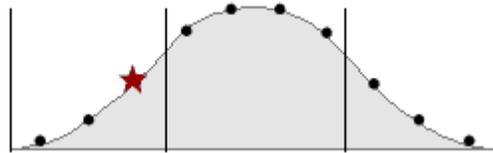
Name: Julie Testing
ID: 137903

Salon Spa Technician Summary



General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

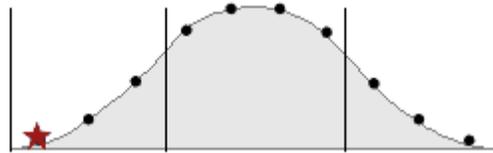
- Julie acquires new information slower than average which may make it challenging to keep up with the training required in some Spa positions

- Julie should be allowed additional time to learn the product or service including hands-on training

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



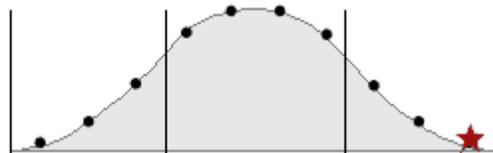
- Easy going nature allows Julie to feel comfortable reacting to customer needs and requests which is ideal for many Spa positions

- Important to have systems or procedures in place that force Julie to fill out forms or computer screens when details are critical and 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



- Julie tends to be direct and straight forward with customers

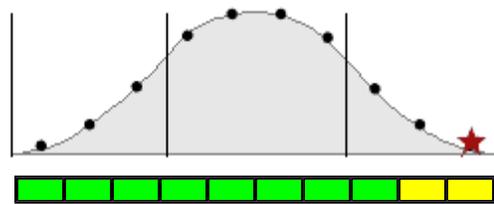
- Julie tends to be comfortable asking the customer what they want and then ensuring the request is fulfilled

- Tends to be comfortable up-selling other services which can be helpful in many Spa positions

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



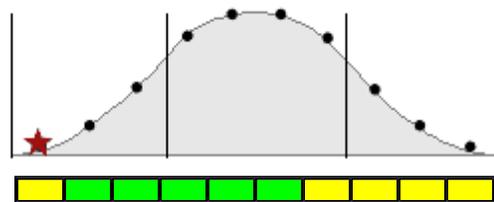
Consistent
Structured

- Julie prefers a working environment that is structured and predictable which matches some Spa environments and positions
- Julie tends to be consistent and follow the Spa procedures closely
- Rapid or frequent changes in procedures will not be comfortable for Julie and will likely create stress

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



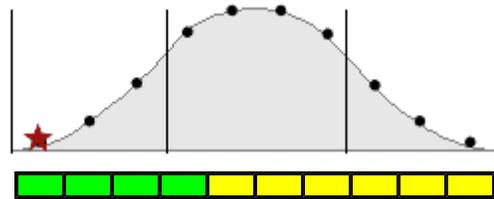
Outgoing
Talker

- Tends to be reserved and a good listener as clients are expressing their needs
- As long as Julie knows how to appear friendly and warm, Julie's reserved and attentive nature can be a good fit for many Spa positions

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



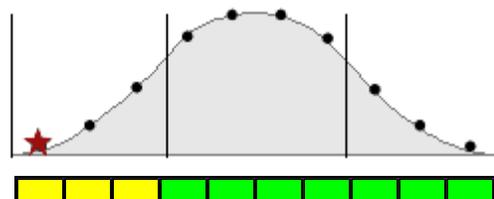
Calm
Stress Resistant

- Julie tends to have a heightened sensitivity to the customer's needs that can be helpful in many Spa positions
- In times when the pressure to perform is continually intense, Julie may need additional breaks to unwind

Question: Describe a time when you became very irritated with a customer and lost your cool. What happened?

Team

Individualistic
Competitive

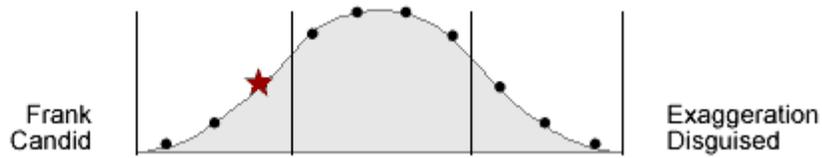


Collaborative
Win-Win

- May have difficulty working within a team which can be a poor fit for some Spa positions
- Julie is typically self-motivated and very competitive
- May not be collaborative with internal team or co-workers

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)



- Julie's responses have been frank and open

Overall
89%

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
ID: 137903

Salon Spa Technician Interview Questions

General Reasoning (Cognitive)

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.

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 customer's request.

Question: Give me an example of how you have followed up with a customer who asked for additional details on a product.

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

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: Tell me about a time when a customer was very upset and was being unreasonable. What did you do?

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: Give me an example of when you gave great service to a customer and you were actually praised for it in front of the team. How did your coworkers respond?

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