

The ServiceStyle Assessor™

Distributed by:



Dynamic Performance Systems Inc.
Predicting Performance Since 1988

Table of Contents

2	Summary of Scores
3	Selection Considerations
Appendix	Candidate's Report

For Help or Information Call:
Laptop Test at 416-201-0202

Website: www.DynamicPerformanceSystems.com

copyright 1997-2009 Dynamic Performance Systems Inc. Toronto, Canada. All rights reserved.

Completed for: Your Company

Your Reference ID:

Candidate ID: 216052

Position: Waiter (For example)

Profile Number: 216389

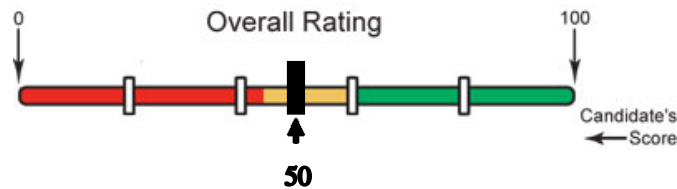
Summary of Scores

As accurate as the The ServiceStyle Assessor is, it is still important to remember that NO single selection criteria should account for more than 30% of the final selection decision.

If you have any questions about these results, or any other concerns, please contact Laptop Test at 416-201-0202. We'll be happy to answer any of your questions and respond to any of your comments. Thank you for using The ServiceStyle Assessor!

How To Use This Report

Our objective in developing this profile was to identify the personal characteristics that successful Your Company service staff have in common. As such, John's responses are compared only to service staff and not people in the general population. It may be useful to think of John's responses as indicative of how you will perceive his performance sometime in the future.





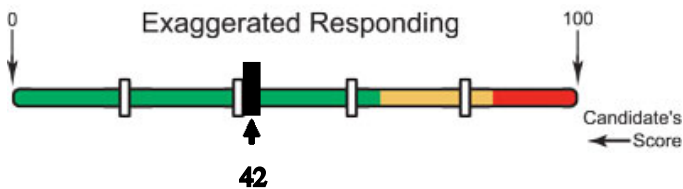
With a composite score of 50, John could be expected to perform similar to service staff that score somewhat below average, but not yet in the bottom 25% (2nd quartile) of service staff. For a more in-depth assessment, it's recommended that each of his core values be evaluated separately.

Summary of Scores

<u>Dimension</u>	<u>John's Score</u>	<u>Target Score</u>
Exaggerated Responding	42	0 to 65
Friendliness	23	93 to 100
Integrity	45	89 to 100
Conscientiousness	45	88 to 100
* Detail Orientation	25	93 to 100
* Organized vs. Disorganized	56	92 to 100
* Planner vs. Spontaneous	33	93 to 100
* Procrastinate vs. Proactive	45	96 to 100
Calmness	65	70 to 100
Competence	48	89 to 100

Graph Interpretation Legend

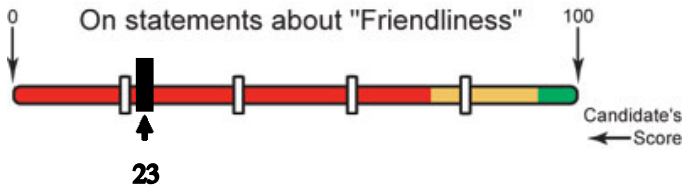
Bottom 25% (Below Average Performers)	
Top 25% (Above Average Performers)	



This dimension is designed to measure whether or not John was attempting to respond in a way that he thought Sample Company wanted to hear.

His low score of 42 on this dimension suggests that he was not making any effort to impress Sample Company by presenting himself in an overly positive light. John's profile likely reflects his true feelings, attitudes and preferences.

Even so, it never hurts to double check these results by looking at other data such as his application, background documents and from interviews to confirm his responses.



Friendliness

This scale consists of a set of questions designed to assess a range of personal characteristics that are likely to be associated with being friendly to others. For example, these characteristics include making friends easily as opposed to being hard to get to know.

Higher scores on this scale indicate that respondents are in greater agreement with statements one would expect of someone that makes friends easily and display warmth or comfort with others.

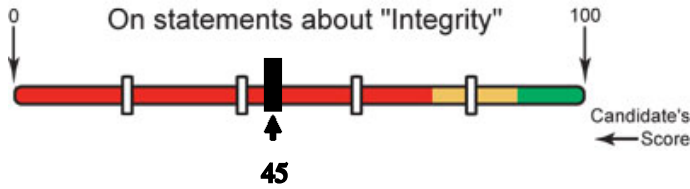
A major part of this interaction is how friendly an individual is. Being friendly with customers and co-workers is strongly believed to be one of the essential characteristics for success in a service staff role.

An employee's lack of comfort talking to others is readily apparent to customers and may lead customers, in turn, to avoid interaction necessary for a successful sales or service encounter. Customers generally prefer service staff to be friendly, joyful and quick to warm up to others.

**John's score is 23.
The top 25% of service staff scored
93 to 100 on this scale.**

John's responses indicate that he is likely very uncomfortable talking to others and may avoid face-to-face interactions if possible.

His scores are consistent with service staff that score in the bottom 15% on this dimension. As a result, John will likely be among the very lowest rated service staff in terms of this dimension.



Integrity

This scale assesses a range of applicant characteristics likely to be associated with behaving in unscrupulous or unethical ways at work. One component concerns whether or not the respondent feels they listen to their conscience. Another component concerns a lack of integrity, or moral principles surrounding honor, honesty and respect.

Morality plays a strong role in the expected success of an individual. Employers want an individual who can be trusted handling cash and inventory, while customers want to deal with individuals who will not try to cheat them and deal with them in an ethical manner.

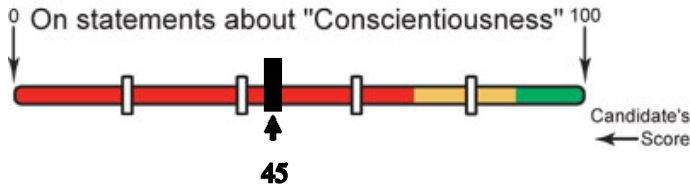
People with high degrees of integrity often stand by their judgment in the face of enormous pressure to change their views.

It should be noted that people that have integrity may in fact act immorally — even though they don't realize it. For this reason, the questionnaire includes questions that assess whether the respondent takes the views of others seriously. For example, questions include whether the respondent acts according to his conscience, cares about justice or believes that the end justifies the means.

**John's score is 45.
The top 25% of service staff scored
89 to 100 on this scale.**

John's responses indicate that he places very little importance on the concepts that make up this dimension.

His scores are consistent with service staff that score in the bottom 15% on this dimension. As a result, John will likely be among the very lowest rated service staff in terms of this dimension.



Conscientiousness

This scale consists of questions related to how conscientious the applicant is. For example, questions include whether the applicant tends to complete tasks assigned, are planners, or tend to procrastinate on unpleasant tasks.

When selecting employees, one of the characteristics that employers look for in candidates is "Conscientiousness". In other words they would like to identify employees that perform tasks assigned them completely and on time.

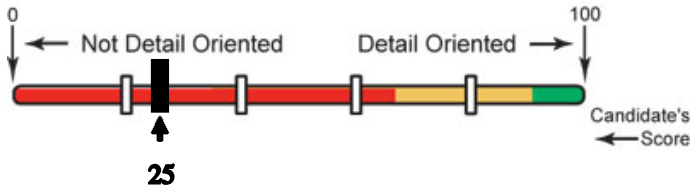
In fact, our research has shown that this dimension is the single largest predictor of performance.

Since there are 4 unique yet related concepts that together make up the term "Conscientiousness", we've broken this dimension out into it's four constituent parts ("Detail Orientation", "Organized vs. Disorganized", "Planner vs. Spontaneous" and "Procrastinate vs Proactive"). See the following page for more on these related concepts.

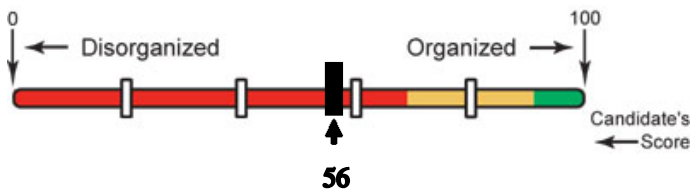
**John's score is 45.
The top 25% of service staff scored
88 to 100 on this scale.**

John's responses indicate that he places very little importance on the concepts related to being conscientious.

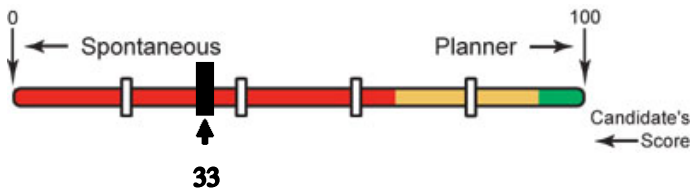
His scores are consistent with service staff that score in the bottom 15% on this dimension. As a result, John will likely be among the very lowest rated service staff in terms of this dimension.



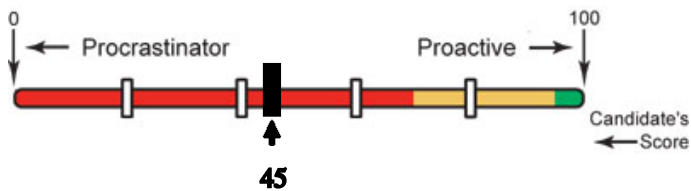
In terms of Detail Orientation, with a score of 25, John's responses indicate that, compared to other service staff, he is not being detail oriented. To put his score in perspective, the top 25% of service staff scored 93 to 100 on this dimension while the bottom 25% scored 0 to 67.



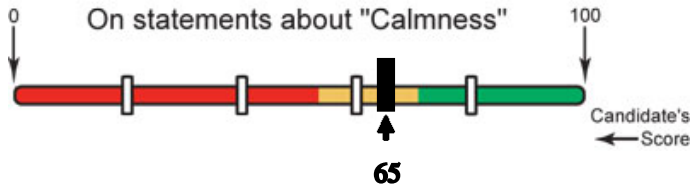
In terms of Organized vs. Disorganized, with a score of 56, John's responses indicate that he may be perceived by managers as being highly disorganized. To put his score in perspective, the top 25% of service staff scored 92 to 100 on this dimension while the bottom 25% scored 0 to 69.



In terms of Planner vs. Spontaneous, with a score of 33, John's responses indicate that he may be perceived by managers as being very spontaneous with little interest in planning. To put his score in perspective, the top 25% of service staff scored 93 to 100 on this dimension while the bottom 25% scored 0 to 67.



In terms of Procrastinate vs. Proactive, with a score of 45, John's responses indicate that, 3 to 4 months after hiring, he may be perceived by managers as strongly preferring to procrastinate rather than act in a proactive manner. To put his score in perspective, the top 25% of service staff scored 96 to 100 on this dimension while the bottom 25% scored 0 to 70.



Calmness

This scale assesses a range of applicant characteristics indicating that the person is unexcitable and mentally calm. For example, these characteristics include being slow to anger and not easily annoyed.

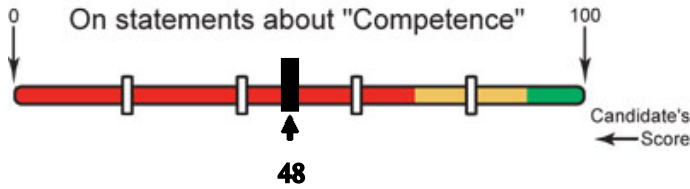
Higher scores on this scale indicate that respondents are in greater agreement with statements one would expect of someone that rarely gets irritated and accepts people as they are. Thus, this scale is most reflective of emotional stability. Secondly, this scale bears on agreeableness.

Dealing with difficult customers can be a very frustrating experience. As a result, it is important for service staff to be slow to anger, and not easily annoyed.

**John's score is 65.
The top 25% of service staff scored
70 to 100 on this scale.**

John's responses indicate that he is ambivalent to the concepts related to being mentally calm.

His scores are consistent with scores in the middle 30% of service staff and therefore will likely perform at average levels in terms of this dimension.



Competence

This dimension assesses a range of applicant characteristics that likely to promote competence in work roles.

Higher scores on this scale indicate that respondents are in greater agreement with statements one would expect of someone that is "mentally quick," interested in explanations or abstract ideas, and motivated to excel and meet challenges.

Employers tend to value employees that have the characteristics included in the Competence scale. For instance, they look for employees who:

- * Learn quickly,
- * Show persistence,
- * Know how to apply knowledge and
- * Need things explained only once.

Our research has shown that this dimension is second in importance behind Conscientiousness.

John's score is 48.
The top 25% of service staff scored 89 to 100 on this scale.

John's responses indicate that he has very little interest in explanations or abstract ideas. He may also not be motivated to excel or meet challenges.

His scores are consistent with service staff that score in the bottom 15% on this dimension. As a result, John will likely be among the very lowest rated service staff in terms of this dimension.