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**HRD Press**

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**Mary Sample**  
**Administrative Assistant**



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## Report Design Options Selected for this Report

Report Family: Screening & Selection

Type: Selection Report

Scope: Abilities, Interests & Personality (WNSIP)

Format: Comprehensive (from choice of Comprehensive, Summary, Interview or Graph)

Style: Customer Service (from choice of Management, Sales, Customer Service or Other)

### **Prevue Assessments presented in this report:**

- ▶ Prevue Abilities Assessments that examine four cognitive Abilities scales
- ▶ Prevue Interests Assessment that examines three scales of occupational Interests/Motivations
- ▶ Prevue Personality Assessment that provides information on thirteen Personality scales

For more information about Prevue Assessments and design options for Prevue reports see [www.prevuehr.com](http://www.prevuehr.com)

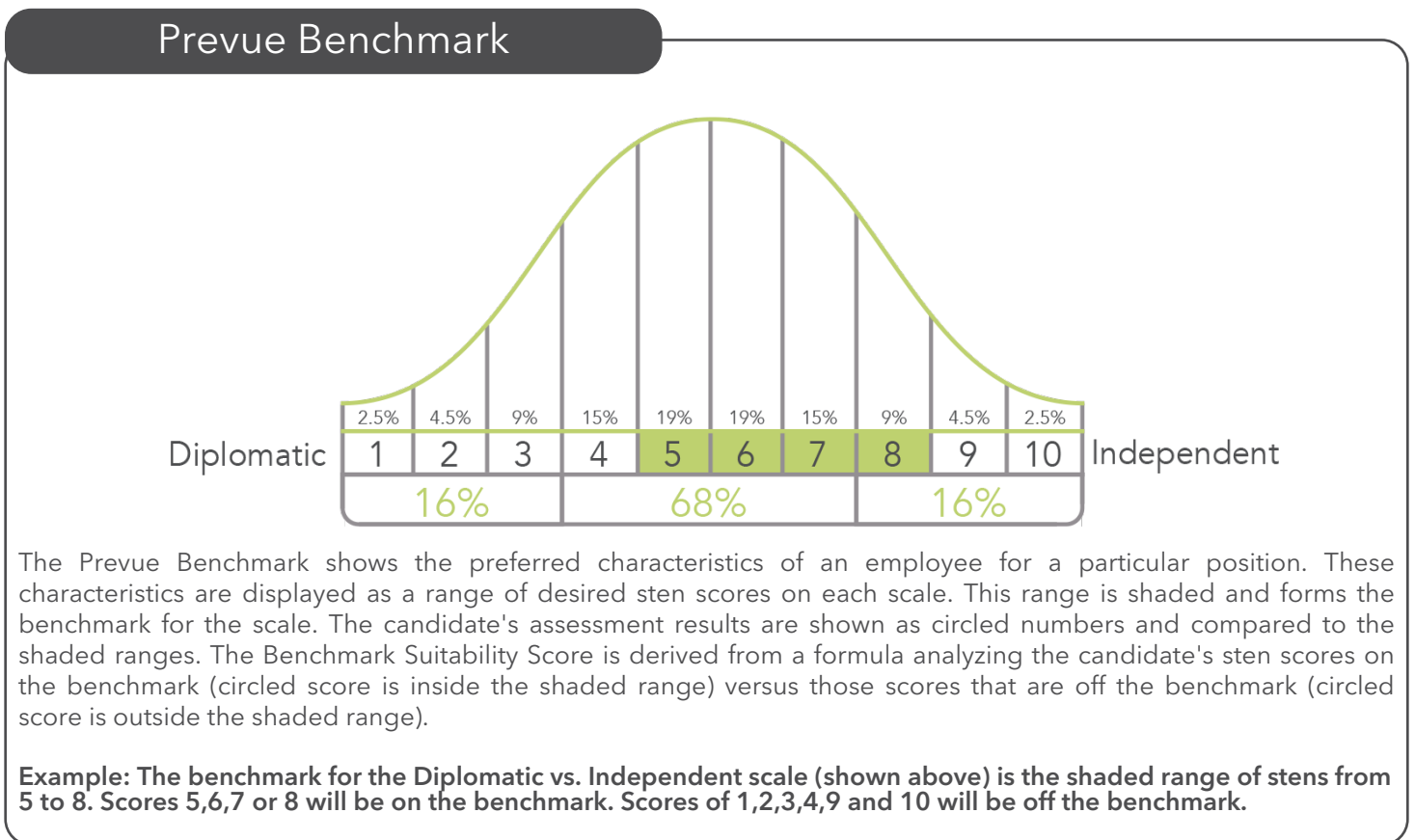
# Part 1 - Understanding this Report

## Introduction

This Selection Report describes Mary Sample’s suitability for the Administrative Assistant position at HRD Press. The information in this report comes first from reviewing the scores on each of the scales of the Prevue Assessments that were completed by Mary Sample and second from comparing those scores to the Prevue Benchmark for the position. Both the scores on the Prevue Assessments and the comparison of those scores to the Prevue Benchmark are exhibited graphically in the Prevue Results Graph in Part 2.

## Prevue Assessments

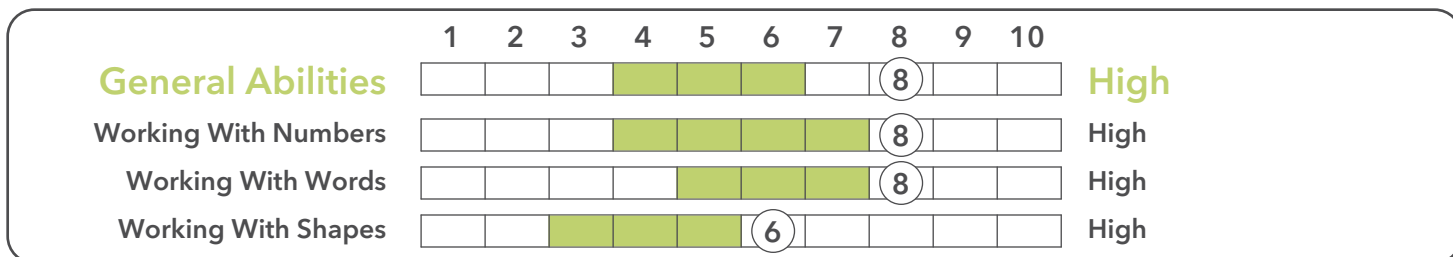
The Prevue Results Graph shows Mary Sample’s ‘sten’ score on each of the Prevue Assessments scales considered in the report. A sten score is a candidate’s score on a normal bell-shaped curve representing the general working population. The diagram below shows the normal bell curve divided into standard tenths (‘standard tenths’ is shortened to ‘sten’) for the Diplomatic vs. Independent Personality Scale. The diagram also shows the percentage of the general working population that will typically score in each sten.



# Part 2 - Prevue Results Graph

Mary Sample's scores are shown in the circled numbers on each of the Prevue scales presented below. The Prevue Benchmark for the Administrative Assistant position is indicated by the green shaded ranges on each scale, which are preferred scores for this position. A score inside a shaded range is on the benchmark. A score outside a shaded range is off the benchmark.

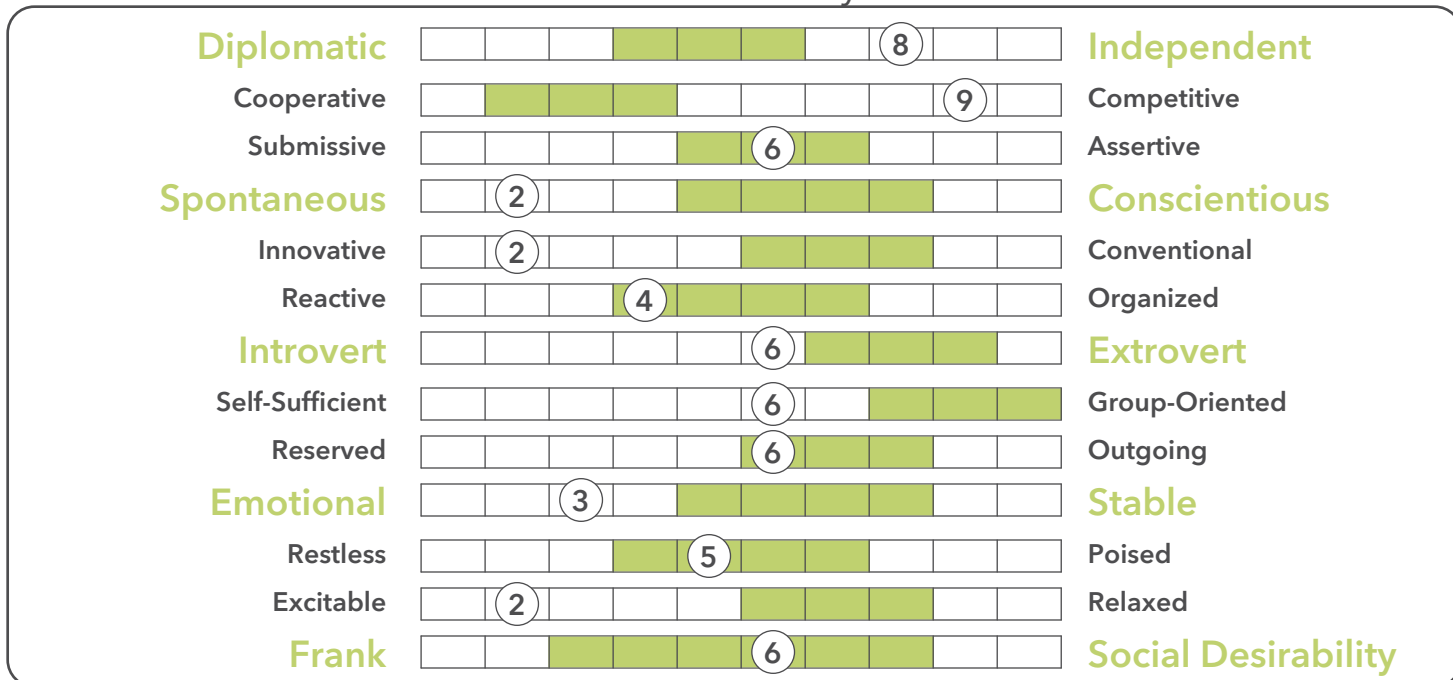
## Abilities



## Motivation/Interests



## Personality



## Benchmark Suitability Score

The Benchmark Suitability Score quantifies Mary Sample's overall fit to the benchmark for the Administrative Assistant position.

Note: Mary Sample's Prevue Assessments results, including the Benchmark Suitability Score should comprise no more than one-third of the selection decision process. Refer to Best Practice Information for details.

**53%**

## Part 3 - Total Person Description

**The Total Person Description provides an overview of Mary Sample compared to the general working population. This profile is derived from the scores shown on the Prevue Results Graph.**

Mary Sample has superior verbal and numeric skills and above average spatial skills. Assignments that involve reading and writing will be easy for this individual, and they should excel at any kind of paperwork and creating written material. Mary is also well able to do challenging numeric assignments, such as designing complex spreadsheets and advanced data tables. The candidate is almost as proficient in tasks that require mental manipulation of shapes and objects, such as reading blueprints, interpreting graphs, and following moderately difficult diagrams.

Overall, Mary has superior, versatile skills and should learn quickly and perform well at almost any task in the workplace.

Mary Sample has little interest in working with abstract information and data. While none of the candidate's preferences are marked, Mary is moderately inclined to work with people and with material objects. Mary is equally likely to solve problems through interaction with others or through direct hands-on action, preferably involving tools or machinery.

Mary Sample is intensely competitive and requires a high level of individual recognition. While this individual can enjoy team work, especially if they are the leader, they may have difficulty in situations that demand close cooperation. Mary handles most confrontation easily and enjoys making decisions. The candidate is assertive and usually direct in saying what they think, but Mary will compromise to maintain harmony in the workplace.

Mary Sample is an original and innovative thinker. As far as Mary is concerned, the rules are subject to interpretation and unforeseen developments are more likely to stimulate than intimidate. Therefore, this individual will often seek new ways to solve problems rather than follow established methods. Although preferring to act spontaneously, Mary is reasonably well organized and tidy. The candidate can make plans and work in a controlled manner, but they are not upset if they have to abandon those plans to cope with unexpected events. Mary is stimulated by new developments and a changing work environment.

Mary Sample enjoys the company of other people and can be troubled by extended periods of solitude. Most people will find this individual to be friendly and personable. Mary is quick to talk to others and enjoys their attention. While the candidate can listen effectively when concentrating, their instinct is to be the one doing the talking. Mary's enthusiasm is a tremendous advantage when presenting ideas. Though conversational and outgoing, Mary is also self-reliant and does not require constant social interaction. In a group setting, the candidate will occasionally command attention, but Mary is also comfortable as a quiet observer.

Usually calm and unruffled, Mary Sample will be upset by prolonged stress or exceedingly demanding tasks. In these conditions, this individual will be irritable, although they will strive to regain their composure. Because the candidate finds it difficult to trust others, they are easily embarrassed and particularly sensitive to anyone trying to take advantage of them. Mary may take setbacks personally, and because of these attitudes, may not be objective and rational if involved in a personal dispute. The candidate will likely worry about the demands of a high pressure job. Mary will be tense when stressed and may find it hard to unwind after the work day ends.

# Interview Guide

## Part 4 - Suggested Interview Questions

### Planning the Interview

Planning the interview requires identifying concerns about the candidate's work history, references, and scores off the Prevue Benchmark for the Administrative Assistant position. Use the available candidate information in addition to this report to structure the interview and make the best possible hiring decision.

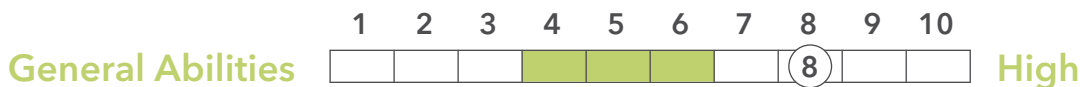
This section provides suggested interview questions to address the following:

- ▶ First to examine those areas where Mary Sample's score did not fall on the benchmark for the position.

You should customize the interview questions as needed for this position at HRD Press. **You may wish to take a copy of Part 4 to have it available for the interview.**

### Scores off the Benchmark

Mary's scores fell off the Benchmark for the following scales. This indicates that the candidate could encounter challenges in these areas. Review each score description set out below and consider the suggested interview questions. The more distant the score is from the benchmark for a scale, the more important it is for you to probe these areas.



Mary Sample's very high score is above the benchmark for General Ability. This implies fast, accurate learning with easy acquisition of new skills, prompt reaction to changing service issues, and first-rate processing of customer information. Challenging work that requires ongoing training, decision-making, and advanced skills is suggested.

1. The Administrative Assistant position currently offers limited application for your exceptional General Ability. Will this affect your job satisfaction? How will you deal with the limited opportunities to work with shapes on the job?
2. Given that challenging tasks will be few or infrequent, how will you apply your excellent General Ability?

#### Your Comments:

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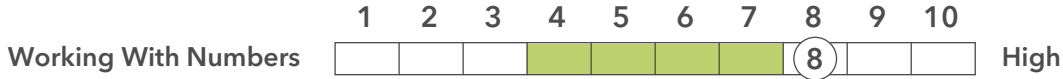
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Mary Sample is above the given benchmark and shows a good ability for Working with Numbers. This likely translates to above-average arithmetic skills and number recognition. Tasks could include providing "on the spot" estimates, using customer statistics or demographic data, and recording or searching for numeric data. The candidate should be reliable and competent for numerical work in the Administrative Assistant position. Support may only be required for exceptionally challenging tasks.

1. The Administrative Assistant position currently offers limited application for your good numerical ability. Will this affect your job satisfaction? How will you deal with the limited opportunities to work with numbers on the job?
2. If number tasks are infrequent or not challenging, how will you apply your above-average numerical ability?

Your Comments:

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Mary Sample is both above-average and above the benchmark for Working with Words. This implies good performance with most written work and word recognition tasks. These include reading, writing, and searching for customer service information. This level of ability provides dependable efficiency for many verbal tasks in the Administrative Assistant position. Support may only be required for exceptionally demanding paperwork.

1. The Administrative Assistant position currently offers limited application for your good verbal ability. Will this affect your job satisfaction? How will you deal with the limited opportunities to work with words on the job?
2. If written work is infrequent or not challenging, how will you apply your above-average verbal ability?

Your Comments:

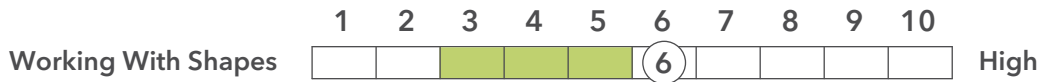
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Mary Sample is above the given benchmark and shows average ability for Working with Shapes. This often means reasonable speed and accuracy for shape recognition tasks, such as visualizing objects or relating symbols or diagrams to operations. Simple arrangements of physical objects should also be acceptable. Spatial challenges, such as using complex diagrams or charts, may require instruction and regular practice or refresher training.

1. The Administrative Assistant position currently offers limited opportunities for Working with Shapes. Will this affect your job satisfaction?
2. Given that spatial tasks will be few or infrequent, how will you apply your ability for Working with Shapes?

Your Comments:

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The candidate describes themselves as a person who has some interest in working with others.

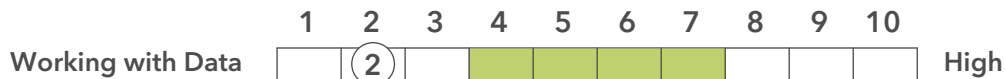
1. Could you describe the type of team member who is the hardest for you to deal with?
2. When working in a busy environment, there is often potential for conflict. Describe your most recent situation on a team where a disagreement occurred.
3. Servicing your customers will, on occasion, require working with others. Can you describe an example of where you had to work with others in servicing your customers?

Your Comments:

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People like Mary Sample usually avoid jobs where they have to spend a lot of time dealing with figures, statistics, or accounts.

1. What types of problems are difficult for you?
2. How many customer contacts did you have in a typical day?
3. Describe the systems you have introduced to your job.

Your Comments:

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Mary Sample expresses some interest in work that deals with inanimate objects, such as machinery, tools, or equipment.

1. Describe the equipment that you were required to use in your last job.
2. Describe the most difficult and technical equipment that you have used.
3. Have you learned the features and benefits of previous products or equipment through theory or by hands-on practice? Describe the least interesting part of learning new products or equipment.

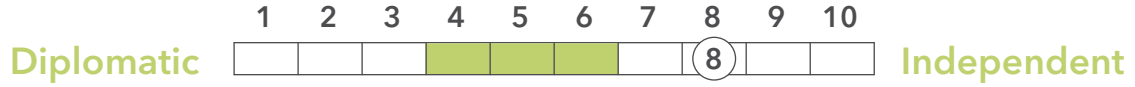


Your Comments:

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Mary Sample is apt to be extremely competitive, single-minded, and determined to win at all costs.

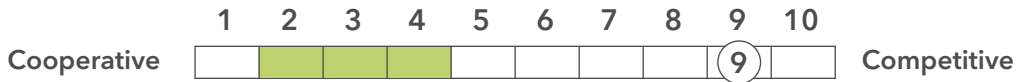
1. Describe the last disagreement you had with a customer.
2. What types of customer service situations might cause you to lose your temper?
3. Give me an example of how you maintain control of a customer complaint.
4. Describe the last time you helped someone else with a customer.

Your Comments:

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Mary Sample plays to win and will tend to be a bad loser.

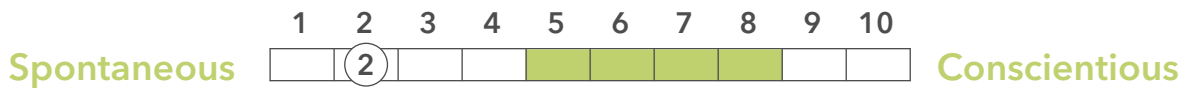
1. How do you define winning while servicing your customers?
2. Describe a situation where your need to win did not demonstrate appropriate team work.
3. Please recall a situation when your competitive nature became counter-productive.

Your Comments:

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Mary Sample is likely to be flexible and responsive to situations as they arise, and may produce creative and radical solutions to situations.

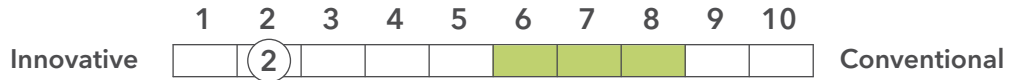
1. Describe what you have done in the past to make your job easier.
2. Explain the circumstances where you have felt it necessary to overlook some policies or procedures because they got in the way of reaching a goal.
3. Your preference is to reach a solution in the quickest possible way. Describe a situation where this approach has been ineffective in meeting your customer's needs.

Your Comments:

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The candidate sees themselves as innovative and flexible.

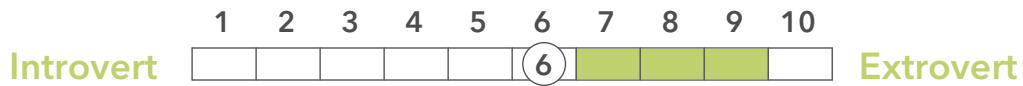
1. Do you see yourself seeking new ways to solve customer problems rather than following the traditional methods? Describe how your experiences have shown this approach to be more productive.
2. Please explain what you do to make sure things don't get overlooked.
3. You describe yourself as creative and impulsive. Provide an example of when you used this creativity to solve a customer complaint.

Your Comments:

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Mary Sample is usually stimulated by people.

1. Describe a customer service situation where you had to induce people to work together. How did you accomplish that?
2. Describe the social characteristics of this Administrative Assistant position that appeal to you.
3. In what work situations did you enjoy being in the field with your customers rather than working the phones or catching up on paperwork?

Your Comments:

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Mary Sample is someone who usually enjoys company and a stimulating environment.

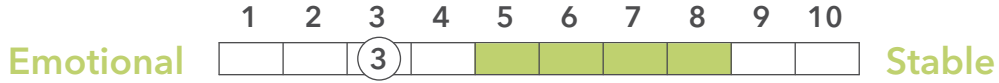
1. Describe, when working with your customers, the most common situation where you felt that the support of your peers was not necessary.
2. Describe the means that you have used to get away from a bustling, animated work day.
3. Recount the last situation when you felt that you serviced the customer beyond their expectations.

Your Comments:

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Mary Sample is likely to be someone who is hard to fool, and is consequently somewhat suspicious of new people and new situations.

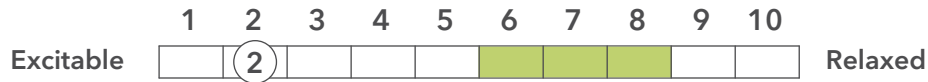
1. Describe how you feel about meeting new customers or dealing with new situations.
2. Everybody experiences adversity or setbacks on the job. Explain how you reacted to the most recent example of this.
3. Explain, by example, what qualities you look for in a customer who you are beginning to service.

Your Comments:

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On the whole, the candidate sees themselves as a rather emotional, often anxious person.

1. When you feel the effects of a stressful customer service situation, how do you relieve the pressure?
2. Describe the kind of customer behaviors or complaints that disturbed you.
3. What was your favorite work environment? Why?

Your Comments:

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## Part 5 - Individual Characteristics

The Individual Characteristics descriptions provide more information about Mary Sample's scores in comparison to those of the general working population. Scores on the Prevue Benchmark for each scale highlight Mary's strengths for the Administrative Assistant position. Scores that are two or more steps off the Prevue Benchmark for any scale highlight prospective areas of challenge for Mary and should be addressed in the interview.

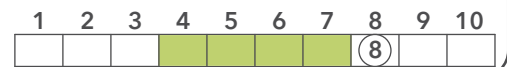
### General Abilities

Mary has scored in the higher range, which indicates a speed and accuracy typical of the top one-third of fellow employees when handling information, reasoning, and problem solving. Mary learns very quickly and will absorb new information with little difficulty. The candidate's ability to reason will not be affected should their duties regularly change.



### Working With Numbers

Mary has a high capacity for Numerical Reasoning. This indicates that the candidate can reason with both speed and accuracy when dealing with information derived from simple numbers.



### Working With Words

This score in working with words indicates extreme proficiency in written language. In fact, Mary ranks in the top third of the employees in the work force in accuracy and learning speed.



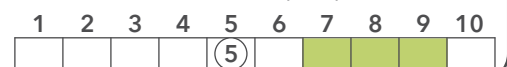
### Working With Shapes

Mary has an average capacity for working with spatial material when compared to others in the general adult working population. The candidate's speed and accuracy in using spatial material indicates that they are as able as most adult workers to deal with information that involves thinking about and manipulating shapes and objects.



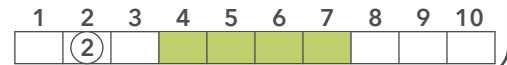
### Working With People

Mary shows an average level of interest in work that involves dealing with people. Mary is likely to prefer employment that involves contact with others. However, the candidate is unlikely to want interaction with other people to be the major function of their work.



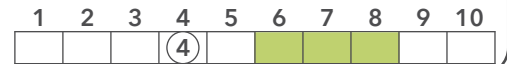
### Working With Data

Mary indicates having a below-average level of interest in working with data. Individuals like the candidate usually avoid jobs where they spend time analyzing or compiling and computing figures, symbols, statistics, and accounts.



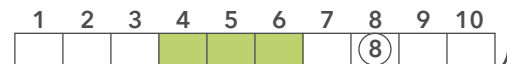
### Working With Things

Mary expresses a slightly below-average level of interest in work that deals with inanimate objects, such as machinery, tools, or equipment. Such people are likely to be comfortable in handling goods or equipment, but would not see that interest being central to their work.



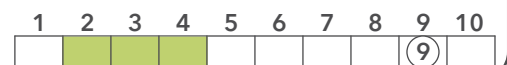
### Diplomatic / Independent

Mary tends to act independently. The candidate has a strong determination to control, win, and to reach goals, as well as a willingness to argue and debate their point of view. Mary can be skeptical and hard-headed at times.



### Cooperative / Competitive

The candidate describes themselves as a very competitive, goal-oriented person. Although such people have a strong personal need to win, they seldom participate as part of a team.



### Submissive / Assertive

You will find that, depending on the situation or the people involved, Mary can be assertive and outspoken. In groups the candidate may promote themselves as the leader.



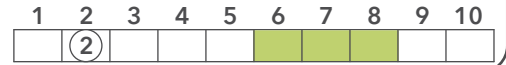
### Spontaneous / Conscientious

Mary is a spontaneous and innovative individual who works well in changing situations. The candidate is adaptable and responsive to circumstances as they arise, and will provide creative and yet sometimes radical solutions. Mary may appear disorganized at times.



Innovative / Conventional

People such as Mary are likely to see new ways to solve problems and are not bound by traditional methods. An unconcerned attitude toward rules and guidelines allows them to be very flexible when reaching solutions. They are innovative and enjoy change.



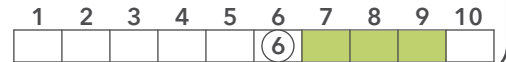
Reactive / Organized

Mary prefers to focus on the overall picture rather than deal with the fine details. The candidate does some degree of planning, yet remains capable of responding to spontaneous events.



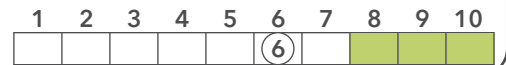
Introvert / Extrovert

Individuals like Mary show moderate levels of enthusiasm and liveliness, contributing to social interaction without drawing undue attention to themselves.



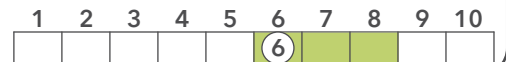
Self-Sufficient / Group-Oriented

Mary is a person who enjoys the company of others, but who also needs time to be alone. These needs are fairly evenly balanced, and the candidate is happiest working in situations where there is a moderate amount of contact with other people.



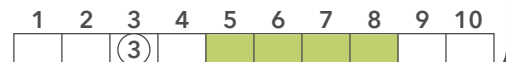
Reserved / Outgoing

Mary can be talkative and outgoing, and prefers some variety in work. The candidate likes to choose the situations in which they will take center stage, as they are comfortable in the company of others. However, they do not seek constant attention from others.



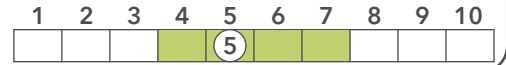
Emotional / Stable

Mary tends to be suspicious of new people and wary of new situations, and is unlikely to be easily misled. The candidate may not easily accept adversity and setbacks. When under pressure, Mary can become anxious, sometimes reacting with irritation.



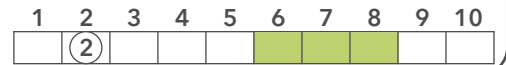
### Restless / Poised

Such people can remain calm and poised in the face of unpleasant circumstances, yet at times have a tendency to become upset and to take things personally.



### Excitable / Relaxed

Mary is a rather excitable and anxious person who is wary and cautious of others. Such people find it difficult to cope with high levels of pressure without becoming tense and anxious. It is best that the candidate avoid work situations that will likely have prolonged periods of high pressure.



### Social Desirability

The candidate describes themselves as someone who is usually considerate. Such individuals are aware of social rules and expectations.



## Part 6 - Best Practice Information

**Assessment Administration:** Best Human Resources practice recommends that assessments be administered to candidates in a controlled environment under the supervision of a proctor to ensure that:

- ▶ The person who completes the assessment is in fact the candidate.
- ▶ A candidate's responses to the assessment questions are not affected by collusion with others or by other actions that would invalidate the assessment.
- ▶ The supervisor is able to address unexpected conditions or problems affecting a candidate and to provide reasonable accommodation for candidates where required.

Where a candidate completes the assessments without supervision the accuracy of the results cannot be guaranteed. In such circumstances you may wish to have the candidate retake the Prevue Assessments in a controlled environment at the time they attend your offices for an interview. For more information on the administration of the Prevue Assessment, please see "Administering the Prevue Assessments" in the Prevue How To Guides posted at [www.prevueonline.com](http://www.prevueonline.com).

**Assessment Weighting:** The weight given to the Prevue Assessments in any human resource selection or other high stakes decision should not exceed one-third of the total decision making process. The remainder of the process, including the candidate's work history, interview, background checks, etc., should be considered together with the results of this report.

**Ensuring Fairness:** When properly administered, the use of the Prevue Assessments will help to ensure that job applicants are treated fairly without regard to race, colour, religion, sex or national origin. The Prevue Assessments have been designed and developed to conform to the human rights legislative and best practice requirements prevailing in the various countries where the Prevue Assessments are distributed. This includes the EEOC Guidelines, the Americans With Disabilities Act, and the standards for test development published by the American Psychological Association, the British Psychological Society, and the Association of Test Publishers.