

theProfileXT

Confidential Job Profile Summary Report

for

Sally Sample

Customer Service Representative

Monday, January 6, 2003

**KESTLY DEVELOPMENT
204 Valley Drive
Ypsilanti, Michigan 48197
734 – 483 - 6453**

Pattern Date: 1/4/2003 12:12:05 PM

Job Pattern: Customer Service Representative

Overall Job Match  **74%**

Thinking Style

Learning Index				4	5	6	7			
Verbal Skill			3		5	6	7			
Verbal Reasoning					5	6	7			
Numerical Ability				4	5	6	7			
Numeric Reasoning			3	4	5	6	7			

Job Match Percentage
81%

Behavioral Traits

Energy Level				4	5	6	7			
Assertiveness					5	6	7	8		
Sociability				4	5	6	7			
Manageability						6	7	8	9	
Attitude			3			6	7	8		
Decisiveness			3	4	5	6		8		
Accommodating					5	6	7	8		
Independence		2	3	4	5			8		
Objective Judgment		2	3	4	5	6				

Job Match Percentage
61%

Distortion - **9**

Occupational Interests

Interests Ranking

Top three interests for this position

Enterprising								8		
Financial/Admin					5					
People Service								7		

Job Match Percentage
86%

Lowest three interests for this position

Creative							6			
Technical			3							
Mechanical		2								

The Job Matching process for Interests is concerned with the top three interests of a Job Match Pattern and how a candidate's top three interests match. The three top interests for this Pattern are indicated and ranked from top to bottom.

Note: The bolder scores indicate the three highest interests of this individual.

A Brief Profile of the Total Person

Note: This is a summary report. For additional information about this applicant, please consult the full Placement Report.

THINKING

Learning Index (An index of expected learning, reasoning and problem solving potential.) Score-6 (in the pattern)

- Overall, Ms. Sample may be expected to complete a typical training program with adequate success.

Verbal Skill (A measure of verbal skill through vocabulary.) Score-3 (below the pattern)

- With training and experience, Ms. Sample should be able to more quickly and accurately carry out communications as they apply to the job.

Verbal Reasoning (Using words as a basis in reasoning and problem solving.) Score-5 (in the pattern)

- She demonstrates adequate and, in some areas, good verbal skill; certain areas and complexities will need training.

Numerical Ability (A measure of numeric calculation ability.) Score-5 (in the pattern)

- She needs assistance with complex mathematics or technical calculations.

Numeric Reasoning (Using numbers as a basis in reasoning and problem solving.) Score-7 (above the pattern)

- Ms. Sample works well with numbers and numerical concepts.

BEHAVIORAL TRAITS

Energy Level (Tendency to display endurance and capacity for a fast pace.) Score-7 (above the pattern)

- Ms. Sample can be relied on to complete assignments in a timely manner.

Assertiveness (Tendency to take charge of people and situations. Leads more than follows.) Score-8 (above the pattern)

- Sally is highly motivated by situations in which she is held accountable for results. She is strongly motivated by power and authority.

A Brief Profile of the Total Person

Sociability (Tendency to be outgoing, people-oriented and participate with others.)
Score-4 (in the pattern)

- Ms. Sample is moderately motivated by assignments that require people content.

Manageability (Tendency to follow policies, accept external controls and supervision and work within the rules.) Score-6 (in the pattern)

- She should be willing to conform to company policies without feeling any loss of personal freedom.

Attitude (Tendency to have a positive attitude regarding people and outcomes.) Score-3 (below the pattern)

- She is inclined to become suspicious of risk and change.

Decisiveness (Uses available information to make decisions quickly.) Score-8 (above the pattern)

- Ms. Sample is decisive and quick to act. She is likely to enjoy positions which require immediate action.

Accommodating (Tendency to be friendly, cooperative, agreeable. To be a team person.)
Score-5 (in the pattern)

- Ms. Sample can become defensive whenever someone tries to take advantage of her.

Independence (Tendency to be self-reliant, self-directed, to take independent action and make own decisions.) Score-8 (above the pattern)

- She is highly independent, possibly requiring firm supervision and clearly defined guidelines.

Objective Judgment (The ability to think clearly and be objective in decision-making.)
Score-2 (below the pattern)

- Ms. Sample has a tendency to be a subjective thinker, to over emphasize personal opinions more than factual data.

OCCUPATIONAL INTERESTS

Ms. Sample scored highest in the Creative, Enterprising and People Service themes on the inventory. She is attracted to positions in which she can use her creative side in a business environment that allows for a high degree of contact with people. She appears to be drawn toward opportunities to solve problems in an innovative way. The chance to serve the needs of customers and the public in general also relates to this interest pattern.