



# Interview Guide

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**John Sample**

**ID# 1234**

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Sample Company

# 1 Overview of Scores and Response Style

**Overall Review** - This section provides a summary of the strengths and areas of concern for the candidate.

**Scores Overview** - This section gives a summary of your candidate's results.

**Scores** - The scores are in percentiles, ranging from 1 (lowest) to 99 (highest). For example, if someone has a score of 90 that means they have scored better than 90% of those who have taken the assessment previously.

**Score Labels** - Score labels provide a visual guide, indicating if a score falls into the:

- Low range (in the bottom 25% of the comparison group)
- Mid range (in the middle 50% of the comparison group)
- High range (in the top 25% of the comparison group)

**Response Style** - This section gives you a sense of whether the candidate responded in a way that affects the interpretation of their scores.

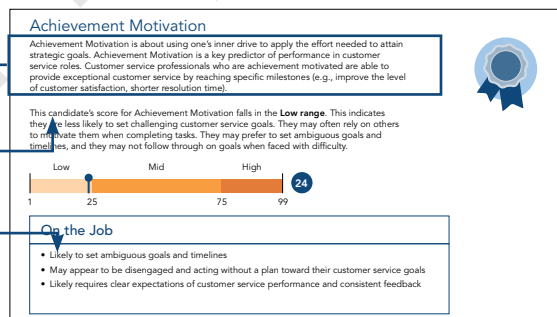


## 2 Assessment Results

**Description** - This section describes the competency and explains why it is important.

**Score Interpretation** - This section describes what your candidate's score means.

**On the Job** - This section explains how your candidate might behave on the job.



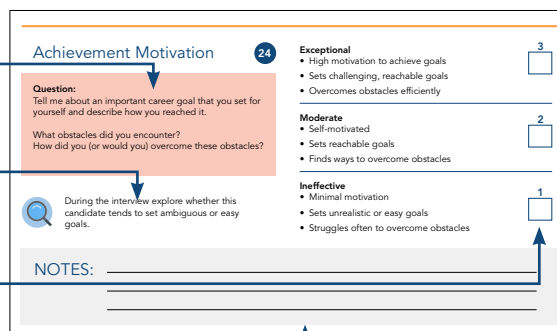
## 3 Interview Questions

**Interview Questions** - This section includes interview questions that pertain to the competency as well as suggested follow-up questions.

**What to Look For** - This is a suggestion for what to look for in the candidate's response and is related to their competency score.

**Scoring Rubric** - This section includes a rubric with behavioral examples to help you rate the candidate's response.

**Notes** - A space to take notes on the candidate's response and behaviors during the interview.



## OVERALL REVIEW

This candidate's results suggest they are likely to communicate with others in a positive, friendly manner. In addition, they are likely to set clear goals and achieve them. Their tendency to develop relationships with customers will foster trust and customer loyalty.

Overall, this candidate shows strengths and competencies that are required for successful performance in the role.

### Achievement Motivation

Using one's inner drive to apply the effort needed to attain strategic goals



### Composure

Staying calm under pressure and in difficult interactions



### Cooperativeness

The level of comfort in working with others towards a common goal or purpose



### Customer Orientation

Having a desire to help others while being sensitive to, and understanding of, their feelings and needs



### Sociability

Engaging with others and developing relationships effortlessly



### Self-Confidence

The level of belief one has in their own abilities and judgments



### Upselling

Involves active strategies to increase value by suggesting additional products and services to customers



1 25 75 99



This candidate completed the assessment in **3 minute(s) and 48 second(s)**. This is a reasonable response time. This indicates the candidate gave enough time to consider their responses when taking the assessment, and they likely completed the assessment in one sitting.



This candidate does not demonstrate a tendency toward positive self-presentation, suggesting the candidate was likely responding to questions in an unbiased manner.

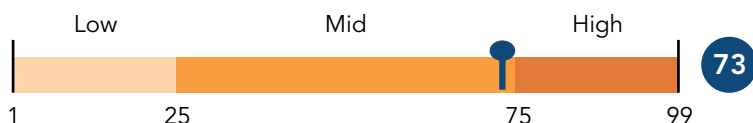


The responses to the items showed adequate consistency. The participant is not likely to have responded carelessly or in a random fashion.

## Achievement Motivation

Achievement Motivation is about using one's inner drive to apply the effort needed to attain strategic goals. Achievement Motivation is a key predictor of performance in customer service roles. Customer service professionals who are achievement motivated are able to provide exceptional customer service by reaching specific milestones (e.g., improve the level of customer satisfaction, shorter resolution time).

This candidate's score for Achievement Motivation falls in the **Mid range**. This indicates they are likely to set challenging customer service goals. They are generally driven to achieve their goals but may sometimes rely on others to motivate them.



### On the Job

- Likely to set moderate, but achievable customer service goals
- Often working with a plan toward their goals
- Likely to maintain commitment to their main goals

## Composure

Composure is about staying calm under pressure and in difficult interactions. Customer service roles are stressful in nature. The ability to stay level-headed under pressure and handle customer complaints in a calm manner is vital for providing outstanding service. Handling customer complaints effectively often develops customer loyalty.

This candidate's score for Composure falls in the **Mid range**. This indicates that they generally stay calm when the work situation is stressful. However, they may occasionally become agitated in challenging situations.



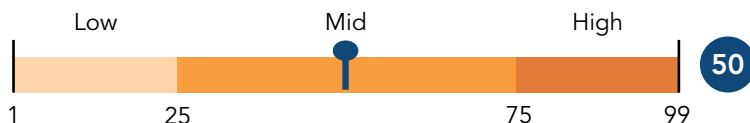
### On the Job

- May periodically lose focus when handling multiple requests
- May occasionally become stressed when handling returns or complaints
- Likely to not take it personally when dealing with angry customers

## Cooperativeness

Cooperativeness is about the level of comfort in working with others towards a common goal or purpose. Providing exceptional customer service is a team effort that requires collaboration to build a strong, positive image of the company.

This candidate's score for Cooperativeness falls in the **Mid range**. This indicates that they may work closely with others to solve an issue.



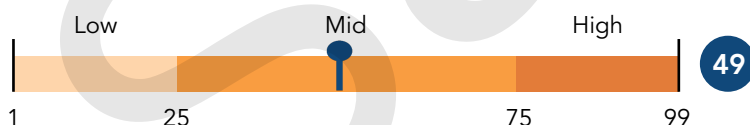
### On the Job

- Often works closely with their team to pool resources to address customer issues
- Likely to share information and expertise with their colleagues
- Generally appears as someone who people can rely on in challenging situations

## Customer Orientation

Customer Orientation is about having a desire to help others while being sensitive to, and understanding of, their feelings and needs. Customer Orientation is essential for achieving customer satisfaction. Addressing all customer concerns, being empathetic, and providing them with solutions are the keys to success in today's highly competitive marketplace.

This candidate's score for Customer Orientation falls in the **Mid range**. This indicates that they generally empathize with customer problems. They are likely to make the effort needed to find



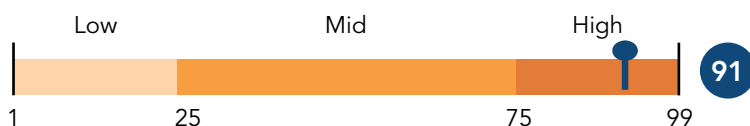
### On the Job

- Enjoys helping customers when they need assistance
- Often listens to customers' feelings and acknowledges their concerns
- Customers feel heard but can imagine better service elsewhere

## Sociability

Sociability is about engaging with others and developing relationships effortlessly. Communicating and establishing relationships are essential to the customer service role. Individuals with a high level of Sociability seem approachable and are easy to talk with, which fosters trust and customer loyalty.

This candidate's score for Sociability falls in the **High range**. This indicates that they actively engage in conversations with others. They consistently put customers at ease.



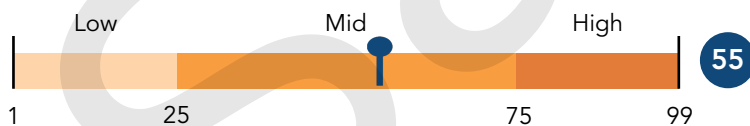
### On the Job

- Actively builds sustainable relationships and trust with customers
- Prefers to have open and interactive communication with customers
- Maintains a positive and friendly attitude when interacting with customers

## Self-Confidence

Self-Confidence is an individual's level of belief in their abilities and judgments. Having a high level of confidence is important when helping customers. In customers' minds, self-confidence is a sign of competence and ensures strong customer support.

This candidate's score for Self-Confidence falls in the **Mid range**. This indicates that they often trust their judgment when addressing customer concerns.



### On the Job

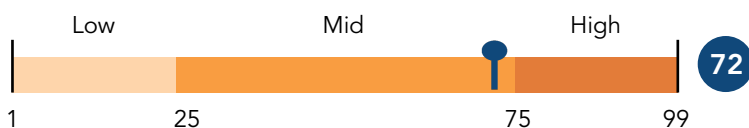
- Likely to be self-assured about their success in handling customer concerns
- Likely to be comfortable troubleshooting complex customer service issues
- May hesitate before making important decisions

## Upselling

Upselling involves active strategies to increase value by suggesting additional products and services to customers. Upselling helps the customer to get more value from your company, and helps your company to gain more loyalty and revenue from the customer. If done right, upselling can enhance the customer experience and improve customer relationships.



This candidate's score for Upselling falls in the **Mid range**. This indicates that they are generally able to convince customers that any suggestions offered are for the customer's benefit. They often make the upsell relevant to their customer's needs.



### On the Job

- Capable of convincing customers to accept their suggestions
- Likely to recommend products or services according to customer needs
- Sometimes makes a successful upsell

## HOW TO USE THIS SECTION

This section includes interview questions that you may want to ask your candidate. These questions are aimed at helping you to better understand your candidate during the interview. For the best results, follow these steps:

1. Start with the competencies that you are most concerned about regarding the candidate's job fit.
2. In the interview, use the provided questions to further examine the competencies you have selected.
3. Take detailed notes of the candidate's responses and behaviors.
4. Review your notes and evaluate the quality of their response using the scoring criteria on the right side of the page (ratings should be as objective as possible and supported by the notes).
5. Combine the candidate's assessment and interview results into an overall evaluation.
6. Consider all the information you have about this candidate (e.g., resume, assessment results, interview results, training and experience, results from other assessments, etc.) before making your final hiring decision.

### Achievement Motivation

73

#### Question:

Tell me about an important career goal that you set for yourself and describe how you reached it.

What obstacles did you encounter?

How did you (or would you) overcome these obstacles?

#### High

- High motivation to achieve goals
- Sets challenging, reachable goals
- Overcomes obstacles efficiently

3

#### Moderate

- Self-motivated
- Sets reachable goals
- Finds ways to overcome obstacles

2

#### Low

- Minimal motivation
- Sets unrealistic or easy goals
- Struggles often to overcome obstacles

1



During the interview explore whether this candidate needs others' motivation to get work done.

### NOTES:

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## Composure

57

### Question:

#### High

- Actively manages conflict and criticism well
- Maintains the same conduct even in high stress situations
- Able to work with difficult situations and convert to customer success stories

3

#### Moderate

- Minimizes reactions during conflict
- Often stays calm
- Able to deliver customer success in most situations

2

#### Low

- Avoids conflict and criticism
- Gets stressed easily
- Get overwhelmed by conflict and is not able to deliver customer success

1



During the interview explore whether this candidate has strategies in place to manage their stress level.

### NOTES:

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## Cooperativeness

50

### Question:

#### High

- Gets energized by working as a team
- Eagerly shares expertise
- Establishes partnerships with customers to provide support

3

#### Moderate

- Willing to work as a team
- Shares expertise when needed
- Collaborates with customers to resolve problems

2

#### Low

- Avoids working as a team
- Refrains from sharing expertise
- Gets defensive with customers instead of working with them

1



During the interview explore whether this candidate competes when challenged by others.

### NOTES:

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## Customer Orientation

49

### Question:

#### High

- Empathizes with customer challenges
- Quickly fixes the problem
- Follows up to ensure resolution

3

#### Moderate

- Generally empathizes with customer challenges
- Fixes problems within a reasonable timeframe
- Sometimes follows up to ensure resolution

2

#### Low

- Takes it personally when dealing with complaints
- Fails to fix problems
- Fails to ensure resolution

1



During the interview explore whether this candidate is able to develop a relationship with a customer before providing solutions.

### NOTES:

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## Sociability

91

### Question:

#### High

- Builds meaningful connections
- Actively looks for new people to connect with
- Energized by social interaction

3

#### Moderate

- Comfortable speaking
- Makes some connections
- Enjoys social interaction

2

#### Low

- Reluctant to interact
- Looks for familiar people
- Takes a lot of effort to interact

1



During the interview explore whether this candidate's socializing impacts their ability to manage their time and priorities.

### NOTES:

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## Self-Confidence

55

### Question:

#### High

- Trusts their own abilities and judgments fully
- Accepts advanced opportunities proactively
- Believes in positive outcomes when completing projects

3

#### Moderate

- Believes in their own abilities but asks others' perspectives before making decisions
- Accepts advanced tasks when asked
- Is unsure of outcomes when completing projects

2

#### Low

- Unsure of their own abilities
- Avoids difficult tasks or roles
- Is constantly afraid of failure when completing projects

1



During the interview explore whether this candidate struggles in challenging or complex situations to make decisions independently.

### NOTES:

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## Upselling

72

### Question:

#### High

- Evaluates customers' needs and priorities
- Demonstrates value of products and services
- Makes upsell relevant to needs

3

#### Moderate

- Moderate effort to evaluate customers' needs
- Demonstrates some relevant value of products and services
- Makes upsell somewhat relevant to needs

2

#### Low

- Unsure of customers' needs and priorities
- Fails to demonstrate value of their offering
- Upsell is not relevant to needs

1



During the interview explore whether this candidate is aware of the latest upselling techniques.

### NOTES:

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