

Name: Customer Service Associate
 Company:

Date:
 Page:

Score Sheet

General

Mental Aptitudes											
		1	2	3	4	5	6	7	8	9	
MENTAL ACUITY	Slow Learn								X		Fast Learn
BUSINESS TERMS	Uninformed						X				Knowledgeable
MEMORY RECALL	Unaware								X		Aware
VOCABULARY	Limited								X		Strong
NUMERICAL PERCEPTION	Imprecise								X		Accurate
MECHANICAL INTEREST	Indifferent						X				Interested
Personality Dimensions											
		1	2	3	4	5	6	7	8	9	
ENERGY	Restless		X								Calm
FLEXIBILITY	Flexible				X						Rigid
ORGANIZATION	Disorganized					X					Planful
COMMUNICATION	Reserved			X							Interactive
EMOTIONAL DEV	Impatient		X								Tolerant
ASSERTIVENESS	Cooperative							X			Authoritative
COMPETITIVENESS	Team Player						X				Individualist
MENTAL TOUGHNESS	Sensitive				X						Tough
QUESTIONING /PROBING	Trusting			X							Skeptical
MOTIVATION	Security							X			Recognition
Validity Scales											
		1	2	3	4	5	6	7	8	9	
DISTORTION	Frank Answer	[. X]									Exaggerates
EQUIVOCATION	Choose Alter.	[. X . . .]									Choose Middle

STANINE: The STANINE is a system of measurements which divides the population into nine parts.

NOTE: Areas with dots and brackets ([.....]) are of primary importance with the dots and brackets reflecting the most desirable range for an individual to score in to have those characteristics. Areas without dots and brackets are secondary areas that provide additional information regarding the individual.

AREAS OF CONCERN - Scores of 1 OR 2 in any of the following dimensions:
Energy, Flexibility, Emotional Development OR Mental Toughness are areas of concern.

