

Best Hire Report Interpretive Guide

The Best Hire report is comprised of two sections. The first section provides the Job Fit Rating and Dependability Rating for the individual assessed. The second section provides a graphical presentation of the individual's scores in the Personality Traits measured, and a brief narrative that describes what each score means relative to job performance. Following are detailed explanations and interpretive guidance for the two sections of the Best Hire Report.

Dependability and Job Fit Ratings

Job Fit Rating

The Job Fit Rating is a general guideline indicating the degree to which an individual possesses the core traits needed for success in most positions that require customer service.

Legend

A – An “A” rating indicates that the individual possesses traits that are likely to be a good job fit.

B – A “B” rating indicates that the individual possesses traits that may be an acceptable job fit.

C – A “C” rating indicates that the individual possesses traits that are not likely to be a good job fit.

Dependability Rating

The Dependability Rating is a measurement of an individual's level of integrity, flexibility, patience, and stress. The Dependability Rating is a general guideline as to the dependability of the individual with regard to tardiness and/or absenteeism, adherence to policies and procedures, and reliability.

Legend

A – An “A” rating indicates that the individual possesses the personality traits of a dependable and reliable worker.

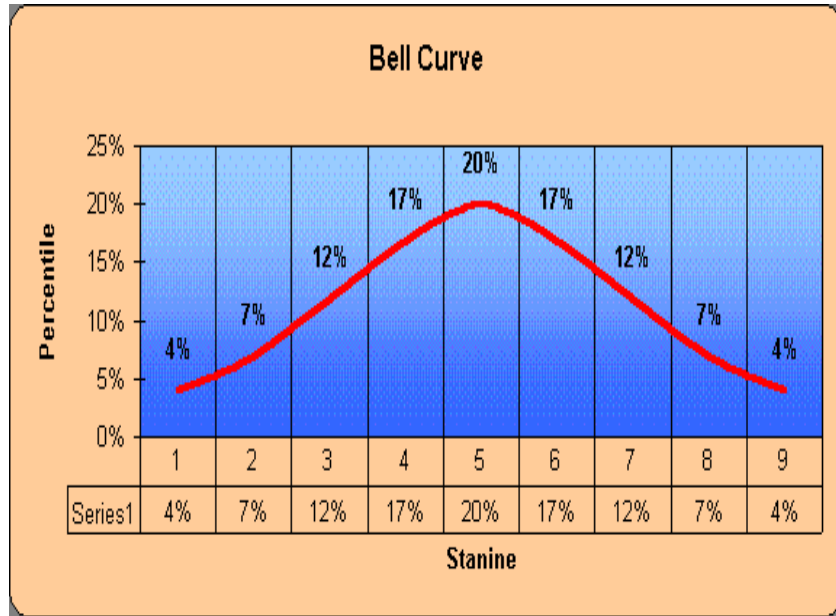
B – A “B” rating indicates that the individual possesses some of the personality traits of a dependable and reliable worker.

C – A “C” rating indicates that the individual possesses personality traits that may impact his or her ability to be a dependable and reliable worker.

Personality Traits

The scores for the Personality Traits measured by the Best Hire are presented in a format known as the Stanine system. Following is a discussion of the Stanine system.

Understanding the Stanine System



Stanine stands for STANDARD NINE, and is based on a German measurement system. In the Stanine system, a line is set up and broken into nine standardized parts, and then contrasted to the Normal Distribution or Bell Curve. Thus, the general population is divided into 9 equal parts. Generally, scores in the 1 – 3 area are in the lower third of the general population. Scores in the 7 – 9 area are in the upper third of the general population, whereas the individuals who score in the 4-6 range represent the majority of the population. It is important to note that scores in a particular range are not necessarily good or bad. A score must be considered relative to the requirements of the job.

Following are definitions for the Personality Traits measured by the Best Hire assessment and how the scores in each Personality Trait relate to the position of customer service:

Energy: Measures the individual's energy and drive level, as well as ability to work under pressure.

Energy

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Score

1-3 Questionable. Exceptionally high tension and anxiety may be indicative of personal or physical problems. Tension and anxiety could also result in work-related injuries, absenteeism and inability to focus on job.

4-7 Ideal. Has energy level required to effectively perform the job, yet also able to stay focused on tasks.

8-9 May have low energy.

Flexibility: Measures the individual's ethics, honesty, reliability and dependability as this trait relates to handling customers' needs and/or following company policies and procedures.

Flexibility

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Score

1-3 Questionable. Flexible. May not follow company guidelines or policies relating to dealing with customers, safety, health or cleanliness.

4-7 Ideal. Projected to be honest, reliable and dependable, yet reasonably flexible and adaptable to change.

8-9 Highly structured and resistant to change.

Communication: Measures an individual's ability to meet and deal with people.

Communication

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Score

1-3 Questionable. Very reserved and uncomfortable meeting and dealing with customers and others. Customers may perceive as being unfriendly or aloof.

4-7 Ideal. Able to meet and deal with customers and communicate effectively. Also able to listen attentively.

8-9 Highly gregarious and sociable.

Emotional Development : Measures an individual's ego, self-confidence and patience in dealing with people, situations and stress.

Emotional Dev

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Score

- 1-3 Questionable. Low self-esteem and diminished ego can result in impatience, childish behavior and inability to handle stress.
- 4-7 Ideal. Good level of self-esteem and ego. Wants to get work done quickly, but not overly impatient with customers or other co-workers.**
- 8-9 High ego and laidback attitude. May procrastinate or take too much time serving customers.

Assertiveness: Measures the individual's ability to take orders and directions from others.

Assertiveness

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Score

- 1-5 Ideal for service.** Customer focused attitude. Scores of 1 or 2 are not recommended for positions that require giving instruction to others or may involve the need to appropriately control a confrontational situation.
- 6-9 Questionable. May be difficult to manage and overly dominant with customers.

Mental Toughness: Ability to handle pressure and stress without becoming discouraged.

Mental Toughness

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Score

- 1-3 Overly sensitive to criticism and rejection. May take things too personally.
- 4-7 Ideal. Tough enough to handle ups and downs in a job, but sensitive to the needs of others.**
- 8-9 Very tough minded. May lack empathy.