

Customer Service
Performer

Assessment On: Jerrod Fuller
Phone: 407-849-0670
Email:

Position: Skycap

Company: Plus Services
Report Type: General

Assessment Date: 9/21/2008

For More Information
Please Contact:

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Plus Services, Inc.

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Customer Service Performer

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Basic Math

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

MATH SKILLS measures the general knowledge of arithmetic an individual possesses. Mr. Fuller's knowledge of general arithmetic is very good. He can be expected to add, subtract or multiply with the speed and degree of accuracy required for most positions.

Numerical Perception

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

NUMERICAL PERCEPTION measures an individual's accuracy in handling numeric and alphabetic data. Mr. Fuller's exemplary Numerical Perception score indicates that he can process data quickly and accurately.

Energy

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

ENERGY measures the individual's stress and drive level, and ability to deal with people and customers when under pressure. Mr. Fuller has a high energy level and will utilize this energy to meet job requirements or customers' needs.

Flexibility

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

FLEXIBILITY measures an individual's attitude toward ethics, honesty, reliability and dependability. This trait relates to handling customers' needs, as well as job and employer requirements and procedures. Mr. Fuller is oriented to be flexible and adaptable, yet normally ethical and willing to adhere to the policies and procedures of the company, especially as they relate to job requirements and dealing with people and customers.

Organization

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

ORGANIZATION measures an individual's mental orientation to plan and organize his life events and job requirements. Jerrod is not oriented to be organized and will need guidelines in organizing job requirements, as well as dealing with customers.

Communication

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

COMMUNICATION measures an individual's desire to comfortably communicate verbally with people. Jerrod is an extremely outgoing and sociable individual who communicates well with people, but may waste time in too much people interaction.

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Emotional Dev

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

EMOTIONAL DEVELOPMENT measures an individual's ego, self-confidence and self-esteem. Mr. Fuller does not have strong ego, self-esteem or self-confidence. He may become impatient with fellow workers and customers, and as a result, lose his temper or display inappropriate behavior.

Assertiveness

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

ASSERTIVENESS measures an individual's desire to interact with fellow workers and customers in a cooperative manner, rather than attempting to control a situation. Jerrod is assertive enough to hold his own with fellow workers and customers, but will not appear unduly domineering.

Competitiveness

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

COMPETITIVENESS measures whether an individual desires to participate as a team member or be individually responsible for results. Jerrod is an individualistic achiever who enjoys being individually responsible for results. While he will work as part of a team to some degree and will desire to provide good service to customers, he also enjoys the challenge of individual competition with others and being recognized as a personal achiever.

Mental Toughness

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

MENTAL TOUGHNESS measures an individual's mental and emotional sensitivity. Mr. Fuller is sensitive to his own needs, as well as those of his fellow workers or customers, but is mentally tough enough to handle some setbacks, criticism or complaints.

Questioning /Probing

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

QUESTIONING/PROBING measures an individual's innate orientation to explore the "real reason" for people's actions or objectives. Jerrod does not place a great deal of trust in people and will probe and will tend to ask questions to fully uncover real motives or objectives. When asking questions, however, he may appear unduly suspicious or skeptical.

Motivation

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

MOTIVATION measures an individual's desire for job security rather than recognition, incentives and change. Mr. Fuller is highly recognition, incentive and change oriented. He needs change, growth and recognition to remain content in a position. If these needs are not met, he could become a turnover risk.

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----- Validity Scales -----

Distortion

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Mr. Fuller is a secure person who is not afraid to admit his weaknesses. He is also good at assessing his strengths. He tends to be open and frank, with these assessment results having a high degree of accuracy.

Equivocation

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

He has scored within our acceptable equivocation range.

----- History of Dishonesty -----

*** NO SIGNIFICANT HISTORY OF STEALING**

*** NO SIGNIFICANT HISTORY OF DRUG OR ALCOHOL ABUSE**

This report is confidential and is an opinion based on test results and other available data. In the selection process it may count up to one third (1/3) of the decision process along with the interview, reference check, education and experience.

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Mental Aptitudes - for General position											
		1	2	3	4	5	6	7	8	9	
BASIC MATH	Low Skills								X		High Skills
NUMERICAL PERCEPTION	Imprecise									X	Accurate
Personality Dimensions - for General position											
		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 - for General position											
		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.