

WIMBUSH INDIVIDUAL CONTRIBUTOR ABILITY TEST RESULTS

RESULTS FOR: **Good Receptionist**

Date: 6/18/2013

Contact Person Fletcher Wimbush

Position: RECEPTIONIST/APPOINTMENT SETTER

Researcher's Comments: Please feel welcome to call me with any questions. 719-637-8495

Good with People and Borderline Logic.

My comments will be included in the Aptitude test results.

Minutes to do the test:

47

Because it took between 45 and 54 minutes, the overall results were reduced by 8%.

Position Benchmarks: RECEPTIONIST

DEFINITION:

RECEPTIONIST: The person needs to have the ability to receive people well both in person or over the phone. Some receptionists are also required to do administrative work.

TESTING PROFILE:

Most receptionists score in the mid 40s for the overall score, OK CSR and Humble traits and a good one can be overly Nice with low logic and low mechanical traits.

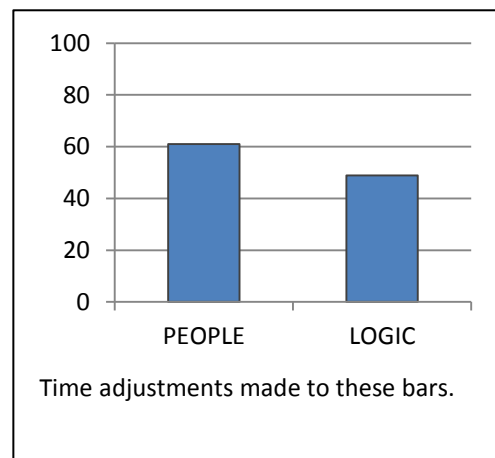
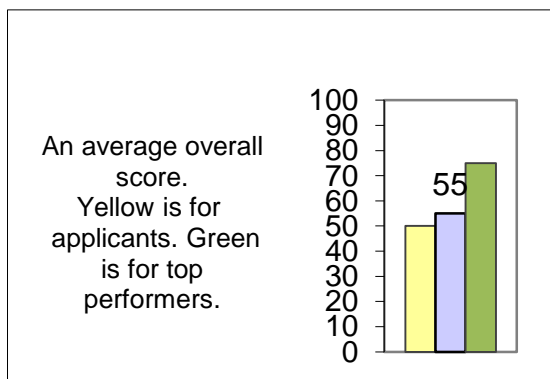
Honesty: **100**

Most receptionists score poorly on honesty because they are continuously

Attitude: 3

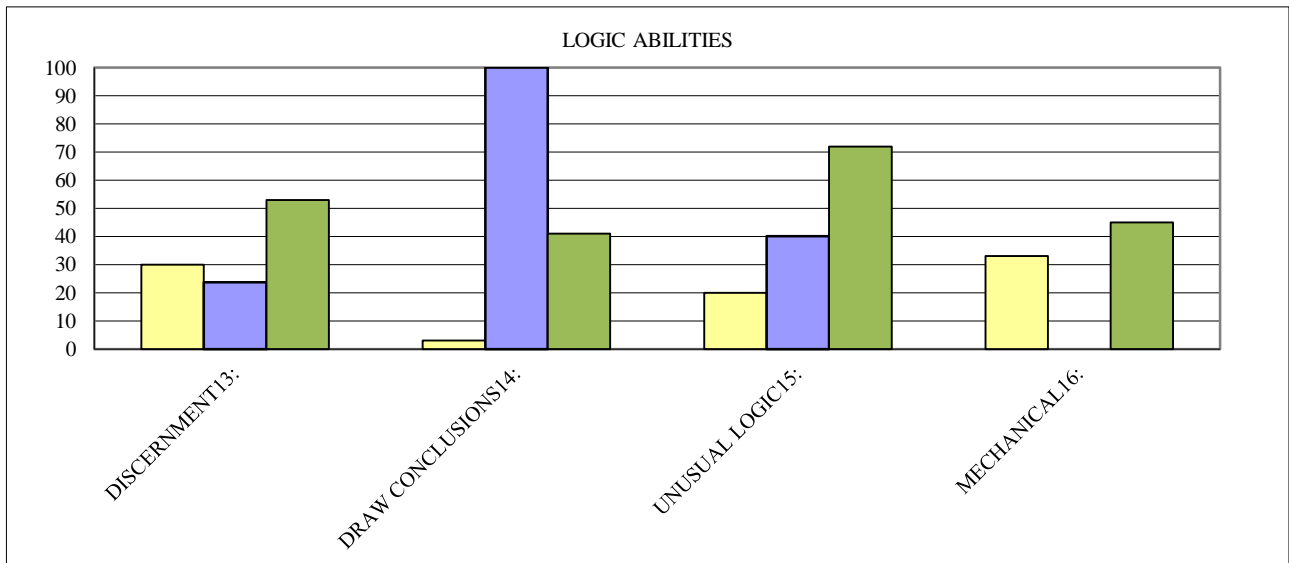
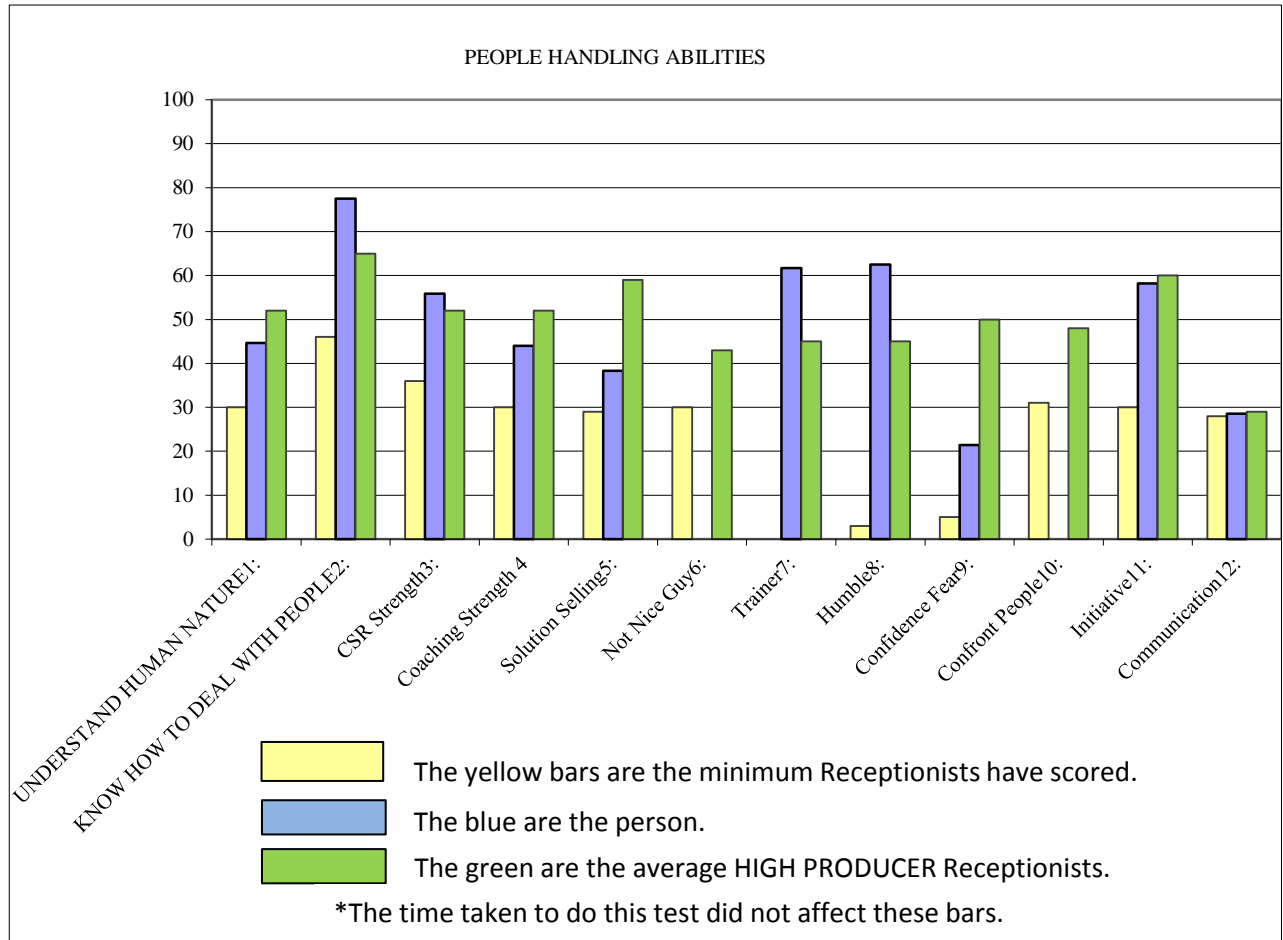
asked to lie (he's in a meeting).

IC ABILITY CHARTS



PEOPLE and LOGIC Percentage with time adjustments: **55**

PEOPLE AND LOGIC CHARTS



IC ABILITY People Traits and Descriptions

PEOPLE PERSON/LOGICAL PERSON BALANCE:

This person is better suited to people handling positions than doing analytical problem solving.

UNDERSTANDING HUMAN NATURE:

Although understanding people is low, dealing with people makes up for it.

KNOWING HOW TO DEAL WITH PEOPLE:

Knowing how to deal with people in given situations is excellent.

CSR (CUSTOMER SERVICE REPRESENTATIVE) STRENGTH:

An OK savvy of being CSR humble and CSR communication but excellent CSR listening.

COACHING STRENGTH:

A borderline savvy of a realistic approach, excellent coach listening but very poor coaching motivation.

SUB COACHING-A realistic approach.

An excellent understanding of interactive coaching but very poor reading people signs.

SOLUTION SELLING:

A very poor understanding of speaking up but excellent questioning and sol. sell. listening.

NOT A NICE GUY:

A very poor understanding of not being nice about confronting people and confronting reality.

TRAINER:

An excellent understanding of the value of interactive training but borderline observing comprehension.

HUMBLE:

May be modest, open to learn new things, admit mistakes and has an OK idea of one's limitations.

CONFIDENCE FEAR:

This person has a very poor understanding how fear can affect personal confidence.

CONFRONT PEOPLE:

This person has a very poor understanding of the need to confront people at times.

INITIATIVE:

This person mostly believes in using initiative.

COMMUNICATION:

This person has a borderline idea of what it takes to efficiently get an idea over to another.

IC ABILITY Logic Traits and Descriptions

DISCERNMENT:

This person can't tell the subtle differences between one thing and a similar group of things.

DRAW CONCLUSIONS (Only 2 questions to this trait.):

This person is Excellent at being able to deduct one piece of information from another group of information.

UNUSUAL LOGIC:

This person has a poor ability to step outside the box and see simple solutions to logic problems.

MECHANICAL PROBLEMS:

This person is very poor at being able to solve mechanical problems accurately.