

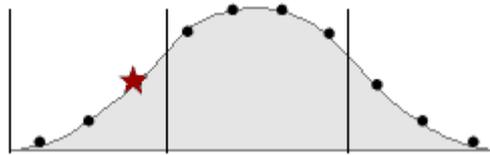
Date: Nov 22, 2005

Name: Mary Demo
ID: 137274

Bank Teller Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



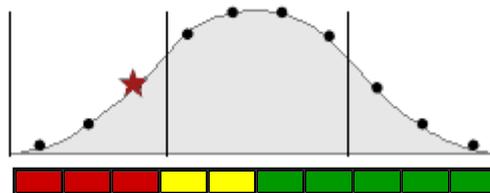
Faster Processing
Needs Intellectual Challenge

- Mary typically requires more time to learn new information
- Better suited for positions where the problems they encounter every day are typical in nature and ones that they have seen before which can be the case in many teller positions
- Mary should be allowed additional time to learn the job and should be allowed hands-on training
- Teller positions that require Mary to deal with higher level financial banking issues can be difficult

Question: Tell me about a time when you did not do a task correctly because you had not been trained properly. How could the training have been handled better to suit your learning style?

Conscientious (Organization)

Carefree
Impulsive



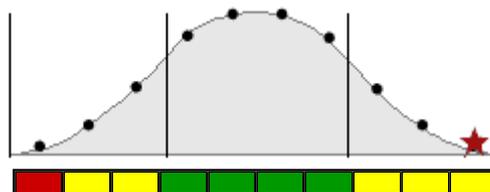
Detail Oriented
Dependable

- Unorganized nature may cause Mary to overlook important details in banking transactions
- Tends to be more easygoing and impulsive

Question: Tell about a time when you missed some important details involving a transaction and it created a problem. What happened?

Tough Minded

Cooperative
Agreeable

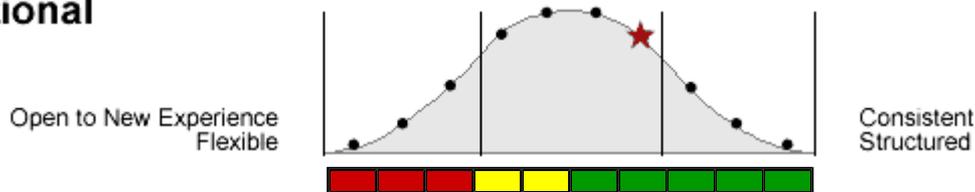


Direct
Determined

- If properly trained, Mary's shrewd nature may help in their determination to find problems c issues with bank transactions
- Tends to be tough minded, out-spoken and capable of dealing with difficult situations
- Customers may view Mary as too abrupt lacking the warmth and tact for good customer service

Question: Describe a time when you were really warm and friendly with a customer. What was the situation?

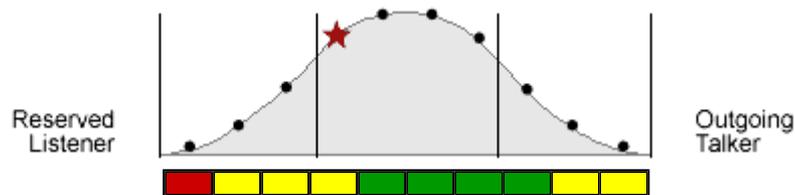
Conventional (Rules)



- Mary is generally consistent with banking policies and procedures
- Usually open minded to change as long as that change makes sense
- Teller positions that require a particularly high level of structure may be more difficult

Question: Give me an example of how you have handled several tasks at once. What was like and how did you make sure that you didn't miss anything?

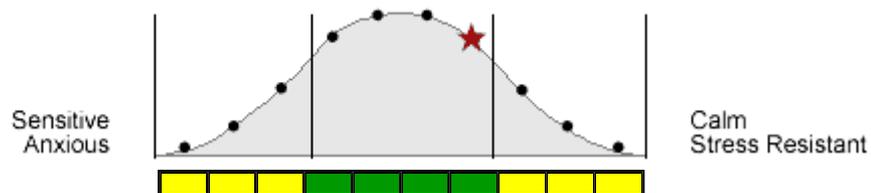
Extroversion



- Most people will find Mary to be friendly and sociable
- Tends to be balanced between wanting to talk and to listen to customers

Question: Tell me how you have managed to concentrate on your work even though there were many interruptions during the day.

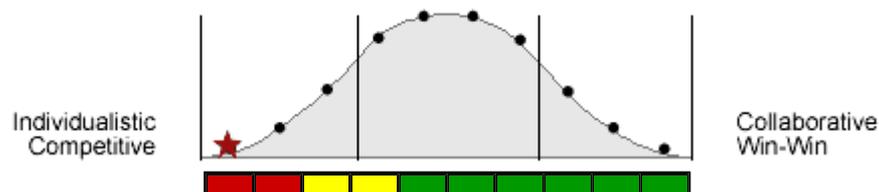
Stable



- Mary usually handles pressure and stress well unless it is extreme
- Typically demonstrates a balanced sense of urgency with customers

Question: Tell about a time when you had to rush through several transactions quickly because you were busy. How did it turn out?

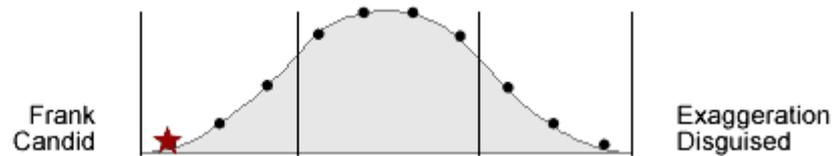
Team



- Mary is typically self-motivated and very competitive
- At times, Mary may not be collaborative with internal team or co-workers
- Not typically motivated by team rewards

Question: Describe a time when you felt that you were not appreciated for your hard work. What could the company have done better to keep you motivated?

Good Impression (Social Desirability)



- Mary's responses have been frank and open

*The participant has scored
in the "red zone" in 2 areas.

Overall

29.%

Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

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Name: Mary Demo
ID: 137274

Bank Teller Interview Questions

General Reasoning (Cognitive)

Question: Give me an example of a time when you did not know how to handle something but there was no one around to help. What did you do?

Question: Tell me about a time when you did not do a task correctly because you had not been trained properly. How could the training have been handled better to suit your learning style?

Question: Describe a time when you really felt good about your performance in your job. What were you doing and what in particular do you feel you did well?

Conscientious (Organization)

Question: Tell about a time when you missed some important details involving a financial task and it created a problem. What happened?

Question: Give me an example of a project or task you completed that was not as organized and complete as it should have been. What happened?

Question: Give me an example of how you keep track of details of a conversation.

Tough Minded

Question: Give me an example of a situation where management questioned your judgment. How did that work out?

Question: Tell me about a situation where you disagreed with a co-worker on how a banking transaction should be handled. What happened?

Question: Describe a time when your shrewd investigation helped solve a problem and ultimately helped save the customer money.

Conventional (Rules)

Question: Give me an example of how you have handled several tasks at once. What was it like and how did you make sure that you didn't miss anything?

Question: Tell me about a time when you have had to finish a project when no one had explained how to get it done? What was the situation?

Question: Give me an example of a time when you missed a step in a procedure and you discovered it later. What did you do?

Extroversion

Question: Tell me how you have made a customer feel at ease by being friendly with

them.

Question: Give me an example of how you have expressed a positive attitude toward your work.

Question: Give me an example of how you have handled co-workers who want to socialize and chat throughout the day.

Stable

Question: Describe a time when your work was very stressful but you were able to keep your cool and stay focused. How did you do it?

Question: Tell me about a situation where you had many tasks to do and there wasn't enough time to do them all. How did you get everything done without missing important steps or details?

Question: Tell about a time when you had to rush through a transaction with a customer. How did it turn out?

Team

Question: Give me an example of a time when you had to pick up the slack for someone and you did not receive credit for it. What was that like?

Question: Give me an example of a time when your competitive spirit has helped you sell additional services to a customer. What was the situation and what were you doing?

Question: Describe a time when you felt that you were not appreciated for your hard work. What could the company have done better to keep you motivated?

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