



**CONFIDENTIAL INFORMATION
FOR USE ONLY BY AUTHORIZED INDIVIDUALS**

Report of ERI® Results For 101-45-9552
Questionnaire Number : 05000121
Position: Food Server
Date Scored: 12/29/99 15:59:14

SAMPLE NORMAL PROFILE STANDARD COMPREHENSIVE REPORT (H)

In order to maximize proper use, accuracy, confidentiality, and security, Bay State Psychological Associates, Inc. (BSPA) requires that only properly trained and authorized individuals have access to ERI® documentation, materials, and results. To ensure all of these requirements, it is necessary that the administration, scoring, interpretation, and use of ERI® results be restricted to those individuals in your organization who:

- 1) Have read and have been fully trained to administer, score, interpret, and use the ERI® according to the Procedures and Instructions contained in the *ERI® User's Manual*, as well as any subsequent revisions or updates, which may have been sent to you by BSPA.
- 2) Have been authorized by your organization to make use of ERI® procedures and results.

Limitations To The Use Of The ERI®

- 1) The ERI® was developed and validated to be used as a pre-employment assessment tool. It is to be used for the assessment of new job applicants. *Under no circumstances should the ERI® be administered to current employees, or used for any purpose other than as an aid in the pre-employment selection process.*
- 2) The ERI® is not designed to reveal, nor should it be used for the purpose of revealing, the existence, nature, or severity of a disability, as defined under the Americans With Disabilities Act (ADA) and EEOC regulations.
- 3) The decision to hire or not hire a specific applicant should not be based solely on the applicant's ERI® scores. *Hiring decisions should be based on a review of ALL information collected during the conduct of the total selection process.* In addition, because of the variability inherent in any type of scores, small differences in results should never be the basis for making decisions about candidates or for comparing candidates.
- 4) Laws regarding questionnaires such as the ERI® vary from state to state. Users are responsible for the monitoring of any such laws.

The following results are based upon the analysis of the candidate's pattern of responses to the 81-item questionnaire.

If you have questions regarding any aspect of administration, scoring, or interpretation of the ERI® please call ERI® technical support at (617) 367-8400 or if outside the 617 area, (800) 438-2772.



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**SCALES TO BE EXPLORED FURTHER
DURING INTERVIEWS AND REFERENCE CHECKS**

Courteous Job Performance - This scale assesses the likelihood that an applicant's interactions with customers will be characterized by a high level of courtesy and commitment to service.

The candidate answered the questionnaire statements similarly to individuals whose work performance has been characterized by behaviors such as being cynical, avoiding pressure and hard work, or having difficulty in relating comfortably to strangers.

SUGGESTED FOLLOW-UP INTERVIEW QUESTIONS

Asking the following questions, during your next interview with the candidate, will help you to gain a more complete understanding of the applicant, BEFORE you make a hiring decision. Be sure to write down the candidate's answers to each of the questions.

- Just about everyone has times when customers get to them. What kind of situations can cause you to feel this way?

How do you usually respond (how would you respond) when this happens?

- How do you deal (how would you deal) with situations in which a customer is rude or abusive to you?

SUGGESTED FOLLOW-UP REFERENCE CHECK QUESTIONS

Asking the following questions during your reference checks with the candidate's past supervisors, will also help you to gain a more complete understanding of the person, BEFORE you make a hiring decision. Be sure to write down the candidate's answers to each of the questions.

- Begin by telling the reference the type of position for which the applicant is being considered. Then tell the reference:

"These are some of the characteristics which are *important* for the job for which Mr. / Ms. "X" is applying. Do you know of any cause for concern with respect to *each* of the following characteristics?"

Ability to consistently exercise sound judgment
Ability to work under pressure
Ability to follow through with job assignments on time
Compliance with company policies and procedures
Productive and conscientious job performance

Could you please give me an example of his/her work performance that demonstrates any of these qualities?



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- If Mr. / Ms. “X” did *not* have problems with following through on job assignments and/or exercising sound judgment on the job, I would appreciate you telling me.
- If Mr. / Ms. “X” did *not* have problems with working under pressure and/taking personal initiative and responsibility for doing a good job, I would appreciate you telling me.
- If poor job performance and poor productivity were *not* a problem with Mr. / Ms. “X”, I would appreciate your telling me. (Ask for Details)

If **customer service** is also a part of the position for which the applicant is applying ask the following question. If customer service is not an important part of the position, skip to the next question.

- “These are some of the other characteristics which are *important* for the job for which Mr. / Ms. “X” is applying. Do you know of any cause for concern with respect to *each* of the following characteristics?”

Demonstrating courtesy, constant politeness, and a positive attitude toward customers

Presenting a genuine friendly and outgoing manner

Remaining courteous even during difficult confrontations with customers

- Do you know of any situation that would be a cause for concern with Mr. / Ms. “X”, regarding trustworthiness on the job? (Ask for Details)
- If trustworthiness was *not* a problem with Mr. / Ms. “X”, I would appreciate your telling me.
- Did Mr. / Ms. “X” ever receive a warning or reprimand while employed by you? (Details)
- Under what conditions did Mr. / Ms. “X” leave your company? (Details)

After you have reviewed the ERI® results, along with the candidate’s answers to the follow-up interview questions and the past supervisor's answers to the follow-up questions, you should weigh all of the information you have available to you as part of deciding whether or not you want to hire the applicant.