



Employee Reliability Inventory Screening System ERI® Phone

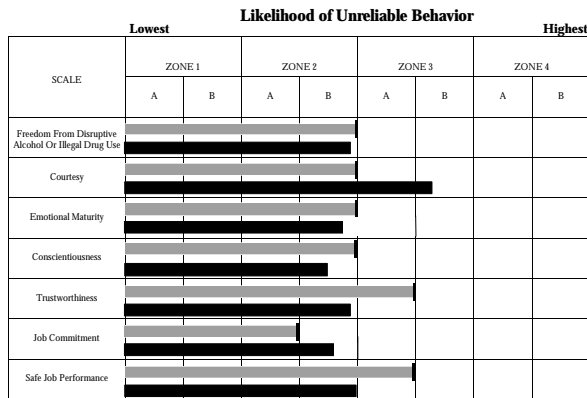
AVAILABLE ERI® Phone REPORT FORMATS

Level of Information Provided *	BEGIN BY CHOOSING YOUR DESIRED PROFILE TYPE						
I	Preferred Profile Results (A)			OR	Normal Profile Results (F)		
II	Standard Interpretive Report (B)	OR	Extended Interpretive Report (D)	Standard Interpretive Report (G)	OR	Extended Interpretive Report (I)	
III	Standard Comprehensive Report (C)		Extended Comprehensive Report (E)	Standard Comprehensive Report (H)		Extended Comprehensive Report (J)	

* Level II reports also contain Level I elements. Level III reports also contain Level I and Level II elements.

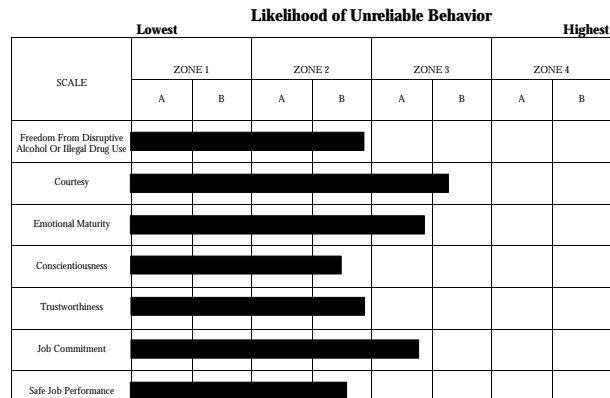
SAMPLES OF ERI® Phone REPORT FORMATS

PREFERRED PROFILE RESULTS



Company's Preferred Profile: ██████████
Applicant's Profile: ██████████

NORMAL PROFILE RESULTS



Applicant's Profile: ██████████

SAMPLE INTERPRETIVE REPORT NARRATIVES FOR BOTH PROFILE TYPES

Standard Interpretive Narrative

Interpretive statements are provided for each scale that exceeds the preferred or default profile

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.

Continued On Other Side ➡



Extended Interpretive Narrative

Interpretive statements are provided for *all* seven ERI® scales

Courteous Job Performance - This scale assesses the likelihood that a candidate's work performance will be reliable in that it will be characterized by a high level of `courtesy and commitment to service. The candidate's score is in zone 3-B.

The candidate's score on this scale is poorer than 80% of job candidates. This suggests that if the candidate will be interacting with customers/guests, these interactions may not be characterized by a high level of courtesy and customer service. For this reason, you should use the structured follow-up questions for the C scale during interviews and reference checks to further clarify this possibility.

In general, candidates who get poorer scores on this scale tend to have the following personality characteristics: (1) Being cynical, outspoken, and liking to avoid pressure or hard work; (2) Feeling discontented, dull, and having difficulties relating to strangers; and (3) Avoidance of interacting with or being involved with other people; (4) Rigid inflexibility. During interviews and reference checks you should ask additional questions which can help you determine whether or not these particular personality characteristics are present in this candidate. This represents an additional technique for clarifying/confirming the accuracy of the candidate's score on this scale.

SAMPLE COMPREHENSIVE REPORT FOLLOW-UP QUESTIONS FOR BOTH PROFILE TYPES

Standard and Extended Follow-up Interview Questions

Questions are provided for each scale that exceeds the preferred or default profile. The *Extended Comprehensive Report* format contains more follow-up questions than the *Standard Comprehensive Report* format.

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?”

Standard and Extended Follow-up Reference Checking Questions

Questions are provided whenever any score exceeds the preferred or default profile. The *Extended Comprehensive Report* format contains more questions than the *Standard Comprehensive Report* format.

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.

- “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

Remaining courteous even during difficult confrontations with customers