



**CA\$H—Collection Agent Simulation for Hiring™**  
List of Participants

Name	Test Date	Overall Score	Average Call Handling Time	ALAP	AL	DR	MT	PR	PS	PF
Flores, Maria	10/02/07	91	3:42	High	Medium	High	High	Medium	High	High
Armstrong, Kevin	10/14/07	88	4:01	High	Medium	High	High	High	High	Medium
Taylor, Gillian	10/02/07	85	4:27	High	Medium	High	High	Medium	High	High
Zak, Barbara M.	10/11/07	85	3:51	High	Medium	High	Medium	High	High	Low
Lee, Dan	10/06/07	83	4:11	Medium	Low	High	Medium	Medium	High	High
Owen, Dale	10/02/07	78	4:57	Medium	High	High	Medium	Medium	Medium	High
Hunter, Mitchell	10/02/07	74	3:58	Medium	Medium	High	Medium	Medium	Medium	High
Dalton, Alex	10/06/07	73	4:38	Medium	Medium	High	Medium	Medium	High	Medium
Wing, Richard	10/02/07	72	4:26	Medium	High	High	Low	Medium	Low	Medium
Johnson, Jim	10/03/07	68	4:44	Medium	Low	High	Medium	Medium	High	Medium
Jones, Amy	10/02/07	68	4:23	Medium	Medium	High	Low	Medium	Low	High
Dodge, Chris	10/06/07	67	4:52	Medium	Low	Medium	Low	Medium	Medium	Medium
Rameirez, Ray	10/08/07	65	4:36	Low	High	Medium	Low	Medium	Medium	Low
Spencer, Elizabeth	10/02/07	63	5:14	Low	Medium	Low	Low	Medium	Low	Medium
Smith, Pat	10/09/07	62	5:02	Low	Low	Low	Low	Low	Medium	Medium

**Key**

**ALAP** – Ability to Learn & Apply Procedures  
**AL** – Active Listening  
**DR** – Developing Rapport

**MT** – Multi-tasking  
**PR** – Persuasion

**PS** – Problem Solving  
**PF** – Professionalism