

Confidential Results

Individual Success Profile



Teller Assessment Program Enhanced for Sales

Results for:

John Doe
ID# 123-45-6789
July 29, 2004



Employment Technologies
CORPORATION

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Do not return this page to participant.

This profile can be used to make selection decisions and to identify a participant's development needs. If the purpose is for development and coaching, refer to pages 1 and 2. If you elected to use the CareeR_x option for creating an individual performance plan, refer to the CareeR_x report beginning on page 3.

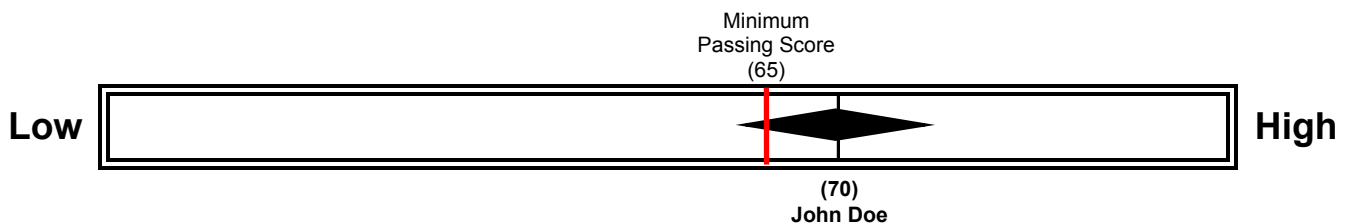
The Teller Assessment Program — Enhanced for Sales (TAP-Sales) uses a series of videotaped job simulations to assess skill levels in five behavioral areas essential for success as a bank teller. The overall assessment score shown below is a proven, accurate predictor of a participant's potential for success on the job. This prediction is based on comparing a participant's assessment results with a composite profile of highly successful bank tellers. The Personalized Skills Profile (page 1) lists the participant's skill rankings for the five skills measured in the assessment. The Suggested Development Opportunities section (page 2) lists the skill definitions along with bulleted statements of possible behaviors associated with the participant's level of performance. If you elected to use the CareeR_x option, the CareeR_x report beginning on page three will list the specific recommended developmental options available in your organization for this participant. The information on pages 1 and 2, and the CareeR_x report can be shared with participants when providing coaching and performance feedback and can be used to provide insight on their specific development needs.

Because of the assessment's reliability and validity in predicting job performance, a participant's overall score should be your primary criteria when making a selection decision. Please remember, however, that factors such as previous experience, motivation, and trainability should also be considered before making a final hiring or promotion decision.

Predicted Performance Level

The graph below displays the named participant's overall score on a scale ranging from low to high. This graph not only represents the participant's score, but also indicates the likelihood of success as a high-performing bank teller. Specifically, the thin line running through the center of the diamond represents the participant's overall score. The bold vertical line on the graph indicates the minimum passing score established by your organization. Any participant whose assessment results do not meet or exceed this score has failed to display the behaviors expected from a successful bank teller and should not be recommended to proceed further in the selection process.

John Doe's overall score of 70 (out of a possible 100) meets the minimum passing score; therefore, John Doe is recommended to proceed further in the selection process.



The following pages identify the development areas for John Doe. These were identified by comparing John Doe's responses with the typical responses given by successful, high-performing bank tellers. John Doe's specific development results can be used to provide feedback for coaching or performance planning.

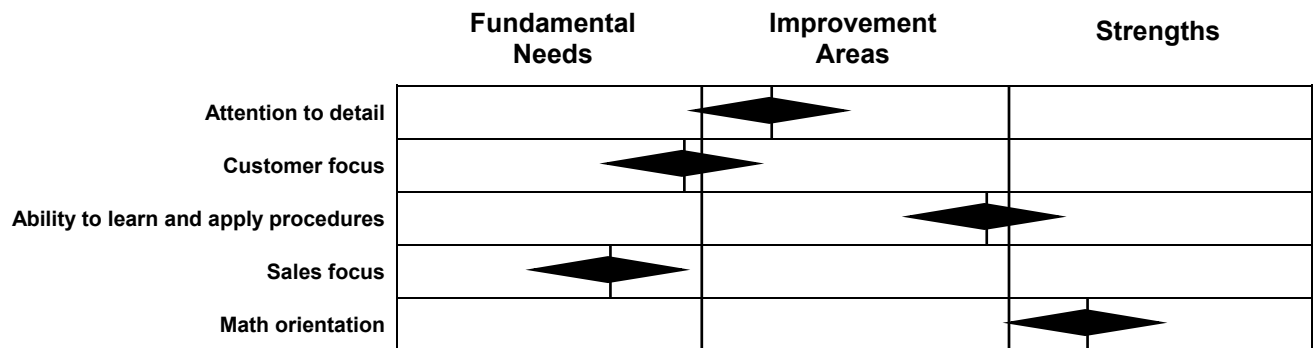
Personalized Skills Profile

The Teller Assessment Program — Enhanced for Sales (TAP-Sales) is a computer-scored, video-based assessment designed to evaluate critical skills that are required to successfully perform as a bank teller. During the assessment, you experienced situations similar to those encountered by bank tellers and were asked what you would do in those situations. The situations and questions were designed to evaluate your current level of development in the following skills, which have been identified as necessary for bank tellers:

- Attention to Detail
- Customer Focus
- Ability to Learn and Apply Procedures
- Sales Focus
- Math Orientation

The following results compare your effectiveness with the results of highly successful bank tellers. Remember that you are not being compared with the average or general population. It is also important to realize that each skill measured in TAP-Sales can be trained, coached, and developed.

The chart below is divided into three areas: Fundamental Needs, Improvement Areas, and Strengths. Each diamond on the chart represents your score in one of the five skills measured. Specifically, the line running through the center of each diamond represents your score in a skill. It is important to understand that each skill is only one part of the entire assessment and that your overall ability is more accurately a combination of all five skills.



Suggested Development Opportunities

Below is a description of the skills on which you were evaluated. The skills have been grouped according to your level of performance. This page presents skill definitions along with bulleted statements describing possible behaviors associated with your level of performance. This information will help you to better understand the skills and to identify the areas in which to focus your development.

Strengths

Math Orientation — Correctly performing mathematical computations

People at this level of performance tend to:

- Quickly count and correctly complete customer transactions.
- Consistently add, subtract, multiply, and divide figures quickly and accurately.
- Quickly identify and correct mathematical and cash drawer errors.

Improvement Areas

Ability to Learn and Apply Procedures — Comprehending new job-related information in a timely manner and correctly recalling and applying that information to work tasks.

People at this level of performance tend to:

- Correctly cite policies and procedures to customers.
- Generally perform work activities with little assistance from supervisor and/or coworkers.
- Learn policies and procedures within allotted time and generally apply policies and procedures to work tasks.

Attention to Detail — Observing important detail while performing work tasks; completing work tasks without error; remaining focused and detail-oriented while working long hours or under stress.

People at this level of performance tend to:

- Generally complete paperwork and customer transactions without error.
- Adhere to check cashing standards and usually do not accept checks which fail to meet those standards.
- Produce satisfactory work while performing multiple tasks or working long hours.

Fundamental Needs

Customer Focus — Interacting with customers in a professional manner by greeting customers, building rapport, and maintaining trust; meeting customer needs and ensuring customer satisfaction and loyalty.

People at this level of performance tend to:

- May fail to follow established service standards and establish rapport with customers.
- May allow required work (e.g., paperwork) to interfere with serving customers.
- Suggest temporary or ineffective solutions that do not address or resolve customer problems.

Sales Focus — Identifying customer needs for bank products and services, matching products and services to those needs, and responding persuasively to customer questions and objections.

People at this level of performance tend to:

- Recommend products or services to customers before fully exploring and understanding their needs.
- Describe inappropriate products and services to customers or fail to show customers the benefit of products or services.
- Make sales referrals to platform personnel which seldom result in the sale of a product or service.