

Confidential Results

Individual Success Profile



Teller Vision Simulation

Results for:

John Doe
ID# 123-45-678
July 29, 2006



Employment Technologies
CORPORATION

Do not return this page to participant.

Teller Vision Simulation uses a series of simulated teller transactions to assess skill levels in five behavioral areas required for success as a bank teller. The Individual Success Profile contains a participant's complete Teller Vision Simulation results. These results provide valuable information to assist you in making effective selection and development decisions.

Selection Information (page i)

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

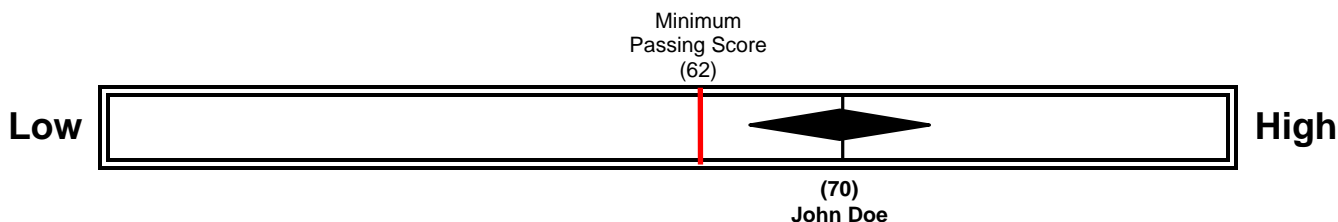
Development and Coaching Information (pages 1 and 2)

The Personalized Skills Profile lists a participant's rankings for the five skills measured in the simulation. The Performance Level Descriptions section lists skill definitions along with possible behaviors associated with the participant's level of performance. The information contained on pages 1 and 2 can be shared with the participant when providing coaching and performance feedback and can be used to provide insight into their specific development needs.

John Doe's Predicted Performance Level

The graph below displays the 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.

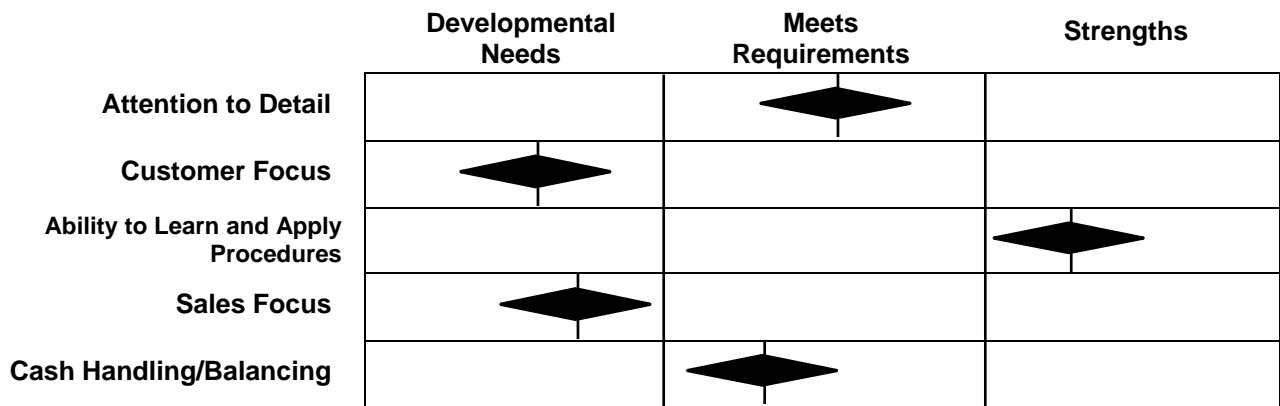
Personalized Skills Profile

The Teller Vision Simulation is a computerized 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
- Cash Handling/Balancing

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 Teller Vision can be trained, coached, and developed.

The chart below is divided into three areas: Developmental Needs, Meets Requirements, 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.



Performance Details

Average Transaction Time 6 out of a possible 6 transactions were completed, with an average transaction time of **5 minutes and 18 seconds**.

Cash Handling Errors There were **2** cash handling errors when completing transactions and/or dispensing cash.

In Balance/Out of Balance At the end of the Teller Vision Simulation, the teller drawer was **OUT OF BALANCE**.

Performance Level Descriptions

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

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:

- Explain policies and procedures to customers in a manner that is easily understood and well received.
- Work independently to handle work activities with minimal assistance from supervisor and/or coworkers.
- Readily learn and apply policies and procedures without supervision or need for further clarification.

Meets Requirements

Cash Handling/Balancing — Understanding and applying basic math concepts (e.g., accurately receiving and distributing money; identifying and resolving balancing errors).

People at this level of performance tend to:

- Generally meet cash drawer balancing standards.
- Add, subtract, multiply, and divide most figures accurately.
- Identify and correct most mathematical and cash drawer errors.

Attention to Detail — Observing important detail while performing work tasks; completing work tasks without error; remaining focused and detail-oriented during less than ideal conditions.

People at this level of performance tend to:

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

Developmental Needs

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 that seldom result in the sale of a product or service.

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

People at this level of performance tend to:

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