

**Employment  
Inventory**

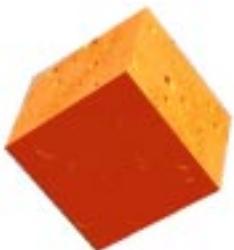
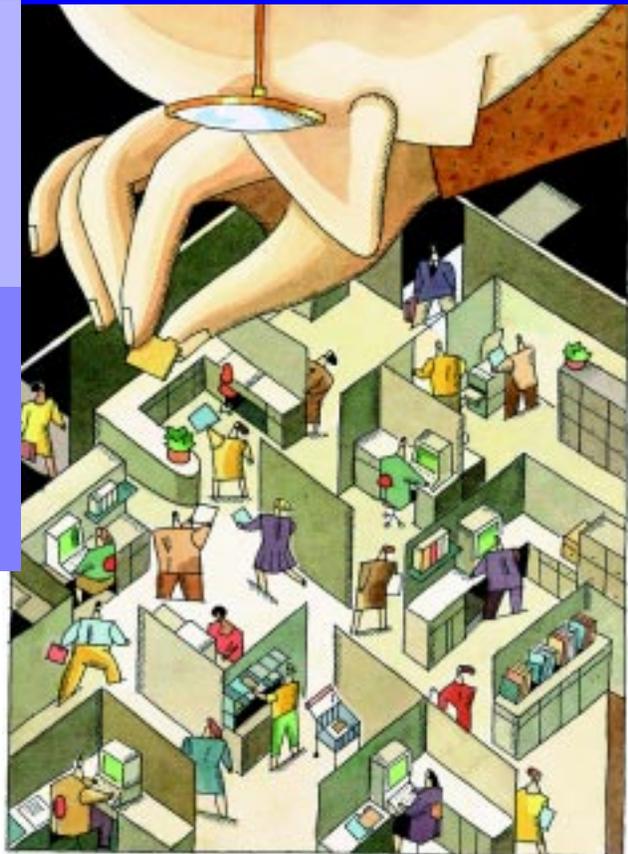
**Employment  
Inventory**

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Inventory**



*the*  
**Job Readiness**  
Assessment



*Assessing Generic  
Work Behaviors...  
the Building Blocks  
to Success!*

**A computerized pre-employment assessment that identifies the people  
most likely to become productive and successful employees...  
and those who need help!**



# EI

Will identify individuals who

**1 Are job ready, and will produce more**

**2 Will stay on the job longer**

**3 Will provide better customer service**

**4 Will thrive in sales and increase profitability.**



*"...EI allowed us to place the same number of young job seekers in a shorter period of time, extend their work assignments beyond summer, reduce employer concerns, in some instances obtain higher wages and helped us to identify employability weaknesses in our youth." -- DARRELL MILES, "SPONSOR A SUMMER" YOUTH PROGRAM, HOUSTON WORKS, TX*

# EI

*the* Job Readiness Assessment

## Includes Four Scales

**PERFORMANCE**

Predicts success in entry-level and nonexempt positions. Helps identify individuals who are more reliable, dependable, conscientious, and motivated.

**TENURE**

Predicts the likelihood that an individual will stay on the job for at least three months and be committed and motivated.

**CUSTOMER SERVICE**

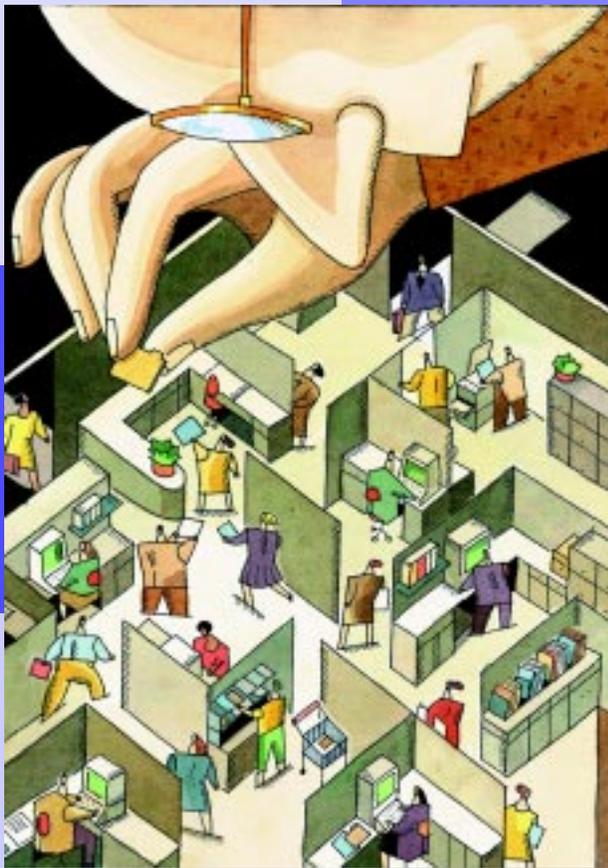
Predicts success in positions with customer contact. Helps identify individuals who are friendly, courteous, helpful and service oriented.

**SALES**

Predicts success in positions requiring high levels of initiative, commitment, persuasiveness, and resilience.

# EI

## Behavior Improvements You Can Count On



As reported by managers and supervisors: Prospects hired as a result of the EI test who have been on the job for a few weeks show these kinds of characteristics:

- Keep working even when others are standing around (25% more)
- Give customers full attention (35% more)
- Sell more - Of staff hired with the EI Sales scale in clothing stores, 19% more met their dollar-per-hour sales goals
- Take responsibility for making a routine decision (24% more)
- Take initiative to find another task (18% more)
- Put aside other work to assist customers (25% more)
- Approach customers to help them (36% more)
- Use a weak excuse to stay home (16% less)
- Be late for work without a good reason (15% less)
- Act irritated at customer's request (26% less)
- Forgot to perform a routine task (24% less)
- 51% less turnover in a hospital system
- 41% less voluntary turnover with fashion retail chain
- Car rental agents with passing EI scores booked \$13,000 more rentals annually compared to the company average

“...this assessment has given our agency tremendous credibility with the private sector.” --  
 CHARLES THOMAS, DIRECTOR, CUMBERLAND COUNTY JTPA, NJ.

## High Scorers\* on the EI Scales are described as:

Performance Scale	Customer Service Scale	Sales Scale
<ul style="list-style-type: none"> <li>■ reliable</li> <li>■ hardworking</li> <li>■ trustworthy</li> <li>■ motivated</li> <li>■ dependable</li> <li>■ conscientious</li> </ul>	<ul style="list-style-type: none"> <li>■ honest</li> <li>■ persistent</li> <li>■ disciplined</li> <li>■ organized</li> <li>■ capable</li> <li>■ responsible</li> </ul>	<ul style="list-style-type: none"> <li>■ friendly</li> <li>■ tactful</li> <li>■ energetic</li> <li>■ objective</li> <li>■ courteous</li> <li>■ self reliant</li> </ul>
	<ul style="list-style-type: none"> <li>■ socially skilled</li> <li>■ people oriented</li> <li>■ unprejudiced</li> <li>■ communicative</li> <li>■ even tempered</li> <li>■ cooperative</li> </ul>	<ul style="list-style-type: none"> <li>■ goal oriented</li> <li>■ committed</li> <li>■ persistent</li> <li>■ take initiative</li> <li>■ dominant</li> <li>■ high energy</li> </ul>
		<ul style="list-style-type: none"> <li>■ playful</li> <li>■ adaptable</li> <li>■ influential</li> <li>■ persuasive</li> <li>■ tolerant</li> </ul>

\* Individuals who have taken the Employment Inventory assessment and scored high.



# Features & Benefits



**Predicts Successful & Productive Workers**



- EI** is simple to use and simple to administer
- EI** is Non-Discriminatory and non-threatening
- EI** can be administered by any existing staff
- EI** is in a computerized format with a paper/pencil option
- EI** takes only 20 to 25 minutes to administer
- EI** scales are available in ten languages and 13 scale options
- EI** meets all EEOC, ADA, and Adverse Impact legal requirements
- EI** assessments are written at a 5th/6th grade reading level for hourly, non-exempt positions
- EI** questions have built-in factors to determine literacy and faking answers
- EI** reports are prescriptive... providing specific behavioral recommendations
- EI** Is Simply *The Best Assessment Available To Determine JOB READINESS*



**Exceeds Legal Requirements**



**Available in Multiple Languages**

**EI ...**  
*Assessing Generic Work Behaviors... the Building Blocks to Success!*



## **EI Is Valid & Reliable**

- EI** has been administered to over 25 million individuals over the past 11 years
- EI** has been the subject of more than 200 validation studies
- EI** validation subjects number over 300,000
- EI** was created in real-life work situations. It's presently being used by more than half of the top U.S. retailers and by leading transportation, food service, health care, manufacturing, employment agencies and airline companies
- EI** has proven it's reliability and validity time after time (*i.e.* Sears 400,000 per year for over 10 years - Target 230,000 per year for 11 years - Toys "R" Us 700,000 per year for 7 years - Kmart 450,000 per year for 7 years - Hertz and Avis 47,000 per year for 7 years)
- EI** is well documented (11 dissertations + 15 American Psychological Association presentations + 25 book chapters + 30 independent university studies)



## Research Reports

### **Complies with the Civil Rights And Disabilities Act**

The **EI** Assessment not only complies with the law, it goes beyond its requirements. In the validation process

**EI** received input from prominent labor attorneys, industrial psychologists and the American Psychological Association staff. **EI** was re-validated and re-normed and as a result the **EI** test produced no adverse impact on protected groups. It is a valid placement and selection tool that can identify individuals who are more productive and stable in hourly positions. **EI** is the strongest of its kind, and there is more data than ever to support its effectiveness.



### **Measures the Personality Characteristics Underlying Productive Job Behavior**

If you want to place or hire individuals to type one-page business letters, you can easily test for successful candidates: simply have job applicants type one-page business letters, then measure the speed and accuracy of letters produced.

However, other work behaviors are also important for success in a "typist" job. Will they show up on time, follow policy and have good attendance; or will they take long breaks and mouth off to their supervisors. For measuring a skill such as typing, a typing test works best. For measuring a personality characteristic that underlies a job behavior, a personality test works best. "Personality" commonly is defined as a tendency toward a certain pattern of behavior. An individual with more of the personality characteristics of stability, responsibility, and dependability tends to behave more productively on the job. **EI** measures these personality characteristics and the test predicts the pattern of job behavior resulting from them.



### **Saves Time And Money - Reduces Inventory Shrinkage and Produces a Marked Reduction In Turnover**

When **EI** is administered you can immediately identify those individuals who are job ready and those who are in need of help. This will save a great deal of time and hence a great deal of money. In addition, employers who hire these individuals will also save time and money ... and will continue to use your services. Once placed on the job **EI** users report 50% fewer involuntary terminations and 43% less inventory shrinkage. Increases in satisfactory employees range from 10% to 49%. **EI** studies, done in a variety of settings (retail, manufacturing, and health care), have shown that the use of the assessment significantly reduces unnecessary turnover.

### **Selected Telephone Reps Connect Better With Customers**

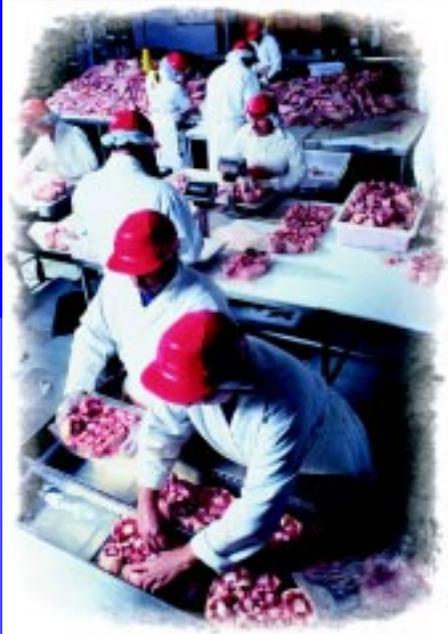
The telephone has become an indispensable marketing tool with successful companies using it in ever more creative ways to connect to their customers. Approximately two-thirds of all customer contact is through a telephone call center. **EI** is an effective tool that can identify individuals who have the qualities that will translate into success as a telephone service rep, no matter what the job entails. *For example:* a rental car company found that reservation sales representatives who passed the **EI** were able to close 105 more sales annually. This amounts to \$13,000.00 more in sales per person.





# EI

## Performance Scale (P)



The Performance Scale identifies people who are **JOB READY** and more **PRODUCTIVE**. It predicts success in entry-level and non-exempt positions. It helps identify individuals who are more **Reliable, Dependable, Motivated, Rule-following and Conscientious**.

### Identifies Individuals who will Produce More!

Business depends on hourly employees. The best of these employees are reliable, dependable, productive and stay on the job. They deliver an honest day's work every day. If you identify these "job-ready" prospects for the business community you are allowing these businesses to enjoy lower turnover, with fewer disciplinary incidents and workers generating higher productivity. When you add the **EI Assessments** to your program, the placement and retention process will be more effective. Over time, you help build the quality workforce that business seeks with the addition of these conscientious employees.

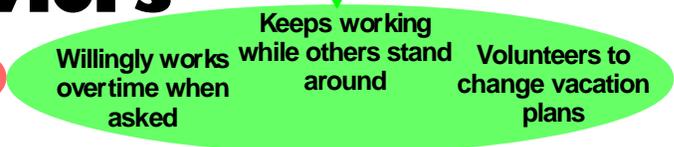
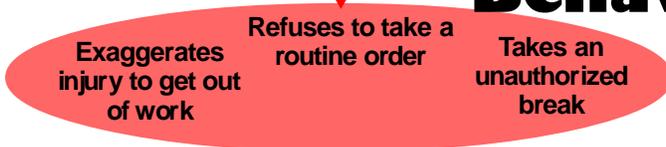
## Predicting Performance

The Performance Scale measures the basic **PERSONALITY** traits that drive conscientious, dependable, responsible, rule-following and orderly job **BEHAVIORS**. With more productive behavior the **OUTCOMES** are more favorable and more work gets done at a lower cost and with fewer disruptions.

## Personality

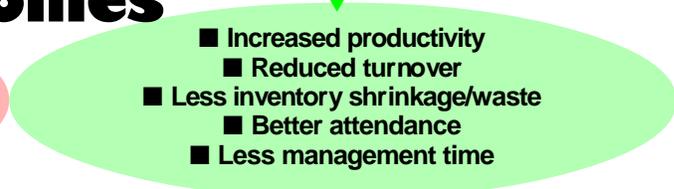


## Behaviors



Intolerable    Unacceptable    Unsatisfactory    Satisfactory    Commendable    Exemplary

## Outcomes



# EI

## Tenure Scale (T)



The Tenure Scale predicts the likelihood of an individual staying on the job for at least three months. It measures an individual's commitment, impulsiveness, responsibility and motivation...thus reducing hiring and training costs, and the cost of vacant positions.

### Identifies individuals who will Stay On The Job!

It seems that just about the time employees become familiar with their company's products and procedures, they quit. In a typical retail environment, one-third of new employees don't last beyond the first month; two-thirds are gone after six months. People leave entry-level jobs for a variety of reasons. This includes: lack of supervisory attention, concern fitting in, hours that interfere with family and social events, opportunities for higher pay, involuntary termination due to absenteeism and tardiness or rule violations. However, most leave for a lack of commitment (identified in the Tenure Scale).

## Increase Employee Retention

The Tenure Scale measures the basic PERSONALITY characteristics that drive commitment, impulsiveness, responsibility and motivation. These personality traits in turn produce BEHAVIORS that ensure the individual's commitment to stay on the job for at least three months...which results in the OUTCOMES of Increased Productivity, Service and Organization Citizenship.



# EI

## Customer Service Scale (C)



The Customer Service Scale identifies people who can provide exceptional service to customers. The Customer Service Scale predicts success in positions with customer contact. It helps identify those individuals who are friendly, courteous, helpful and service oriented.

### Identifies Individuals who will Win Customers!

The people who represent their company and who work with customers every day are essential to their organization's success. Qualified candidates can win customers and create loyalty while unqualified candidates can send these customers away determined never to buy from the company again. In essence, if you identify qualified individuals you have an opportunity to make a major impact on the companies served by your organization. Based on today's economy, there is a high probability that customer service type jobs offer the greatest potential for the individuals served by your agency.

### Measure Customer Service

The Customer Service Scale measures the basic PERSONALITY traits that help people get along with others. The more service-oriented BEHAVIORS your candidate possesses, the more positive the OUTCOMES.





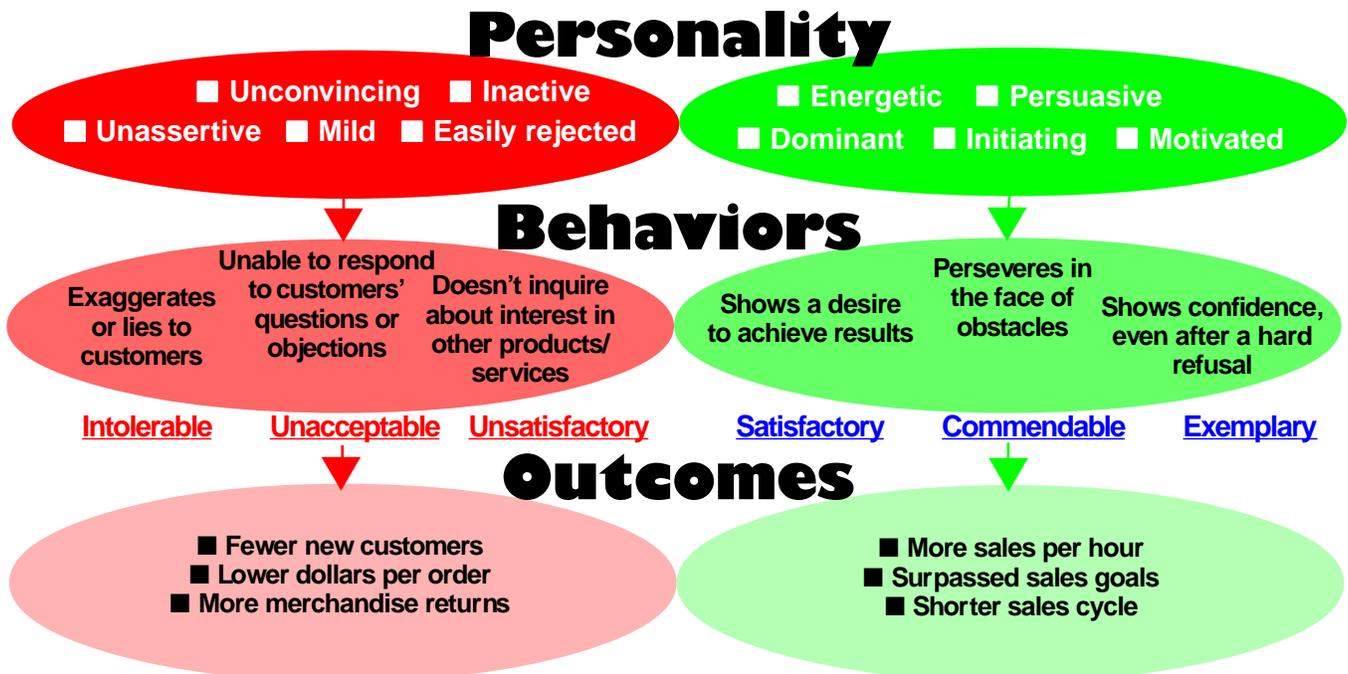
The Sales Scale identifies people who can SELL MORE. The Sales Scale predicts success in jobs that involve selling. It identifies individuals with high levels of initiative, commitment, persuasiveness and reliance.

### Identifies individuals who will Sell More!

The ability to sell effectively requires more than product knowledge or sales techniques. It is a complex combination of personality characteristics that drive the behaviors of successful sales people. Until now identifying individuals with those characteristics was a matter of intuition and experience. This scale helps identify the individuals most likely to thrive in sales roles, generate higher sales and increase a company's profitability. It assesses attributes underlying successful sales behaviors: commitment, persistence, energy and tolerance for pressure.

## Measuring Sales Potential

The Sales Scale measures the basic PERSONALITY traits that power BEHAVIOR which in turn produce positive sales OUTCOMES.





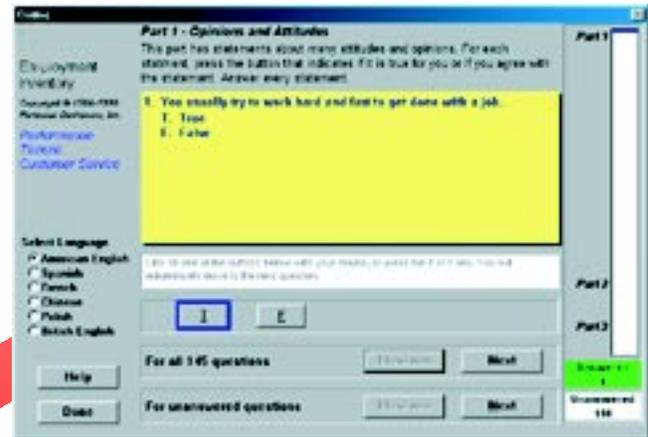
# EI Computerized Assessment

The Employability Inventory Assessment measures Specific Work Behaviors that contribute to success in all entry-level, hourly positions.

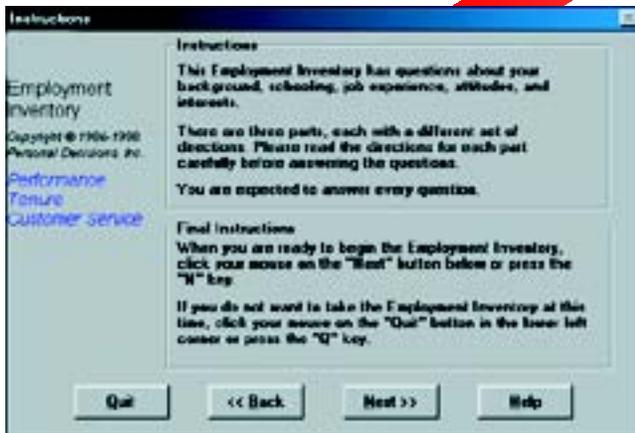
EI is designed to:

- Identify an individual's readiness for employment.
- Identify all the individuals in need of help and provide detailed behavioral prescriptions.
- Identify those individuals most likely to become Productive and Successful.
- Identify the personality traits or characteristics that predict behavior...which, in turn, influence an individual's performance on the job.

## PART 1 OPINIONS AND ATTITUDES



## INSTRUCTIONS



## PART 2 SELF-DESCRIPTORS



## Unique Characteristics

- Extremely simple to manage and administer.
- Dual Language capability. Questions can be viewed in both English and the native language (i.e. Spanish).
- Individuals can track their progress as they make each response.
- Individuals can immediately return to any unanswered question.
- Each scale consists of three major parts.
- Questions can be answered using the Mouse or the Keyboard.
- Paper/pencil versions can be entered and scored using the computer version.

## PART 3 BACKGROUND



## EI Management System

The Employability Inventory Management System is designed to Manage:

- Groups, Individuals and Site Licenses.
- Scoring for both Paper/Pencil and Computerized options.
- Test and Language assignments.
- Report previewing and printing functions.
- Enrollment options.

MANAGING GROUPS

ADMINISTRATION SCREEN

MANAGING INDIVIDUALS

## Unique Features

- Paper/Pencil test booklets can be printed by the administrator.
- Paper/Pencil option is scored through the administrative program.
- Reports vary for Private Sector and Public Sector users.
- Reports identify individuals who should be Hired or Rejected as well as those who have Strengths or are in Need of Improvement.
- Site Licenses can be issued for either unlimited usage or per-client usage.
- Test can be administered in two languages (*i.e.* English/Spanish). User can switch back and forth.

MANAGING LICENSES



# Job Readiness Profile Report

## Overview

The Job Readiness Profile Report provides an explanation of the Employment Inventory Assessment and a profile for each Scale administered. In this example, four Scales were administered. For each Scale there is a Score (i.e. 57), a Scale definition, and an Employability Profile. These components provide a frame of reference for the Score. The upper 50% indicates Strengths and the lower 50% indicates there is a Need for Improvement. The information below offers a sample interpretation of the Job Readiness Profiles.

1 **Introduction** - provides an explanation of the Employment Inventory Assessment and how the results relate to Job Success.

2 **Performance Scale Score - (57)** indicates the likelihood that the individual is Job Ready and will be a successful and reliable employee.

3 **Tenure Scale - (29)** indicates the likelihood that the individual will be committed and will last on the job for at least three months.

4 **Customer Service Scale - (64)** indicates the likelihood that the individual has a minimal Need for Improvement before becoming employed in a position that involves extensive customer contact.

5 **Sales Scale - (45)** indicates the likelihood that the individual would not be successful in a position involving sales unless there was extensive remediation in the behaviors that are essential to successful selling.

**Employment Inventory Report**  
*JOB READINESS PROFILES*

Jane A. Blackburn 10/12/1998

**Introduction**  
The **Employment Inventory** (EI) Assessment is designed to help you identify your Readiness for Employment. In addition it will provide you with recommendations that will ensure your success on the job. This report is based on your responses to questions about your background, schooling, job experience, attitudes and interests. There are many factors that contribute to job success such as specific job skills, job knowledge, problem solving abilities and physical/sensory abilities. EI is designed to identify personality traits or characteristics that contribute to job success. Personality characteristics are one predictor of your potential behavior and your behavior will definitely have an influence on how well you perform on the job. In today's job market employers are very concerned about an employees Work Habits. In fact, it is your work habits that will most likely get you hired, enable you to stay employed, get promoted, receive raises, or get fired. This report is a graphic summary of each Scale that indicates Strengths and areas where there is a Need for Improvement.

**Performance Scale Score: 57**  
The **Performance Scale** is designed to identify behaviors or characteristics that are associated with Job Success such as Reliability, Dependability, Productivity and Conscientiousness. Higher Performance scores suggest more reliable and generally satisfactory job performance.

**Employability Profile**

Need for Improvement bottom 25%	Below Average lower 25%	Average	Above Average top 50%
0	47   48	52   53	88

**Tenure Scale Score: 29**  
The **Tenure Scale** is designed to provide indications as to the likelihood that you will stay on the job for an extended period of time. Sticking with the job is associated with Responsibility, Commitment, Motivation and Concern for Consequences. Higher Tenure scores predict a greater probability of staying on the job at least three months.

**Employability Profile**

Need for Improvement bottom 25%	Below Average lower 25%	Average	Above Average top 50%
0	22   23	26   27	43

**Customer Service Scale Score: 64**  
The **Customer Service Scale** is designed to identify personality dimensions such as Friendliness, Competence, Courtesy, Tactfulness and Open-mindedness. These are essential in any position where you will have contact with the customer. Higher Customer Service scores suggest more competent, responsive, and courteous service behavior.

**Employability Profile**

Need for Improvement bottom 25%	Below Average lower 25%	Average	Above Average top 50%
0	57   58	64   65	85

**Sales Scale Score: 45**  
The **Sales Scale** is designed to identify attributes that are essential in jobs that involve selling. The attributes that are essential for success in sales positions are Initiative, Energy, Commitment, Persuasiveness and Persistence.

**Employability Profile**

Need for Improvement bottom 25%	Below Average lower 25%	Average	Above Average top 50%
0	92   93	102   103	136

Delaware Valley JTPA Group: Welfare-To-Work

## Summary

The Job Readiness Profile Report summarizes an individual's performance on the administered Employment Inventory Scales. The Job Readiness Profile Report serves as the basis for all other reports. There are four Employment Inventory Scales that can be administered in 13 different combinations. The above report indicates that the individual was administered all four Scales. In most cases only two Scales are administered (usually Performance & Tenure). If the individual is going to be placed in a position requiring extensive customer contact, employers also administer the Customer Service Scale. The Sales Scale is added if the person is going into a Sales position.



## Performance Scale Report

### Overview

The Performance Scale Report provides details based on the Scale Score. The report serves as an indicator of Job Readiness. Also, through an analysis of responses, the report supplies a breakdown of an individual's Behavioral Strengths and areas that show a Need for Improvement. There are two additional reports analogous to this one: the Customer Service Scale Report and the Sales Scale Report.

1 **Introduction** - provides an explanation of the Performance Scale Report and an interpretation of the Scale Score (54).

2 **Performance Scale Score** - provides a definition of the scale, an Employability Profile, and a reference to the individual's Job Readiness.

3 **Strengths** - provides an explanation of how the individual's responses imply Strengths. Each Strength is listed by category, (*Be Thorough and Attend To Detail*), defined, and accompanied by a list of specific behaviors related to the category (*Remember to perform routine tasks*).

4 **Need for Improvement** - (not shown) explains how the individual's responses generate a prescription for corrective behaviors. Each Need for Improvement item is listed by category (*Attendance*), defined, and accompanied by a list of specific behaviors related to the category (*Calling in if you need to miss work*). Each recommendation is listed in positive terms.

**Employment Inventory**  
*PERFORMANCE SCALE REPORT*

Ron S. Jacobs 10/29/1998

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**Introduction**  
The Performance Scale Report provides specific recommendations that will assist you in becoming successful on the job. Your responses on the assessment indicate that you have an **Average** chance for being successful on the job. In order to be successful, you will be required to be Thorough and Attend to Details, Adhere to Rules, take Initiative, be Flexible, have good Attendance and a Positive Attitude.

This report provides a quick reference as to your Readiness for Employment in the form of a profile. The profile shows a Performance Score which when compared to the profile will give you an idea as to where you lie on the scale. In addition, the report provides very specific recommendations in the form of your Strengths or areas where there is a Need for Improvement. Each Strength or area where there is a Need for Improvement is defined along with a listing of specific behaviors that you must exhibit on the job in order to be successful (be hired, stay on the job, receive raises, get promoted).

**Performance Scale Score: 54**  
Higher Performance scores are associated with Job Success. Higher Performance Scores suggest more reliability, productivity and generally satisfactory job performance.

**Employability Profile**

Need for Improvement bottom 25%	Below Average lower 25%	Average	Above Average top 50%
0	47   48	52   53	88

**STRENGTHS**  
Your Strengths are based upon a comparison of your responses with individuals who are successfully employed. Supervisors rated successfully employed individuals as being Reliable, Dependable, Productive and Conscientious. Your responses do not guarantee that your behavior will be the same, but research has shown that there is a high probability that you would:

- 1. Be Thorough and Attend to Detail**  
Thoroughness and Attention To Detail deals with organization and cleanliness directly relates to tasks and the work area. It involves personalizing the job responsibilities and working above and beyond minimum job requirements. Being neat and orderly is critical when it comes to completing tasks involving paperwork. Being thorough and attending to details involves:
  - Remember to perform routine tasks.
  - Fill out paperwork neatly so that it does not have to be redone.
  - Follow company policy exactly on completing timecards.
  - Clean up the work area before leaving, so the next shift doesn't have to do it.
  - Complete simple reports accurately.
  - Report an equipment or maintenance problem to appropriate personal.
  - Keep work area clean while working.
  - Do routine tasks according to guidelines.
  - When in doubt quickly check with the supervisor for instructions.
- 2. Adherence To Confrontational Rules**  
Adherence To Confrontational Rules reflects a willingness to follow rules, policies, or procedures set up by the organization. The rules can sometimes involve confrontation between the employee and the organization, coworkers, or customers. These rules are designed to make the organization safer, maintain

### Summary

The Performance Scale Report evaluates an individual's responses to the Performance Scale. The report provides a quick reference guide to assess Job Readiness. Additionally, a detailed analysis of responses identifies an individual's strengths, as well as areas indicating a Need for Improvement. The report supplies a list of behaviors related to both strengths and areas that need improvement.



# Generic Behavior Standards Report

## Overview

All individuals receive the same Generic Behavior Standards Report. It provides a supplemental list of behaviors that are Necessary for All Jobs and a list of Behaviors to Avoid in All Jobs. The Generic Behavior Standards are available for the Performance Scale, Customer Service Scale, and the Sales Scale. When combined with the behaviors listed in other reports they become a blueprint for success. Employees who exhibit the positive behaviors and avoid the negative behaviors are likely to be Job Ready and destined for success.

1 **Introduction** - provides a description of the meaning and application of Generic Behaviors as they relate to success.

2 **Performance Scale** - provides a list of specific behaviors that are necessary for all jobs as well as behaviors that should be avoided in all jobs. These behaviors are directly related to the overall Job Readiness of the individual.

3 **Customer Service Scale** - provides a list of specific behaviors essential to Customer Service positions as well as behaviors that should be avoided. These behaviors are especially relevant when the individual is considering a position involving extensive customer contact.

4 **Sales Scale** - (not shown) provides a list of specific behaviors essential to Sales positions as well as behaviors that should be avoided. These behaviors are especially relevant when an individual is considering a position involving sales.

*Employment Inventory Report*  
**GENERIC BEHAVIOR STANDARDS**

Jane A. Moyer 10/12/1998

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**Introduction**  
There are many factors that will effect your success on the job such as; specific job skills, job knowledge, your abilities and your interests. Although these are important there are other dimensions that are considered to be of equal importance and to some employers, even more important in today's competitive business climate. These dimensions are referred to as Generic Behaviors. They are what sets one worker apart from another. Employers know that selecting employees with these characteristics can also set one business apart from another.

In previous reports you were given your strengths and areas where there is may be need for improvement. These recommendations were based upon your responses to the questions. In addition to the recommendations this report provides a comprehensive list of Behavior Standards that are critical to all employers. These can be viewed as a road map to your success and advancement. The report consists of positive behaviors that you should perform and negative behaviors you should avoid. The closer you follow these recommendations the more you can count on being a success in just about any job.

*Performance Scale*

<p><b>Necessary Behavior for All Jobs</b></p> <ul style="list-style-type: none"> <li>• Work carefully to avoid injuries.</li> <li>• Use company equipment carefully so that it is not damaged.</li> <li>• Help others so everyone can succeed.</li> <li>• Maintain the expected work pace and productivity.</li> <li>• Take sick days off only when really sick.</li> <li>• Answer supervisors' questions accurately and truthfully.</li> <li>• Charge friends the correct prices for merchandise.</li> <li>• Come to work properly dressed and groomed.</li> </ul>	<p><b>Behavior to Avoid in All Jobs</b></p> <ul style="list-style-type: none"> <li>• Come to work under the influence of alcohol or drugs.</li> <li>• Write graffiti on company property.</li> <li>• Take company supplies for personal use.</li> <li>• Show off by taking a physical risk that could cause an injury.</li> <li>• Walk off the job without notifying anyone.</li> <li>• Damage or tamper with equipment for the purpose of disrupting work.</li> <li>• Abuse or misuse company equipment or property.</li> <li>• Threaten, bully, or harass another employee.</li> <li>• Intentionally report incorrect information.</li> <li>• Violate a law during the course of work.</li> <li>• Carry a firearm or weapon at work.</li> <li>• Exaggerate sickness or injury to get out of work or collect medical compensation.</li> <li>• Punch, kick, throw, or damage something in anger at work.</li> </ul>
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*Customer Service Scale*

<p><b>Necessary Behaviors for All Jobs</b></p> <ul style="list-style-type: none"> <li>• Smile at customers.</li> <li>• Promptly greet customers.</li> <li>• Never argue or fight with a customer.</li> <li>• Use appropriate language in front of customers.</li> <li>• Act professional and courteous to customers.</li> <li>• Provide equal service to all types of people.</li> <li>• Answer the phone properly.</li> <li>• Dress appropriately at work.</li> <li>• Say "Thank You" to customers.</li> </ul>	<p><b>Behaviors to Avoid in All Jobs</b></p> <ul style="list-style-type: none"> <li>• Accuse customers of lying.</li> <li>• Use offensive language in front of customers.</li> <li>• Argue or fight with customers.</li> <li>• Make sarcastic remarks to customers.</li> <li>• Argue with coworker in front of customers.</li> <li>• Ignore customers' requests for assistance.</li> <li>• Dress inappropriately at work.</li> <li>• Bad-mouth the company to customers.</li> </ul>
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## Summary

This report is extremely useful when combined with the prescriptive reports that identify Strengths and areas where there is Need for Improvement. Each behavior statement was derived from extensive research involving hundreds of corporations. In most jobs these behaviors are as important, or in some cases even more important, than job specific skills. Specific skills can be taught, however the employer may not have the resources to deal with individuals who do not possess the required behaviors.



## Job Applicant Report

### Overview

The Job Applicant Report is primarily used in the hiring of employees in the private sector. This report is not shown to prospective employees. Personnel utilize the report as part of the overall Human Resources hiring process. All scales are linear: higher applicant scores indicate a greater chance that the applicant will perform satisfactorily on the job. Hiring the top scorers will allow employers to increase their percentage of satisfactory employees. Using the Inventory consistently may increase your chances of hiring successful employees.

1 **Higher Scores** are better, even within color zones. Applicants who score 80 on the Customer Service Scale will, on average, perform better than applicants who score 70.

2 A difference of one point is not significant - a one point difference does not strongly suggest that one applicant will perform better than another. Score differences of three or more points are more meaningful.

3 The Employment Inventory (EI) is not perfect. The scales are good predictors of future job performance but cannot predict with 100% accuracy. When hiring, use the Inventory Scales with all other applicant information available.

<i>Employment Inventory Report</i>					
<i>JOB APPLICANT REPORT</i>					
<i>Jane A. Moyer</i>			<i>10/12/1998</i>		
<i>Performance Scale Score: 75</i>					
Higher Performance scores suggest more reliable and generally satisfactory job performance.					
<i>Employability Profile</i>					
<b>Recommend Rejection</b> <small>bottom 25%</small>	<b>Caution</b> <small>lower 25%</small>		<b>Recommend Hire</b> <small>top 50%</small>		
0	47	48	52	53	88
Are more likely to be terminated; have a tendency toward: • Excessive lateness absence • Shirking responsibility • Gross violation of rules • Acting hostile or angry	Are less likely to follow rules or be reliable; may show: • Disruptive work behavior • Low work motivation • Minor violation of rules		Are more likely to be dependable and responsible on the job by: • Adhering to rules more closely • Showing more self-control and stability in behavior • Being careful while performing tasks • Taking responsibility		
<i>Tenure Scale Score: 29</i>					
Higher Tenure scores predict a greater probability of staying on the job at least three months.					
<i>Employability Profile</i>					
<b>Recommend Rejection</b> <small>bottom 25%</small>	<b>Caution</b> <small>lower 25%</small>		<b>Recommend Hire</b> <small>top 50%</small>		
0	22	23	26	27	43
<i>Customer Service Scale Score: 80</i>					
Higher Customer Service scores suggest more competent, responsive, and courteous service behavior.					
<i>Employability Profile</i>					
<b>Recommend Rejection</b> <small>bottom 25%</small>	<b>Caution</b> <small>lower 25%</small>		<b>Recommend Hire</b> <small>top 50%</small>		
0	57	58	64	65	85
Are more likely to be rude to customers; have a tendency to: • Act irritated at customers' requests • Argue with customers • Limit service for certain types of customers • Take too long processing customers' transactions	Are less likely to be responsive by: • Forgetting to give customers special information • Interrupting or failing to pay attention when customers speak • Socializing with a co-worker while helping customers • Mumbling when talking to customers		Are more likely to be competent and courteous on the job by: • Making good eye contact, smiling, and communicating effectively • Showing persistent enthusiasm in customer interactions • Tolerating rude customers calmly • Giving customers full attention • Putting aside other work to help customers • Finding solutions to customer problems • Remaining cheerful through a long, hard workday		
<i>National Gift Wrappers</i> <i>1 Main Street, Yardley, PA 19067</i>					<i>Group: Cashier</i>

### Summary Check Points

- Hire the highest scoring applicants
- Look at other applicant information in addition to the Inventory Scores.
- Use the score Interpretation Guidelines as a reference.
- Remember that the Inventory cannot predict with 100% accuracy.



# Employment Inventory

## *the* Job Readiness Assessment

Every organization served by your institution relies on the quality of your services and the reliability of the individuals recommended for employment. Now, for the first time Technology Based Solutions can offer your organization an assessment instrument that will:

- Identify individuals who are job ready and will produce more, provide better customer service and thrive in sales positions
- Provide your organization with higher levels of credibility within the private sector
- Enhance the quality of service offered by your institution
- Permit you to serve more clients with greater ease and with less infrastructure
- Provide a service to the private sector that will generate a continuous income stream
- Strengthen your position in the job training and job placement arena

Never before could you invest in a product that has such credibility in the private sector. In fact 25 million clients have been successfully served in the private sector resulting in a wide range of savings and benefits. Now with the aid of the Employment Inventory your organization can join the ranks of those organizations that are helping to create a quality workforce.

**A computerized pre-employment assessment that identifies the people most likely to become productive and successful employees.. and those who need help!**



## Technology Based Solutions



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