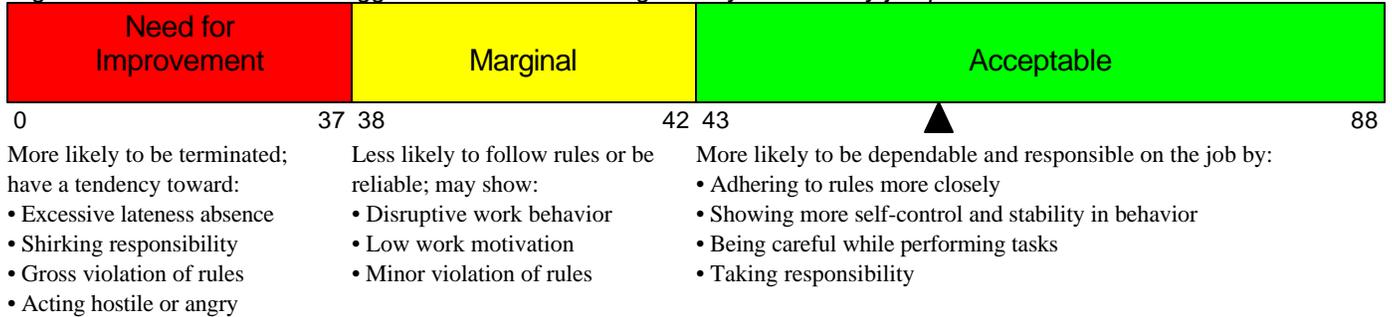


## JOB APPLICANT REPORT

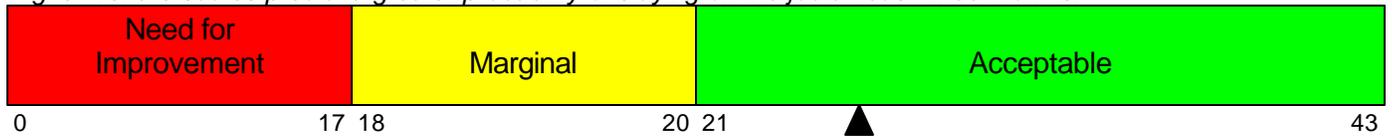
### Performance Scale Score: 59

Higher Performance scores suggest more reliable and generally satisfactory job performance.



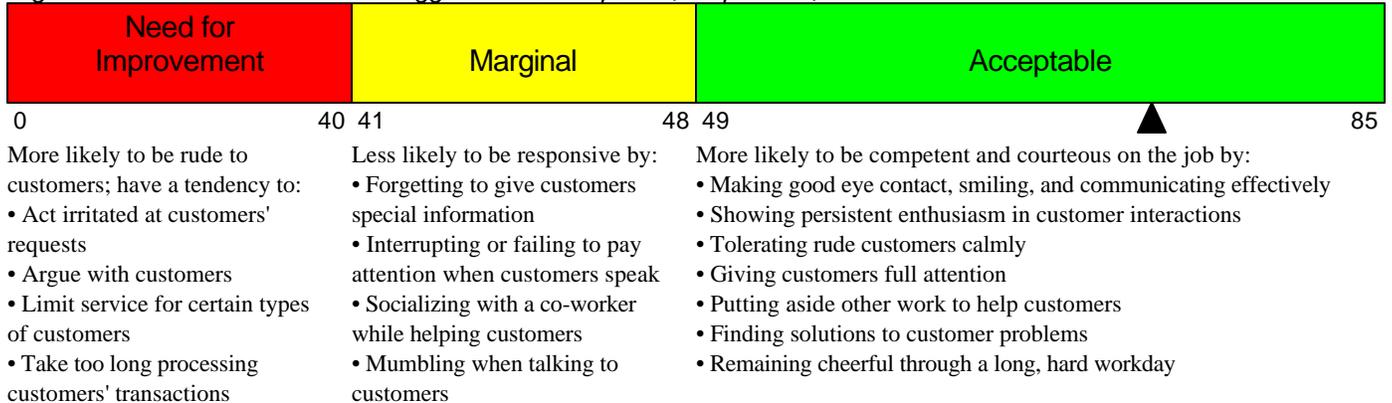
### Tenure Scale Score: 26

Higher Tenure scores predict a greater probability of staying on the job at least three months.



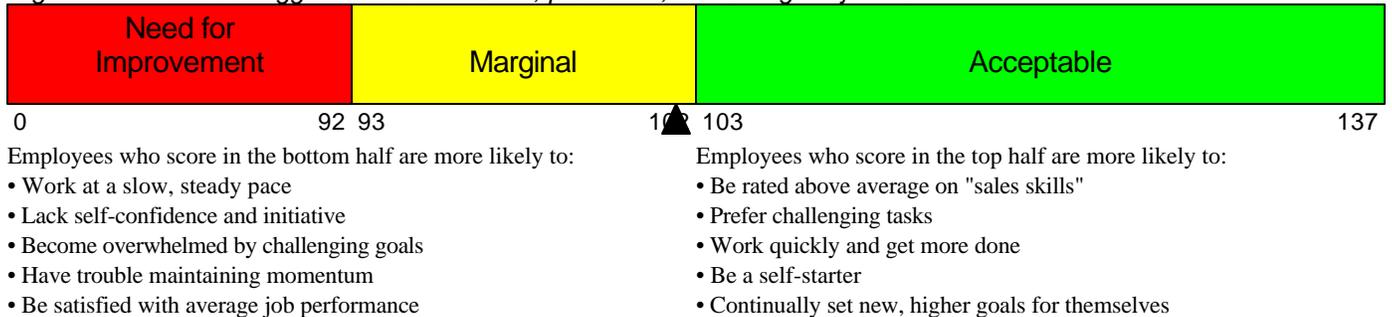
### Customer Service Scale Score: 74

Higher Customer Service scores suggest more competent, responsive, and courteous service behavior.



### Sales Scale Score: 102

Higher Sales scores suggest more committed, persistent, and energetic job behavior.



## ***JOB READINESS REPORT***

This Job Readiness Report contains your EI results. It also provides ideas about which of your work habits will help you on the job and which work habits you might want to avoid. Even if some of the suggestions do not fit for you, it will always help to practice the positive habits listed. If you read and understood the EI questions, answered them seriously, and didn't skip many, then this report can be helpful for you. When you receive this report, discuss it with your supervisor who will explain it and what you can do to get off to a good start on your new job.

The EI test has four parts and four different scores. The higher your scores, the more likely it is that you have good work habits and behaviors. Your EI scores are compared to other job applicants. Here are the names of the test parts and what they tell you:

- |                         |   |
|-------------------------|---|
| <b>Performance</b>      | The EI Performance scale shows how hard a worker you are, how well you follow the rules, and how carefully you work.  |
| <b>Tenure</b>           | The EI Tenure scale shows how likely it is that you will stay on the job for at least three months, and show up for work on time every day.   |
| <b>Customer Service</b> | The EI Customer Service scale tells how well you might treat customers, how polite you might be, and how willing you are to go out of your way to help customers find what they want.             |
| <b>Sales</b>            | The EI Sales scale gives the chances that you will be good at selling items to customers, that you will work hard to get them to say yes, and that you won't feel bad if they don't buy anything. |

At the end of this report is a section, "Necessary Behaviors for Every Job". In any job you have, or even in school, stick to the positive behaviors listed, and avoid the negative ones.

## JOB READINESS PROFILE

The purpose of this report is to help you be successful.

You recently took a test called the Employment Inventory (EI). The way you answered the questions about your background, schooling, job experience, thoughts, and interests gives a pretty good idea about your work habits.

The way you act on the job will affect how successful you are. For example, if you completely finish all of your work, or work carefully to avoid accidents, you will be a more valued worker. If you refuse to do parts of your job or take too many breaks, you will end up with a poor work report and might even lose your job.

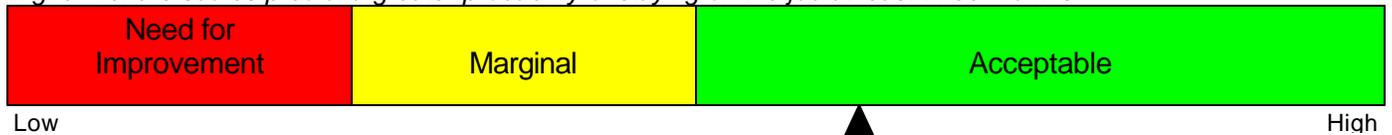
### Performance Scale

*Higher Performance scores suggest more reliable and generally satisfactory job performance.*



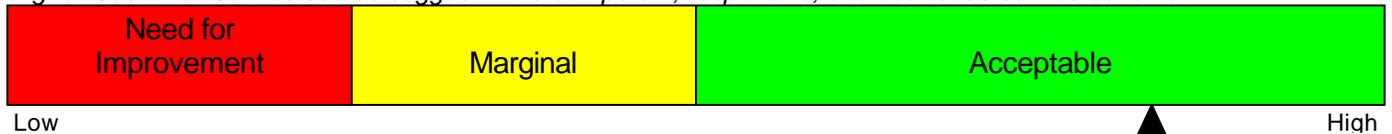
### Tenure Scale

*Higher Tenure scores predict a greater probability of staying on the job at least three months.*



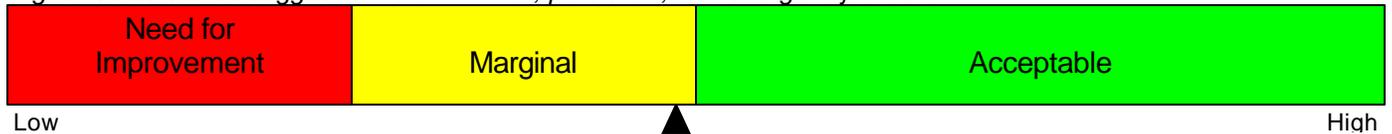
### Customer Service Scale

*Higher Customer Service scores suggest more competent, responsive, and courteous service behavior.*



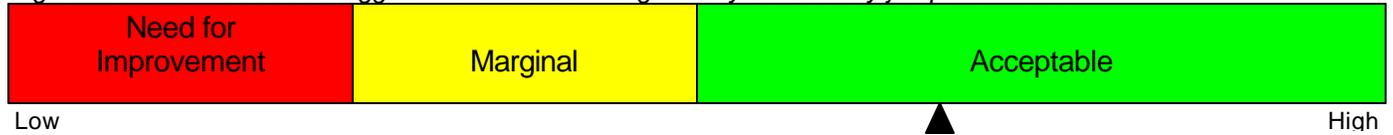
### Sales Scale

*Higher Sales scores suggest more committed, persistent, and energetic job behavior.*



## Performance

*Higher Performance scores suggest more reliable and generally satisfactory job performance.*



Your score on the Performance part of the Employment Inventory was Acceptable. The higher the Performance score, the more likely you are to work harder, be someone your boss can depend on, and get higher job ratings. Your score shows that you have a reasonable chance for success on the job, and means that a company will be more likely to offer you a job.

Your work habits are pretty good. You do things like: work hard, follow company rules, fill out paperwork carefully, keep your work area clean, pay attention to details, check with your boss if something doesn't seem right, have a good attitude, and control your temper when things don't go the way you want.

## ***Your Performance Strengths***

Some strengths you already have are listed here. The more you can keep these habits, the more successful you will be.

### ***Work Hard***

You regularly work hard and stick to the job you're supposed to be doing. As such, you are willing to work extra hard for long periods of time, and are happy to go the extra mile - even without being asked. Employers value workers who willingly work extra hard. To do an even better job, keep up these work habits:

- If you're in doubt, ask your boss before doing something.
- Make a routine decision when your boss can't be found.
- Let your boss know that you're willing to be trained in more than one area.
- Let someone know if work is getting behind schedule.
- Keep working, even if your co-workers are standing around and talking.
- Pick up litter that could cause someone to slip or fall.
- Put something back in place as needed.
- Take the time to check out anything that looks unusual.
- Pick up something that is out of place, even if you're off duty.
- Do whatever is needed to correct a mistake.
- Look for something else to do, without being told, after you've done what you're supposed to do.
- During slow work times, find something to do to keep busy.
- Learn about work during times when you're not being paid.
- Learn about work procedures during times when you're not busy.

### ***Pay Attention to Details***

Since you pay attention to details, you are more likely to keep your work area organized and neat. You generally make sure the work is being done right and you strive to do more than what your boss expects. You also tend to check over your work carefully, and fill out paperwork neatly so everyone can read it. Employers value workers who pay attention to details. To do an even better job, keep up these work habits:

- Remember to do routine duties.
- Follow the rules when you do your regular work.
- Check with your boss right away if you have any questions.
- Fill out paperwork neatly so it doesn't have to be done over.
- Fill out reports completely.
- Fill out timecards neatly and properly.
- Clean up the work area before you leave, so the next shift doesn't have to do it.
- Keep your work area clean.
- Tell someone if there is a problem with any equipment.

### ***Have a Flexible Schedule***

Supervisors appreciate and need people who are flexible about working different hours and extra hours when asked, and you are usually willing to help by changing your plans if needed. To do an even better job, keep up these work habits:

- Work flexible hours and accept schedule changes when necessary.
- Work overtime when asked.
- During slow work times, help out in another area that is busy.
- Change vacation plans, if necessary, to stay on the job.

### ***Follow Company Rules***

You tend to follow the rules set by your company because you realize that these rules make for a safer workplace and help everyone to do a better job. Even though you might not agree with some of the rules or think that they are too strict, you understand that they were made for a good reason. Employers value workers who follow work rules. To do an even better job, keep up these work habits:

- Smoke cigarettes only where allowed.
- Stay awake on the job.
- Chew gum at work only if it is okay.
- Follow the safety rules so you avoid accidents.
- Tell friends not to steal from the company.
- Be careful when handling cash and other valuable things.
- Follow company rules about worker discounts and special privileges.
- Follow the rules when doing your regular work.
- Use the company phone only for work calls.
- Let someone know before you leave the work area.
- Before you leave a work area, get an okay from your boss and find someone to cover for you.
- Follow the steps in a job just the way they're listed, even if you think it slows down the work.
- Report the exact amount of time you spent working on a project.
- Fill out timecards with correct information.
- Make sure that people who are not employees stay away from areas where they're not supposed to be.

## ***What You Can Do To Improve Performance***

Some areas in which you might improve your performance are listed here. Many of these suggestions can be helpful for your work, although a few might not apply to you. The more you can develop these good habits, the more successful you will be.

### ***Keep Your Attention on Work***

Work hard at what you were hired to do, rather than something else. Also, follow through and finish what you are supposed to do. Companies value workers who can concentrate on their duties, even if there are distractions. These are some of the work habits that will help you do a better job:

- Have no phone calls, or very few, during work.
- Do any personal business on personal time.
- Do your shopping on your own time.
- Concentrate on your work and don't let your friends distract you.
- Keep your mind on your work to avoid mistakes.
- Do the work you are supposed to do instead of doing "busy work."
- Finish a job before you leave for home.

### ***Attendance***

Your company needs to know that you will be on the job as scheduled, no matter what. Your co-workers depend on you to be there. Be on time or even get to work early. If you have to be late or can't come in to work, let your boss know. Employers value workers who have good attendance. These are some of the work habits that will help you do a better job:

- Call in if you need to miss work.
- Go to work unless you have an emergency.
- Be late for work only if you have an emergency.
- Always be on time for work.
- Arrive early to get a head start on the day's work.
- Take breaks only when you are supposed to take them.
- Come back from breaks and meals when you are supposed to come back.

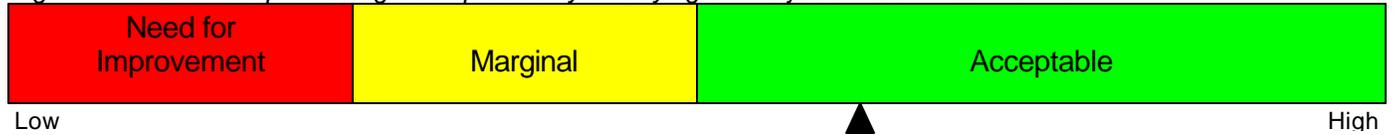
### ***Have a Good Attitude***

A good attitude helps you to do a better job and get along better with co-workers. When there are problems, it is better if you control your temper and remain calm. Being polite and pleasant to your co-workers and your boss (even when you don't feel like it) demonstrates your good attitude toward your work. Employers value workers who have a good attitude, especially in difficult situations. These are some of the work habits that will help you do a better job:

- Be willing to take routine orders from bosses.
- Admit it when you make a mistake
- Keep working, even if you get tired or bored, until you have a scheduled break
- Don't blame other people when mistakes happen
- If you see something likely to cause a mistake, correct it
- Be careful when you're talking; no swearing or "trash talk."
- Don't get violent when you're angry
- Control your temper when something goes wrong
- Keep calm when complaining about something

## Tenure

*Higher Tenure scores predict a greater probability of staying on the job at least three months.*

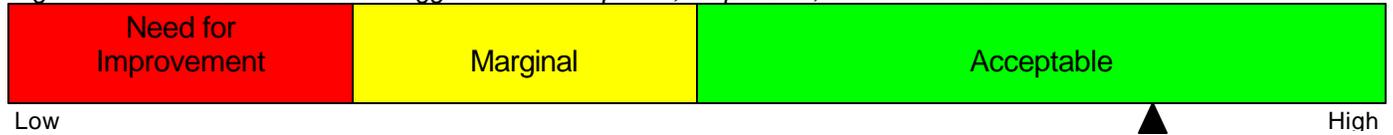


Your score on the Tenure part of the Employment Inventory was Acceptable. The higher the Tenure score, the more likely you are to stay on the job at least three months and have a good attendance record. Your score shows that you have a good chance of lasting on a job and means that a company will be more likely to offer you a job. To do an even better job, keep up these work habits:

- Go to work even when you feel down or tired
- Go to work even when you'd rather do something else
- Always remember to go work
- Give work a high priority
- Keep in mind the plusses of your job, so you will want to go each day
- Stick with your job even if it's hard to get used to
- Accept that you'll have to put up with some people or rules you don't like

## Customer Service

*Higher Customer Service scores suggest more competent, responsive, and courteous service behavior.*



Your score on the Customer Service part of the Employment Inventory was Acceptable. The higher the Customer Service score, the more likely you are to take good care of customers, treat them politely, and work well with others. Your score shows that you have a reasonable chance for success in a customer service job. Your work habits are good. You do things like: go out of your way to be helpful to customers, give them more help than they ask for, greet them with a smile, and be friendly and polite to them.

## ***Your Customer Service Strengths***

Some strengths you already have are listed here. The more you can keep these habits, the more successful you will be.

### ***Show Interest in Other People***

You show interest in other people and can naturally be warm and friendly with them. You often make friends quickly, even with strangers, and are able to help other people get along better. You are able to figure out how to talk with others so they understand you, and you are good at letting people know what is going on. You are a good listener because you don't interrupt others, it's easy for you to be polite. Employers value workers who interact well with people. To do an even better job, keep up these work habits:

- Greet customers with enthusiasm.
- Smile at customers.
- Call customers by name.
- Laugh with customers.
- Give a cheerful response when customers ask for help.
- Make eye contact when you help customers.
- Listen carefully to your customers when they are talking.
- Speak clearly when you are talking to your customers.
- Make small talk with your customers.
- Give your customers compliments.
- Explain company policies so customers will not be confused.
- Stay enthusiastic the whole time that you work with a customer.
- Sympathize with your customers' problems.
- Help customers handle their packages.
- Say "thank you."

### ***Take the Job to Heart***

You tend to put your heart into a job because you like to work with people. This means that you are likely to work faster during busy times, but still take the time to help customers as much as they need, even if you have to take your break later than you planned. Your goal is to get customers what they want. To do an even better job, keep up these work habits:

- Keep up-to-date on special sales and offers.
- Work faster during busy times.
- Offer to help customers right away.
- Stay cheerful when you explain company policies.
- Take the time to fully explain company policies to customers.
- Find the right answers to customer questions, even if it takes some legwork.
- Try to solve a customer problem before asking your boss.
- Always ask customers if there is anything else you can do to help them.
- Finish helping a customer before taking your break.
- Help customers, even when you are on break.
- Take responsibility for company errors without complaint.

## ***Solve Customer Problems***

It would be natural for you to work hard to help customers and solve their problems. You are inclined adjust how fast you work and what you do, depending on the customer's needs. You can generally handle changes in your work without feeling stressed out, and you have little trouble dealing with a lot of different types of people. Employers value workers who work hard to serve customers. These are some of the work habits that help you serve customers better:

- Handle customer business quickly.
- Give customers useful information, even if they don't ask.
- Ask questions to find out more about what a customer needs.
- Make sure that you send customers to the right people or places for help.
- Suggest the best product for a customer's needs.
- Make sure you understand what customers need by repeating what they said.
- Give customers more information than they asked for.
- Show customers how things work.
- Look for misplaced products or information for a customer.
- Look in the stock room for something that is not out on the shelf.
- Call another store to find information or products.
- Look for something that a customer wants even while you're on break.
- Suggest a replacement when what the customer wanted can't be found.
- Calm down an angry customer.

## ***What You Can Do To Improve Customer Service***

Some areas in which you could improve your performance are listed here. Many of these suggestions can be helpful for your work although a few might not apply to you. The more you can develop these good habits, the more successful you will be.

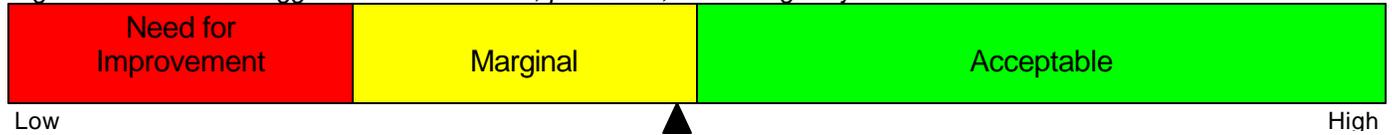
### ***Control Yourself***

Companies expect employees to keep in control of their behavior. Control your temper, and be willing to do what your boss tells you. Think about what you say to other people, especially customers, before you say it so others don't feel angry or upset. Look more on the good side of things and always try to soften the blow of bad news. Work hard to remain calm and patient, even when you're feeling stressed. Employers value workers who control their behavior, especially in difficult situations. These are some of the work habits that will help you do a better job of serving customers and getting along with others:

- Stop doing other work in order to help a customer.
- Pay full attention to customers while you help them.
- Use "sir" or "ma'am" when talking to customers.
- Be patient and let customers take their time.
- Speak politely and calmly to customers.
- Always use a pleasant tone of voice.
- Remain calm while helping angry customers.
- Explain company policies to angry customers in a polite manner.
- Put up with rude customers and stay calm.
- Say you are sorry, and be sincere about it, when customers are having problems.
- Always thank customers, even if they were unfriendly.

## Sales

*Higher Sales scores suggest more committed, persistent, and energetic job behavior.*



Your score on the Sales part of the Employment Inventory was Marginal. The higher the Sales score, the more likely you are to have a take-charge attitude, a lot of energy, and self-confidence. Your score shows that you have room to improve your sales skills and may have to try a little harder to succeed in a sales job. Your employer needs to see that you can do things like: work under some stress, keep an active pace of work, not give up too quickly if someone said no to you, and be OK with not knowing exactly what to expect.

### **Sales Work Habits to Practice**

Since your EI Sales test score is Marginal, you may need to work on developing the habits that are needed in sales. The more often you do these things at work, the better your chances of succeeding in sales, getting promoted, and getting paid commissions:

- Come to work properly dressed and groomed.
- Set aside other work to assist customers.
- Keep informed about competitors' products and activities.
- Work harder than others.
- Make good eye contact with customers.
- Give customers full attention.
- Assist customers in their search for a product.
- Respond with warmth and willingness to all customers, regardless of first impressions.
- Demonstrate a strong knowledge of the different features and benefits of all product offerings.
- Do a persuasive demonstration of the product, highlighting features relevant to customers.
- Seek active involvement from customers and hold their interest when making sales presentations.
- Answer customer questions accurately and completely.
- Listen carefully and use customer responses to sell the items or features that are wanted or needed.
- Process paperwork quickly and efficiently.
- Keep trying if not successful at first.
- Bounce back quickly even when repeatedly rejected.
- Seek out work during slow times.
- Follow up on leads and referrals promptly.
- Maintain good relations after a sale is closed.

## **NECESSARY BEHAVIORS**

### ***Behaviors Necessary for Every Job***

Employees in all jobs today need to have good work habits. Even if it's not easy, strive for these positive behaviors and avoid the negative ones in any job you have.

#### ***Dependable work habits:***

- Call in if you need to miss work.
- Come to work free from the influence of alcohol and drugs.
- Remember to do routine duties.
- Be willing to take routine orders from bosses.
- Use company supplies only at work.
- Report only correct and truthful information.
- Handle anger in a non-violent way.
- Be careful when you're talking; no swearing or "trash talk."
- Treat co-workers in a non-threatening manner.

#### ***Good People Skills:***

- Answer the phone properly.
- Use appropriate and professional language in front of customers.
- Speak politely and calmly to customers and co-workers.
- Give customers and co-workers useful information, even if they do not ask.
- Pay full attention to customers, even when friends want to socialize.
- Process customers' transactions quickly.

#### ***Always avoid these behaviors:***

- Use a weak excuse to stay home from work.
- Fill out paperwork so sloppily it has to be done over.
- Take company supplies for personal use.
- Falsely report having completed assigned work.
- Make a mistake and blame another employee for it.
- Conduct personal business during work time.
- Sleep on the job.
- Let joking friends be a distraction and interruption to work.
- Write graffiti on company property.
- Threaten or bully another employee.
- Show off by taking a physical risk that could cause an injury.
- Walk off the job without notifying anyone.

## ***El Smart Start Personal Plan***

### ***How can I use the Smart Start Report?***

Look over your Smart Start report for ideas that will help you. Decide on several things you will work on. Write them in the spaces below and review them with your supervisor. Every week or so check on your progress.

<b><i>What I will work on:</i></b>	<b><i>My progress:</i></b>
<p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>I will try to come to work on time.</i></li> <li>• <i>I will try to be more friendly.</i></li> <li>• <i>I will try not to waste time.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>I was late only once last month.</i></li> <li>• <i>I am doing something extra for 3 people every day.</i></li> <li>• <i>I keep thinking what I would tell myself to do if I were the boss.</i></li> </ul>
1.	
2.	
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*Generally it would be a good idea to review your plan and your progress with your supervisor at least once a month.*