

## Introduction: What is this and how can I use it?

This report presents the information collected from Sally Sample through the online application process you set up in TalentSorter. You'll see the information laid out by section, depending on the application components you activated. Sally's success will depend on a few important components lining up properly:

- **The right knowledge** – gained through training, education and/or professional certification;
- **The right experience** – gained through previous jobs, internships, volunteering and other activities;
- **The right fit** – the stronger a person's fit with the job, the likelier they will stay longer and be more productive.

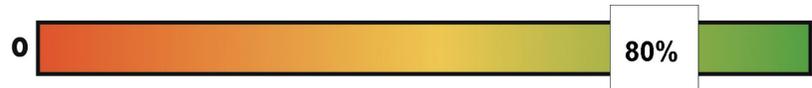
Knowledge and experience are building blocks an individual can build up over time, through study and activity. You'll find lots of information about Sally's education and experience in the coming pages. Careful, though... we have all been guilty of placing too much confidence in a particular educational degree, credential, or company experience as a predictor of someone's likely success.

That's why looking first at the candidates who have the highest FitScore (which represents, out of a possible 100, the individual's likely fit in the job), then checking their knowledge and experience, is so critical. Fit is no more than a third of the total picture... but if the fit's not right, there is precious little in their background what that will make up for that.

**Sally's FitScore in the Customer Service Supervisor position is:**

91  
FITSCORE

Sally's score in Problem Solving and Reasoning is represented here as a percentage of correct answers, as in a test. Higher scores would suggest a candidate's better ability to process information, think through complex problems and 'think on their feet'



## Sally Sample's Contact Information

Sally Sample  
1234 ABC Street  
Halifax

## Requirements Checklist/Pre-Screen Questions

Here are the items you set TalentSorter to pre-screen for, along with Sally's responses:

Can you work weekends on a regular basis? Yes

Can you work evening or overnight shifts on a regular basis? Yes

Are you legally eligible to work in this Yes

country?

Our screening process includes a criminal background check on anyone we are seriously considering for employment. Would you object to such a step? No

When would you be available to start? 06/26/2017

Have you been employed at this company before? No

If yes, please provide the details: <No Answer>

Please indicate what languages you speak and write fluently English,French

What software programs are you skilled in? Word,PowerPoint,Excel,Photoshop

Think of the best supervisor you have worked with. What characteristics made them such a good manager, for you? They were loyal, honest, and cared about their employees

Now think of the worst experience you have had with a supervisor. What was it that made them such a bad manager, for you? They failed to provide clear direction, regular feedback, and bullied their employees.

What traits or characteristics do you most dislike in co-workers? Dishonesty, lateness, and pawning tasks off on others.

What traits do you appreciate most in co-workers? Honesty, trust, and compassion

What part of your current or most recent job do you enjoy the most? Why? The people I work with and the ability to help others.

What part of your current or most recent job do you enjoy the least? Why? Inability to grow and motivate others.

What's the most demanding job you have had? What made it so demanding? The sales representative position because it was a small company and there was little direction from the management.

Why are you applying to this particular job? I enjoy working with others and I find the sales field challenging and rewarding

What else would you like us to know about you? <No Answer>

## Sally's Knowledge Base

Here is what Sally told us about skills, education and training:

Citadel High : Graduated

Dalhousie University: Graduated  
Bachelor of Arts

## Here is Sally's Experience Base

Here is what Sally told us about work history and other relevant experience:

/2012 - /

### **Tech Company 1**

Customer Service Supervisor

Work Responsibilities: ?Oversee recruitment, hiring, and training of customer service staff to further company goals and sustain high customer service benchmarks.

?Manage monthly customer service and shipping metrics; evaluate error rates, call volumes, and customer complaints, and develop and implement plans to correct deficiencies in service.

?Develop, implement, and update best practices to streamline operations, standardize processes, and enhance customer service.

?Strengthen relationships with key internal staff across shipping, manufacturing, and quality assurance departments to optimize customer service processes and procedures.

/2008 - /2012

### **ABC Utility Company**

Customer Service Representative

Work Responsibilities: ?Managed a high-volume workload within a deadline-driven environment.

Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).

?Became the lead "go-to" person for new reps and particularly challenging calls as one of the company?s primary mentors/trainers of both new and established employees.

Handle customer inquiries, complaints, billing questions and payment extension/service requests

/2006 - /2008

### **Furniture Shoppe**



# Application Package

for Sally Sample, in the position of Customer Service Supervisor

Application Date June 27, 2017

## Sales Representative

Work Responsibilities: ?Compiled and maintained non-monetary records and reports

?Used store's computerized system to account for funds and inventory

?Responsible for closing the store and balancing till at the end of the shift

?Build strong relationships with existing accounts, providing services when necessary.

?Serve as liaison between customers and management in order to relay customer issues to the correct department and track progress of resolution.

## Sally's References

Sally was informed in the application process that if they advanced far enough in the selection process, it would be their responsibility to personally introduce you to people you designate (previous managers, clients, co-workers, etc.) who would be willing to serve as informed references for you.

Sally would be willing to connect you directly with references