

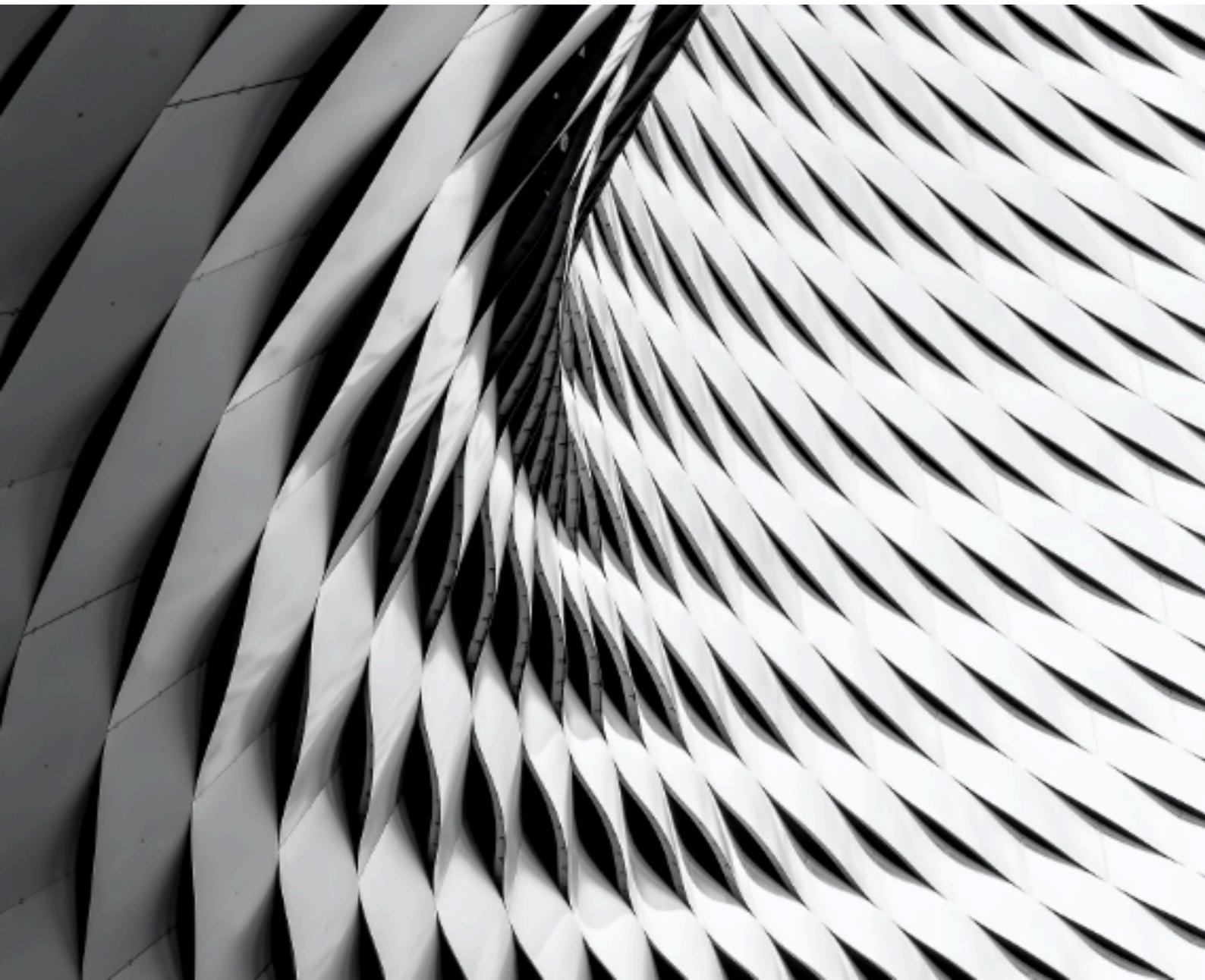


Facilities Management SJT

A recruitment report for:

Sam Sample

Created 29th May 2022



Introduction

This report is confidential and is intended solely for the person responsible for assessing Sam Sample, who completed the Facilities Management SJT on 03/05/2022. The test is designed to assess areas of critical importance for success in Facilities Management. The competencies assessed are defined below.

Facilities Management Competencies

Relating to Others: Working with others in order to maximise outcomes.

1. Listen and respond clearly and sensitively to clients & colleagues
2. Prioritise client needs, esp. when dealing with unexpected events / situations
3. Provide an individualised and respectful service to all clients
4. Negotiate fluently and calmly, esp. with clients

Customer Service: Carefully builds an understanding of customer needs and priorities.

1. Understanding the principles & practices of company / role
2. Navigating internal systems / processes to provide an efficient service
3. Demonstrating / gathering insight into customers and their requirements
4. Evaluating the business to make improvements, esp. customer service

Showing Initiative: Taking ownership of tasks and situations to achieve a positive outcome.

1. Be reliable / responsible (in attendance, diligence, interactions, management of tasks / health etc.)
2. Remain calm and positive, esp. under pressure
3. Routinely make sound / justifiable decisions, esp. in challenging circumstances
4. Be proactive & flexible in management of tasks, esp. when dealing with client issues / complaints

The results of the test are valid for 12 months and should be kept confidential.

How To Use This Report

This report contains 'percentile scores', 'behavioural interpretation' and 'interview questions' that can be used to explore a candidate's results in more detail:

Percentile Scores

Percentile scores represent how a candidate's performance on a test (i.e., their score) compares to the performance of other candidates that have also taken the same test (i.e., the comparison group or norm group). Percentile scores range from the 1st to 99th percentile, where 1 is a very low score and 99 is very high.

The overall percentile score is the most predictive of a candidate's likely performance in a job. The report also contains percentile scores for each competency assessed, and these should be considered as a guide to help you identify where a candidate has excelled or might need to improve a specific behavioural skill. It is not a score, in isolation, that should drive your final recruitment decision. This is because the competency percentile scores are produced by a subset of the test questions, whereas the overall percentile score is produced from all of the test questions.

Behavioural Interpretation

For each competency, an interpretation (four bullet points) has been provided to help you better understand the decisions a candidate has made on the assessment. Not every bullet point may apply equally to all candidates, but you should consider them all to be relevant as they are based on the specific choices a candidate has made on the assessment.

Interview Questions

For each competency, interview questions are provided to help you explore a candidate's results in more detail. You can select the question you believe is most appropriate and you should use the relevant "four behavioural indicators" to guide your evaluation of a candidate's response. Note, you do not need to ask all four questions - usually one is sufficient, but more are provided if needed. It is also good practice to follow up with additional questions. To help with this you may wish to use the STAR method. This is described below with some additional probing questions you can use.

- **S = Situation:** What was the situation? What were the circumstances or context?
- **T = Task:** What were you trying to achieve? What was your task?
- **A = Actions:** How did you approach it? What did you do? Who did you involve? What challenges did you face, and how did you overcome these? What else did you do?
- **R = Results:** What was the outcome? How did you establish the benefit of what you did?

You should aim to spend more time asking 'Action' questions as these are the ones that typically produce behavioural responses.

Rating Scale

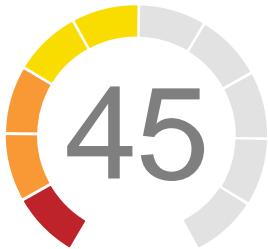
The Rating Scale below can be used to evaluate a candidate's responses to the competency questions provided in this report. During the interview you should aim to establish a pattern of positive & negative evidence for each competency. The final rating you give should be a 'weighted' decision, based on the collective evidence you obtain for each competency.

1 - Significant Development	2 - Development	3 - Mixed	4 - Strength	5 - Significant Strength
A strong and dominant pattern of negative behaviour (in relation to the indicators)	A clear pattern of negative behaviour (in relation to the indicators), and little evidence of positive behaviour to weigh against this – none significant	Balanced evidence of both positive and negative behaviour (in relation to the indicators)	A clear pattern of positive behaviour (in relation to the indicators), and little evidence of negative behaviour to weigh against this – none significant	A strong and dominant pattern of positive behaviour (in relation to the indicators)

Profile

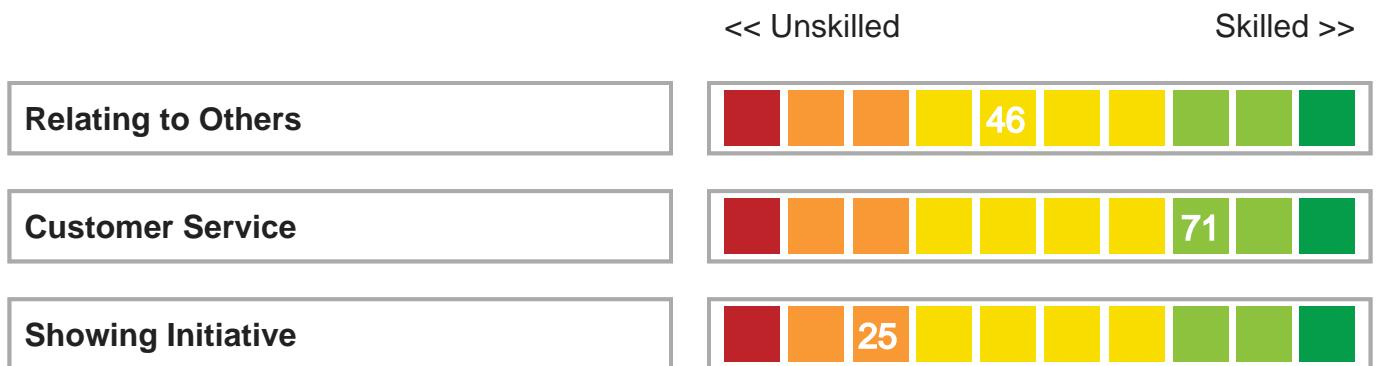
The following summarises Sam's performance on the Facilities Management SJT. It provides:

- An overall score, expressed as a percentile based on an individual's responses to all questions.
- A percentile score for each of the competencies assessed



Facilities Management SJT Competencies

The scores shown below are Sam's percentiles for each of the competencies.



Performance

The following provides a detailed description of Sam's performance, evaluating his responses for each competency as skilled, proficient or unskilled.

Customer Service

Sam is skilled at **Customer Service**. Sam's score suggests he:

- Handles customer complaints with sensitivity and takes the time to personally look into any problems raised
- Utilises available resources to ensure an efficient and high quality service is provided
- Establishes key information from customers, escalating issues when it is clear they cannot provide the level of support needed
- Works with customers to build a full understanding of problems and the potential solutions

Exploring Customer Service

The questions below are designed for interviewers to explore Sam's results in more detail.

- Tell me about a time when a customer or internal stakeholder has raised a challenging complaint with you. How did you respond?
- Can you tell me about a time when a customer or stakeholder presented you with an issue you knew little about? How did you approach it?
- How do you typically handle challenging or aggravated customers or stakeholders? Can you share a specific example for us to explore in more detail?
- Describe a time when you have worked with a customer or stakeholder to resolve a challenging task. How did you tackle it?

Relating to Others

Sam is proficient at **Relating to Others**. Sam's score suggests he:

- Communicates clearly and promptly to achieve efficient outcomes
- Seeks to improve relationships with individuals who can be difficult to get along with
- Make suggestions to colleagues so that different perspectives or solutions can be discussed
- Approaches colleagues gently and patiently to maintain strong performance

Exploring Relating to Others

The questions below are designed for interviewers to explore Sam's results in more detail.

- Can you tell me about a time when you needed to build a strong relationship with another person, such as a customer or stakeholder?
- Can you give me an example of an occasion when you had to collaborate with others to achieve a successful outcome?
- How do you typically handle challenging colleagues? Is there anything you'd like to improve about your current approach?
- What are some of the qualities and approaches that you could learn from others that would help you connect or work more effectively with people?

Showing Initiative

Sam is unskilled at **Showing Initiative**. Sam's score suggests he:

- May wait for customers to approach them for help, rather than offering support proactively
- May need guidance on appropriate tasks to take on during quiet periods
- Could be wary of taking on new challenges, particularly when they lack experience
- Might be cautious in embracing new challenges, which could reduce their opportunity to grow and develop

Exploring Showing Initiative

The questions below are designed for interviewers to explore Sam's results in more detail.

- Tell me about a time when you have spotted an opportunity with a customer? What did you do and why?
- Can you tell me about a time where you had nothing to do at work? What did you do with the time?
- When have you taken on new and unfamiliar challenges confidently? What helped you?
- How do you feel when doing something new for the first time?