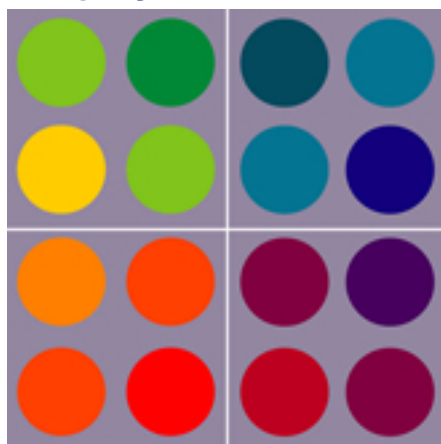


❖ **Audition - Candidate comparison**
Customer Service Representative
(Sample)

Printed 27.11.2012

Project: Customer Service Representative (Demo)

Company: RP



a⁺ssessment **Plus Ltd**

Audition Candidate Comparison - Introduction

Audition is designed to be used in conjunction with a Behaviour or Situation Based Interview. It produces a detailed guide including suggested interview questions and it is essential users are familiar with these principles. Audition is therefore ideal for people involved in selection/recruitment where the ability to compare individuals against a specified ideal is required. Users of Audition should be skilled in competency based interviewing or equivalent training, to be able to demonstrate the assumptions underpinning the approach.

This report shows the selected candidates ranked against the Customer Service Representative (Sample) role definition. The role definition is based on research carried out within **RP** and should not be used for other purposes.

Sections of this report

Role Description

This section contains two convergence charts which show the ideal profile for this role.

The first convergence chart consists of a radar plot, which shows the ideal scores for Will, Energy, Affection and Control and a bar chart plotting the ideal score for Emotionality.

The second convergence chart breaks the 5 factors down into 13 sub-factors. In this chart, each of the 13 sub-factors is represented by a "role element" label. The line down the centre of the chart represents a score of 5.5 for each sub-factor. If bars are visible, the ideal score is either higher or lower than 5.5.

Profile Comparison

This section shows the candidates ranked according to their 'closeness of fit' to the selected role definition template.

The similarity score shows how close each respective profile is to the 'optimum' profile represented by the template - the higher the score, the closer the fit.

Role Definition

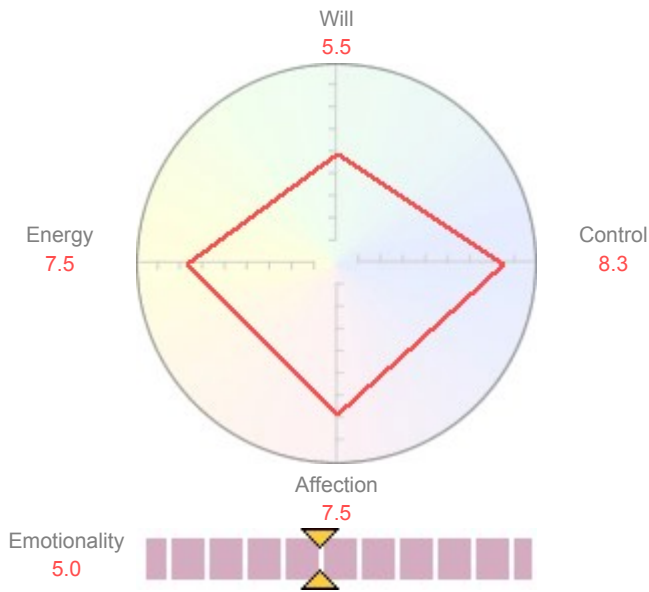
This Audition template was developed using the Role Definition process, in which selected reviewers each complete a questionnaire on their assessment of the key competencies that play a part in the role being defined. "Viewpoint" denotes how the reviewers' own role relates to the role being defined. The reviewers who took part in this process are:

Reviewer	Viewpoint
H Kam	Manager
D Ling	Incumbent
G Ngan	Peer
E Yong	Peer

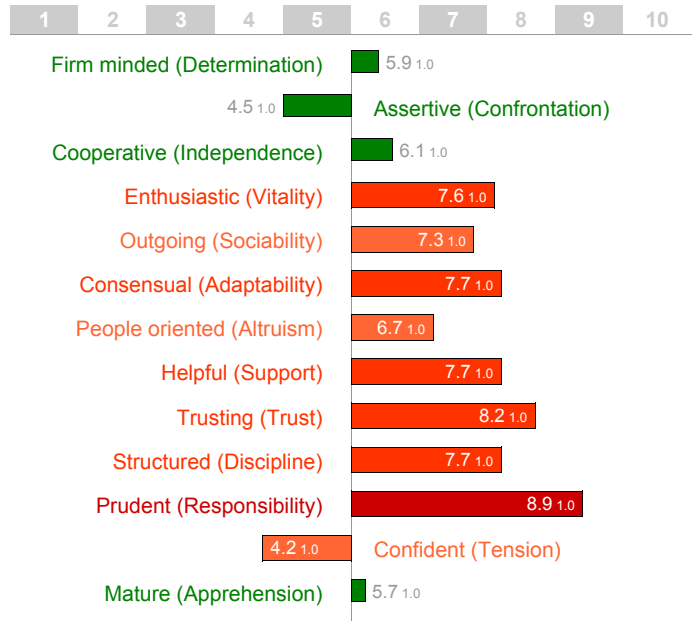
Role Description

This is a sample of Audition in Role Survey, Candidates Comparison and Interview Guide for demonstration.

Audition Template



Role Element Chart



Note: The horizontal bars on the Role Element Chart above indicate how far above or below "average" the ideal score lies. The words next to each bar are the verbal descriptors that would be used to describe an ideal candidate. The large numbers adjacent to each bar give the ideal score associated with the template for each sub-factor and the smaller number is the weight.

They would be described as:

- Warm and sympathetic manner
- Genuine interest in others and desire to help
- Has strong sense of morality and responsibility
- Will defend others and stand up for them
- May neglect own interests
- Risks taking on too much

They prefer:

- Helping people to develop their talents
- Responsibility for people
- Developing a sense of identity and culture
- Maintaining morale in the team

Audition - Profile Comparison

The profiles you have selected are shown below, ranked according to their 'closeness of fit' to the Audition Template that you chose.

The similarity score shows how close each respective profile is to the 'optimum' profile represented by the template - the higher the score, the closer the fit.

1	1		1			1										
1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th							
Poor Fit						Close Fit										
Name		Similarity		Role Element (see legend below)												
				1	2	3	4	5	6	7	8	9	10	11	12	13
Template				5.9	4.5	6.1	7.6	7.3	7.7	6.7	7.7	8.2	7.7	8.9	4.2	5.7
Weight				1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
7th decile																
1	Kan, F		53.6	7.2	3.9	6.4	2.7	2.6	5.2	6.6	6.0	6.6	5.5	5.7	4.7	5.5
4th decile																
1	Tin, B		45.2	4.8	2.6	1.9	3.1	2.6	4.0	6.7	5.8	5.9	7.7	7.7	8.7	9.0
2nd decile																
1	Woo, C		40.8	9.0	3.4	8.5	6.5	5.9	5.9	2.1	2.8	2.3	4.3	3.4	3.5	3.8
1st decile																
1	Siu, A		36.8	8.2	5.5	7.2	4.4	4.3	4.9	2.4	3.7	3.7	1.4	2.3	6.3	6.4
1 - Determination		4 - Vitality		7 - Altruism				10 - Discipline				12 - Tension				
2 - Confrontation		5 - Sociability		8 - Support				11 - Responsibility				13 - Apprehension				
3 - Independence		6 - Adaptability		9 - Trust												