Test scores

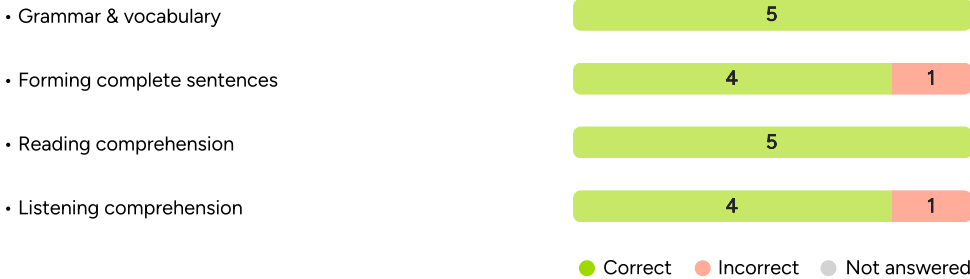**96th** percentile   **84%** raw score

Comparison group: **All candidates**

English C1 (Advanced)

91st percentile   90% raw score

The English C1 (Advanced) test evaluates a candidate's knowledge of the English language at the C1 level of the CEFR framework. This test will help you hire employees who can participate in demanding professional and social conversations in English.
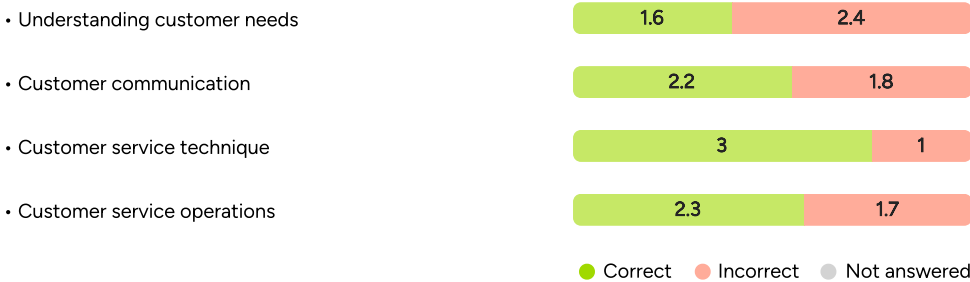
🔗 View full test description

Category		
• Grammar & vocabulary	5	
• Forming complete sentences	4	1
• Reading comprehension	5	
• Listening comprehension	4	1

🟢 Correct   🔴 Incorrect   ⚪ Not answered

⏱ Finished in 00:11:49 out of 00:12:00

Customer Service

49th percentile   57% raw score

This Customer Service test evaluates candidates' ability to interact appropriately and determine appropriate solutions. It will help you hire experts who can enhance your CS operations by improving customer satisfaction and avoiding negative impressions.

🔗 View full test description

Category		
• Understanding customer needs	1.6	2.4
• Customer communication	2.2	1.8
• Customer service technique	3	1
• Customer service operations	2.3	1.7

🟢 Correct   🔴 Incorrect   ⚪ Not answered

⏱ Finished in 00:09:44 out of 00:10:00

Problem Solving

99th percentile   100% raw score

This Problem Solving test evaluates candidates' ability to define problems and analyze data and textual information to make correct decisions. This test helps you identify candidates who use analytical skills to evaluate and respond to complex situations.

🔗 View full test description

• Creating and adjusting schedules	3
• Interpreting data and applying logic to make decisions	3
• Prioritizing and applying order based on a given set of rules	3
• Analyzing textual and numerical information to draw conclusions	3

● Correct   ● Incorrect   ● Not answered

Attention to Detail (Textual)

95th percentile   87% raw score

This Attention to Detail (Textual) test evaluates candidates' attention to textual detail while processing information. This test helps you identify candidates who can thoroughly and carefully handle intricate processes.

🔗 View full test description

• Matching information	4	
• Filtering information	3	1
• Comparing statements for differences	3	1
• Checking the consistency of information	4	

● Correct   ● Incorrect   ● Not answered

⏱ Finished in 00:10:39 out of 00:12:00

Personality

⏱ Finished in 00:02:47 out of 00:10:00

CS: Quiet and self-controlled

Introduction to DISC

The DISC test is one of the most popular personality tests used in the workplace. This test shows how someone is likely to behave in their work environment and is therefore valuable in understanding candidates more deeply in preparation for interviews. The model uses the basic styles of Dominance (D), Influence (I), Steadiness (S), and Conscientiousness (C), which may appear alone or in combination with another style. The letters of the personality types correspond with these four styles.

CS type description

CSs feel comfortable on their own. They value solitary time and activities by themselves, and they limit their social interactions. They are rational and like to avoid problems.

In personal relationships

Because they are highly independent and often perfectionists, CSs may have difficulty relating to many people. Their social interactions are limited, but they do not feel unhappy or unfulfilled because of this. In their personal relationships, they set strong boundaries and assertively communicate their need for alone time.

At work

In the workplace, CSs take a logical approach and gather as much data as possible before making a decision, which generally makes the process quite time-consuming. They value step-by-step methodology and do not mind answering questions multiple times to ensure everyone's full understanding of the plan.
As leaders, CSs take a conservative approach, and they provide a sense of continuity in the team.
As team members, they develop high standards, follow existing procedures, and ensure that people who perform poorly are sanctioned. Under pressure, they let others take the lead. When in doubt, they turn to an expert.

Their best attributes

Quiet and self-controlled individuals, CSs are meticulous and analytical when it comes to decision-making and problem-solving. They have a strong sense of right and wrong.

Their main challenges

These individuals tend to be overly cautious. They are more interested in facts than people and are often dependent on established procedures or people in positions of authority. Because they are perfectionists, it is not uncommon for them to find overly complex solutions to simple problems. They may take a long time to get something accomplished.

Tips for communicating and working with a CS

CSs respond best to logical, rather than emotional, communication. When you communicate with them:

- Be clear, addressing precisely what you want to say rather than speaking in metaphors or using sarcasm.
- Recognize that CSs often prefer written communication over in-person conversations.
- Keep conversations and meetings short, concise, and directed.

To help them achieve their potential at work:

- Schedule meetings and use a prepared agenda rather than holding impromptu meetings.
- Do not speak about things that do not relate to the topic at hand, or in a way that is disorganized or without context.
- Allow them to work with individuals who are organized, good listeners, and grounded.
- Recognize that CSs thrive on working with people who can bring others together well; doing so allows them to expand their network and become more involved with their colleagues.

Possible coaching points:

- The CS may need coaching to regularly show warmth and understanding toward others, as well as offering them recognition.
- Although their attitude is friendly, they may neglect the interpersonal, social side of interactions. Helping them focus on the social nature of interactions can help them become more tolerant of conflict and see why it may be necessary.

Discussion points

Use these discussion points during the interview to gain deeper insight into the candidate, and to provide the candidate with role details that are likely to be important to them.

- To what degree does this role require social interactions? Is there enough focus on the work within this role for the candidate?
- What types of problems is someone in this role expected to resolve? To what extent will they need to create novel solutions?
- To what degree does someone in this role experience time pressure and short deadlines? What support do they receive for handling these time pressures?

Custom questions

Essay	☆☆☆☆☆ 0.0
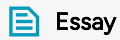
Write a concise email to a potential client, John Smith, who has been identified as the decision maker at a medium-sized staffing firm.

Your organisation offers HR evaluation software specifically for staffing companies. The goal is to send an introductory email containing a brief overview of your offerings and reasons for having a conversation.

What to look for in the answer?

Ability to write clearly and present information in a persuasive and professional manner.

Answer

Hi John,

I hope you're doing well! I'm Usman from HR Pros, and we work with staffing firms to simplify and improve how they evaluate and place candidates.

Our HR evaluation software is designed to help teams like yours make faster, smarter hiring decisions. Streamlining candidate assessments frees up time for what matters most—building relationships and delivering great results to clients.

Would you be open to a quick chat this week? I'd love to learn more about your challenges and share how we've helped similar firms succeed.

Warm regards,

Muhammad Usman

⏱ Finished in 00:04:00 out of 00:10:00