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# Bank Teller

**Name:** John Sample

**Date of Testing:** 01/07/2011

**Organization:** Pearson Sample Corporation

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## Introduction

This report provides information about a candidate's potential fit for the position of bank teller. Bank tellers typically perform the following activities:

- Listen to customers to identify needs for additional products and services.
- Resolve customer issues and complaints.
- Process deposits and withdrawals.
- Balance cash drawer at the end of each work shift.
- Verify that checks have complete information and signature(s) before processing.
- Arrange cash and coins according to denomination.
- Identify errors when debits and credits do not balance.

This report includes information on the candidate's potential to perform these types of activities, based on an assessment of the candidate in four key areas:

- Verbal Ability
- Numerical Ability
- Speed and Accuracy
- Work Style Compatibility

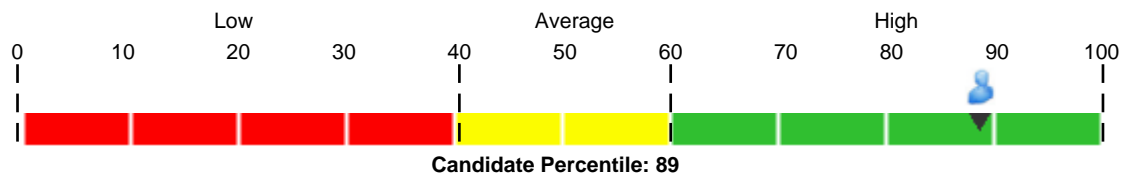
Research by the Department of Labor has found that the abilities and work styles measured in this assessment are important for successful performance as a bank teller. Bank tellers with a high level of the abilities assessed are able to communicate effectively with customers and coworkers (Verbal Ability), manipulate quantitative information related to financial transactions (Numerical Ability), and accurately handle detail-oriented tasks in a fast-paced environment (Speed and Accuracy). Similarly, bank tellers with certain work styles (e.g., Dependability, Stress Tolerance, Adaptability/Flexibility) are able to meet the demands and expectations of the role.

For more information on use of this report for employee selection, or on the reliability and validity of this selection tool, please consult the [User's Guide for Occupational Solution: Bank Teller](#).



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## Overall Fit



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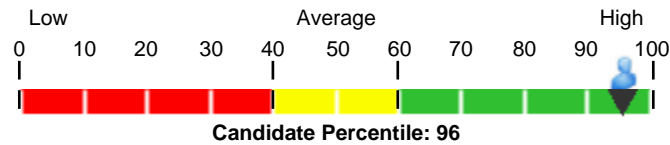
## Score Interpretation

The overall fit score is based on a combination of abilities and work styles that are critical for a bank teller.

This candidate's overall fit score is in the high (green) range. Based on this score, it is likely that the candidate is a good fit for a bank teller position.

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## Ability Summary



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This candidate obtained an overall ability percentile score of 96. The overall ability score includes performance on tests of verbal, numerical, and speed and accuracy abilities. This score indicates an overall level of general ability required to handle the intellectual tasks required in a bank teller role.

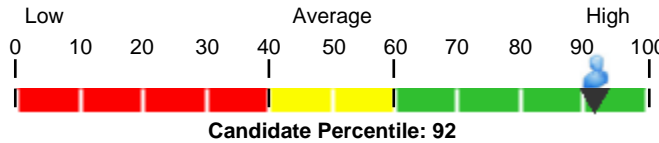
This candidate's score is in the high (green) range. Compared to other bank tellers, this candidate is likely to perform tasks requiring verbal ability, numerical reasoning and computation, and perceptual speed and accuracy with a high level of effectiveness.

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# Ability Details

## Verbal

Is likely to struggle in activities requiring verbal skills (e.g., reading, writing, comprehending written and spoken words).



Is likely to excel in activities requiring verbal skills (e.g., reading, writing, comprehending written and spoken words).

Vocabulary

Score

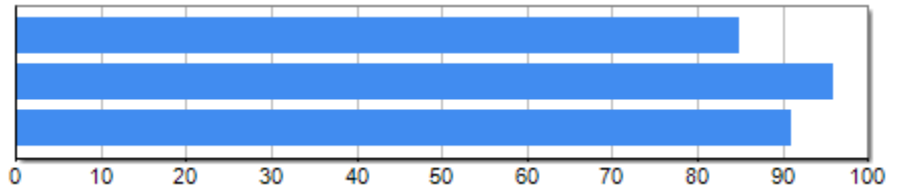
85

Reading Comprehension

96

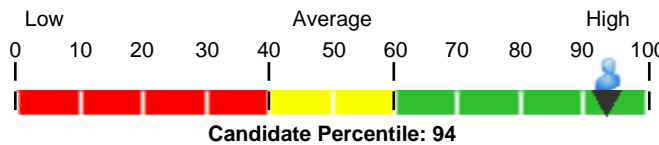
Grammar

91



## Numerical

May have difficulty performing tasks requiring numerical reasoning and accurate computation using basic math abilities.



Is likely to excel in activities requiring numerical reasoning and accurate computation using basic math abilities.

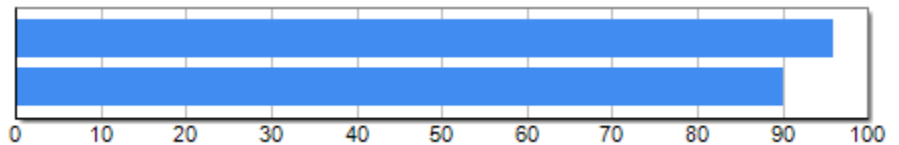
Numerical Reasoning

Score

96

Estimation

90

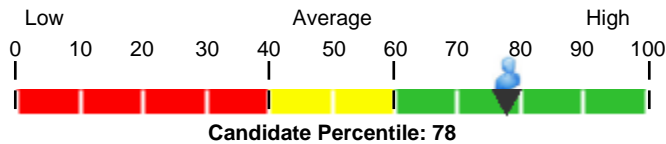




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## Work Style Compatibility

Low compatibility with the work styles required for success as a bank teller.



High compatibility with the work styles required for success as a bank teller.

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## Score Interpretation

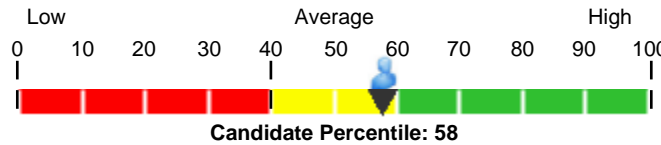
This candidate obtained a Work Style Compatibility percentile score of 78. This score indicates that the candidate is a good fit based on the work styles required for successful performance as a bank teller.

# Work Styles

## Interpersonal Orientation

### Cooperation

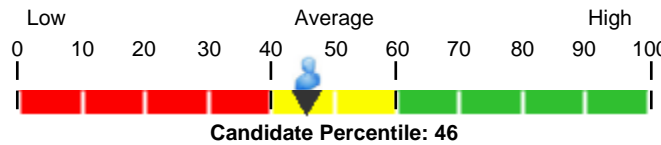
May not be consistently pleasant, good-natured, or cooperative.



Is likely to consistently demonstrate a pleasant, good-natured, and cooperative attitude with others on the job.

### Concern for Others

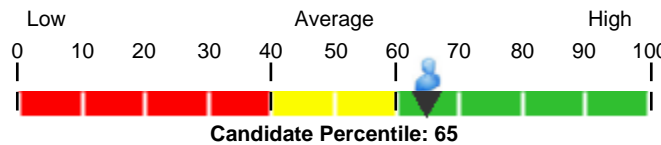
May miss opportunities to demonstrate sensitivity, caring, and support for others on the job.



Is highly sensitive to the needs and feelings of others and highly supportive; very high scores may hesitate to deliver tough messages.

### Social Orientation

Is likely to prefer working alone or in small groups and to be indifferent as to whether work colleagues are personal friends.



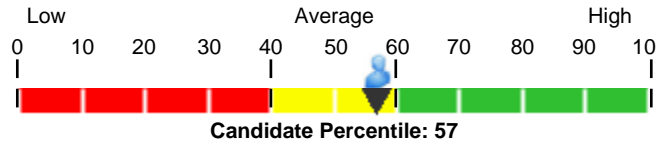
Enjoys working with others on the job and having work colleagues as friends; very high scores may be uncomfortable working alone.

# Work Styles

## Adjustment

### Self-Control

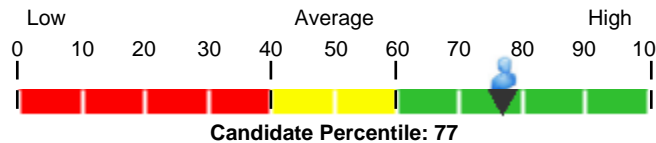
May not maintain composure as consistently as peers; may be prone toward open displays of emotion.



Is likely to maintain composure and control anger, even in very difficult situations.

### Adaptability/Flexibility

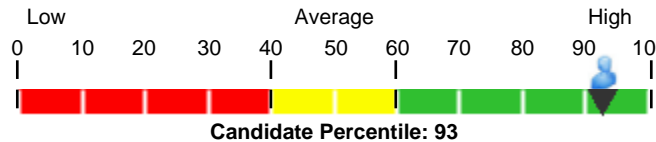
Is not likely to enjoy or look forward to change or variety in the workplace.



Enjoys and looks forward to change and variety in the workplace.

### Stress Tolerance

May have little tolerance for criticism, or for stress imposed by other people or circumstances.



Is likely to accept criticism well and remain calm even when facing high pressure or stress imposed by other people or circumstances.

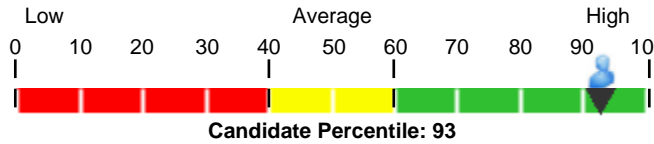


# Work Styles

## Conscientiousness

### Dependability

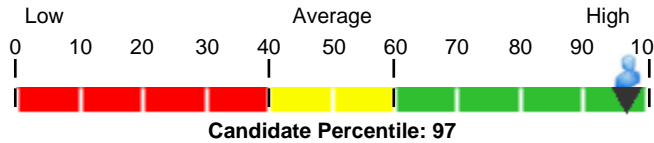
May be inconsistent or casual about fulfilling job and work obligations.



Is likely to consistently fulfill job and work obligations.

### Attention to Detail

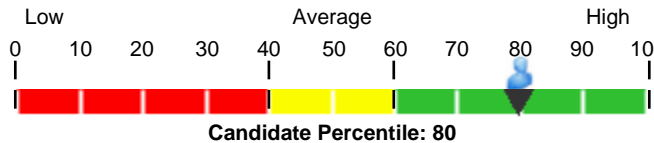
Is likely to prefer tasks and issues that require a more global focus to those that require high attention to detail.



Enjoys and is likely to excel at tasks that require a strong focus on detail and a need for thoroughness.

### Integrity/Rule-Following

Is not likely to demonstrate strict adherence to rules and regulations across situations.

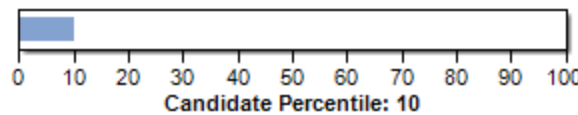


Is likely to demonstrate strict adherence to rules and regulations and to do things "by the book."

## Unlikely Virtues

### Unlikely Virtues

Acknowledged self-limitations in responses; not concerned about making a positive impression.



Minimized self-limitations in responses; appears concerned about making a positive impression.

**Note.** The Work Style scores should be interpreted with caution if the Unlikely Virtues percentile score is higher than or equal to 95.