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.
Overall Fit

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.
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.
**Ability Details**

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

<table>
<thead>
<tr>
<th>Score</th>
<th>85</th>
<th>96</th>
<th>91</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vocabulary</td>
<td></td>
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<tr>
<td>Reading Comprehension</td>
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<tr>
<td>Grammar</td>
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</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Score</th>
<th>96</th>
<th>90</th>
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</thead>
<tbody>
<tr>
<td>Numerical Reasoning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Estimation</td>
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</tbody>
</table>

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

Speed and Accuracy

May have difficulty performing tasks that require accurate attention to detail and quick ordering, coding, and/or retrieval of alphabetical and numerical information (e.g., spreadsheets, customer lists, account information).

Is likely to excel in activities that require accurate attention to detail and quick ordering, coding, and/or retrieval of alphabetical and numerical information (e.g., spreadsheets, customer lists, account information).

Candidate Percentile: 99
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**

### 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.

**Candidate Percentile: 58**

### 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.

**Candidate Percentile: 46**

### 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.

**Candidate Percentile: 65**
Work Styles

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

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

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

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

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

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.

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

Integrity/Rule-Following
Is not likely to demonstrate strict adherence to rules and regulations across situations.

Unlikely Virtues
Acknowledged self-limitations in responses; not 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.