



••••• Multiple Audition - Candidate comparison
Administration
Customer Service
Customer Service Manager
Department Manager

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Multiple Audition Candidate Comparison - Introduction

This report shows how this selected group of respondents compare to a number of templates simultaneously. This is helpful where there may be a number of possible roles and a you need to find the best overall fit. This report compares your group to the following templates:

- 1 Administration Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.
- 2 Customer Service This tempalte was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive
- 3 Customer Service Manager Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.
- 4 Department Manager Managers of departments

People who score highest on the most templates go to the top of the list. The process is described in the Audition User Guide.

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.

Templates

The templates that you have selected for this Multiple Audition comparison are:

- 1 Administration Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.
- 2 Customer Service This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive
- 3 Customer Service Manager Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.
- 4 Department Manager Managers of departments

Name	Competency (see legend above)			
	1	2	3	4
Person 13	63.1	57.0	68.3	47.0
Person 6	59.3	55.3	60.8	52.8
Person 9	59.8	54.3	52.8	47.6
Person 1	53.6	49.1	46.6	59.9
Person 11	57.4	56.4	51.2	46.3
Person 2	45.1	49.8	49.9	57.3
Person 3	44.6	40.4	40.3	57.3
Person 13	52.7	50.5	46.2	44.4
Person5	47.0	42.8	52.4	54.1
Person 7	50.3	48.4	51.2	49.5
Person 15	48.9	46.3	53.3	43.1
Person 16	49.9	53.2	42.0	43.1
Person 4	31.4	26.5	29.4	54.1
Person 18	51.3	48.7	46.6	41.8
Person 8	44.2	35.9	47.8	48.3
Person 12	42.7	42.5	36.1	45.7
Person 17	40.4	43.9	34.4	42.5
Person 14	35.2	41.4	29.0	43.7
Person 19	36.6	39.7	34.4	41.2

Person 10

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Likes new ideas and change - gets bored easily? Look for evidence of long term focus Much prefers working with other people. How effective are they without other people's input?
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise Obviously enthusiastic about new ideas - can remain focused and not get distracted?
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Self doubting. Look for examples of how they have managed to build their skills Relaxed and responsive. Can they stay focused?
Department Manager	Managers of departments	 Poor Fit Close Fit	Self critical and worrying. What have they managed to improve? Negative and doubtful. Avoids difficult or new situations?

Person 6

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise Capable of deciding alone - is there evidence of going along with the team view?
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise Goes own way - is there evidence of consulting with and adapting to others?
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise Fairly quiet - how quickly will they fit into a team. Look for examples of joining a new team
Department Manager	Managers of departments	 Poor Fit Close Fit	Uncertain. Tendency to stick to what he/she does well. How accepting of new or different approaches? Fairly quiet - how quickly will they fit into a team. Look for examples of joining a new team

Person 9

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Strong views. Look for examples of giving way to another's idea
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise Reserved and distant - look for evidence of working with a team
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?
Department Manager	Managers of departments	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Self critical and worrying. What have they managed to improve?

Person 1

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Optimistic and forward thinking. Has this always been realistic or have things sometimes turned out to be more serious than originally thought?
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Creative and free thinking. Look for any evidence of planning ahead
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?
Department Manager	Managers of departments	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?

Person 11

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Imaginative but unstructured in approach. How much planning is done?
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Creative and free thinking. Look for any evidence of planning ahead
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?
Department Manager	Managers of departments	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Self critical and worrying. What have they managed to improve?

Person 2

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise Avoids confrontation. Look for evidence of addressing issues
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise Goes own way - is there evidence of consulting with and adapting to others?
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise Avoids confrontation. Look for evidence of addressing issues
Department Manager	Managers of departments	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise More people than task focused. Do they get taken advantage of?

Person 3

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Goes own way - is there evidence of consulting with and adapting to others? Very optimistic. Do they underestimate problems and risks?
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Goes own way - is there evidence of consulting with and adapting to others? Leaves people to sort themselves out - look for willingness to help
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Goes own way - is there evidence of consulting with and adapting to others? Reserved and distant - look for evidence of working with a team
Department Manager	Managers of departments	 Poor Fit Close Fit	Goes own way - is there evidence of consulting with and adapting to others? Self critical and worrying. What have they managed to improve?

Person 13

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Avoids confrontation. Look for evidence of addressing issues
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Goes own way - is there evidence of consulting with and adapting to others?
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Avoids confrontation. Look for evidence of addressing issues
Department Manager	Managers of departments	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Self critical and worrying. What have they managed to improve?

Person 5

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise Very optimistic. Do they underestimate problems and risks?
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise Much more assertive than most. Look for examples of having held back and considered the information before acting
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise Very optimistic. Do they underestimate problems and risks?
Department Manager	Managers of departments	 Poor Fit Close Fit	Self critical and worrying. What have they managed to improve? Much more assertive than most. Look for examples of having held back and considered the information before acting

Person 7

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Creative and free thinking. Look for any evidence of planning ahead Avoids confrontation. Look for evidence of addressing issues
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Creative and free thinking. Look for any evidence of planning ahead Permissive - look for evidence of recognising principles and standards
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Creative and free thinking. Look for any evidence of planning ahead Permissive - look for evidence of recognising principles and standards
Department Manager	Managers of departments	 Poor Fit Close Fit	Negative and doubtful. Avoids difficult or new situations? Creative and free thinking. Look for any evidence of planning ahead

Person 15

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Creative and free thinking. Look for any evidence of planning ahead Can be stubborn. Look for examples of flexibility and compromise
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Creative and free thinking. Look for any evidence of planning ahead Can be stubborn. Look for examples of flexibility and compromise
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Creative and free thinking. Look for any evidence of planning ahead Permissive - look for evidence of recognising principles and standards
Department Manager	Managers of departments	 Poor Fit Close Fit	Negative and doubtful. Avoids difficult or new situations? Creative and free thinking. Look for any evidence of planning ahead

Person 16

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?
Department Manager	Managers of departments	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Self critical and worrying. What have they managed to improve?

Person 4

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Leaves people to sort themselves out - look for willingness to help Can be stubborn. Look for examples of flexibility and compromise
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Leaves people to sort themselves out - look for willingness to help Can be stubborn. Look for examples of flexibility and compromise
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Leaves people to sort themselves out - look for willingness to help Reserved and distant - look for evidence of working with a team
Department Manager	Managers of departments	 Poor Fit Close Fit	Self critical and worrying. What have they managed to improve? Reserved and distant - look for evidence of working with a team

Person 18

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Self critical and worrying. What have they managed to improve?
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise Goes own way - is there evidence of consulting with and adapting to others?
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?
Department Manager	Managers of departments	 Poor Fit Close Fit	Self critical and worrying. What have they managed to improve? Reserved and distant - look for evidence of working with a team

Person 8

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Goes own way - is there evidence of consulting with and adapting to others? Leaves people to sort themselves out - look for willingness to help
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Goes own way - is there evidence of consulting with and adapting to others? Leaves people to sort themselves out - look for willingness to help
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Leaves people to sort themselves out - look for willingness to help Goes own way - is there evidence of consulting with and adapting to others?
Department Manager	Managers of departments	 Poor Fit Close Fit	Self critical and worrying. What have they managed to improve? Goes own way - is there evidence of consulting with and adapting to others?

Person 12

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Can be stubborn. Look for examples of flexibility and compromise Reserved and distant - look for evidence of working with a team
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?
Department Manager	Managers of departments	 Poor Fit Close Fit	May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance? Reserved and distant - look for evidence of working with a team

Person 17

Competency	Definition	Similarity	Biggest gaps
Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Creative and free thinking. Look for any evidence of planning ahead Permissive - look for evidence of recognising principles and standards
Customer Service	This template was for Inbound Customer Service Template. For more info see Customer Service Validation under FacetLive	 Poor Fit Close Fit	Creative and free thinking. Look for any evidence of planning ahead Permissive - look for evidence of recognising principles and standards
Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Permissive - look for evidence of recognising principles and standards Creative and free thinking. Look for any evidence of planning ahead
Department Manager	Managers of departments	 Poor Fit Close Fit	Negative and doubtful. Avoids difficult or new situations? Permissive - look for evidence of recognising principles and standards

Person 11

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Administration	Template based on profiles for 217 English Speaking people working in administrative roles. 67.7% female, 29% male balance unknown.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team Self critical and worrying. What have they managed to improve?
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Department Manager	Managers of departments	 Poor Fit Close Fit	Self critical and worrying. What have they managed to improve? May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?

Person 19

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Customer Service Manager	Template designed to help select staff to fulfil roles as Customer Service Assistants. CSAs are expected to provide a high level of understanding, support and follow through to customers of the organisation.	 Poor Fit Close Fit	Reserved and distant - look for evidence of working with a team May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance?
Department Manager	Managers of departments	 Poor Fit Close Fit	May seem uninterested and hard to enthuse. Examples of enthusiastic acceptance? Reserved and distant - look for evidence of working with a team