The three scales of the Hogan Advantage Report are defined as follows:

**DEPENDABILITY**
This scale concerns being a good organizational citizen by following rules, accepting supervision, exercising self-control, finishing assignments, and avoiding unnecessary risks. Persons with high scores tend to be consistent, reliable, and self-disciplined. Persons with low scores tend to be impulsive, distractible, and possibly non-conforming.

**COMPOSURE**
This scale concerns the degree to which a person seems calm, even-tempered, and good humored. Persons with high scores seem to handle stress and pressure well by remaining steady, composed, and unruffled, and they tend to exert a calming influence on others. Persons with low scores tend to be tense, moody, and sensitive, and their performance may suffer when they are stressed.

**CUSTOMER FOCUS**
This scale concerns the degree to which a person can provide good customer service when it is appropriate; it is not about being charming or friendly—many introverts are good at customer service and many extraverts are bad. Persons with high scores on this measure tend to be calm, courteous, civil, and patient. Persons with low scores tend to seem inattentive, distracted, tense, and possibly abrupt.

### DEPENDABILITY

- **LOW**
- **BELOW AVERAGE**
- **AVERAGE**
- **ABOVE AVERAGE**
- **HIGH**

1

- If you discovered another employee stealing, what might you do?
- Think about the last time you had an obnoxious co-worker. How did you handle the situation?

### COMPOSURE

- **LOW**
- **BELOW AVERAGE**
- **AVERAGE**
- **ABOVE AVERAGE**
- **HIGH**

88

- Are there any work situations that you might find stressful?
- How do you feel about being interrupted when you are working?

### CUSTOMER FOCUS

- **LOW**
- **BELOW AVERAGE**
- **AVERAGE**
- **ABOVE AVERAGE**
- **HIGH**

70

- Have you ever had an impossible customer? Tell me about it.
- On a scale from 1 to 10, how friendly would you say you are?

**THIS CANDIDATE'S OVERALL EMPLOYABILITY SCORE IS** 53%

The results contained in this report are NOT meant to supersede the judgment of a hiring manager. Rather, a hiring manager should use these results as one input into his/her process for arriving at a hiring decision regarding the candidate.