

## Sample Ideal Candidate Profile

This is a sample ideal candidate profile for a company that makes a smartphone app for travelers who are exploring new cities.

**Must-Haves:** Characteristics an employee must have to be successful in this organization

**Nice-to-Haves:** Characteristics an employee must have to be successful in this organization

Customer Service Vision: We help travelers discover new experiences.

Characteristics	Screening Tests
<b>Must-have</b>	<b>How will you screen candidates?</b>
Helpful	Email simulation <ol style="list-style-type: none"><li>1. Read a sample customer email.</li><li>2. Write a response.</li></ol> Good response: <ul style="list-style-type: none"><li>• Clearly written with a friendly tone</li><li>• Answers the customer's question (the answer can be found on our website)</li><li>• Offers additional assistance</li></ul>
Curious	Interview question "Tell me about something interesting about your city that most visitors would not know about." Good response: <ul style="list-style-type: none"><li>• Describes something interesting in their city</li><li>• Story includes details that demonstrate curiosity</li></ul>
Adventurous	Interview question "Tell me about a time when you decided to step outside your comfort zone." Good response: <ul style="list-style-type: none"><li>• Clear story relating either a work or personal experience</li><li>• Response indicates a willingness to try something new</li></ul>

