



Sample - Applicant Scorecard and STAR Rating

Criteria	Score (1 to 10 For Each Criteria)	Comment
1. Suitable Appearance		
2. Helpful to Others (Team Oriented vs. Individual)		
3. Short Job Travel Distance	N/A	
4. Follows a Plan and Rules		
5. Has Attention to Detail		
6. Gives Extra Effort		
7. Positive Safety Attitude		
8. Task Completion, Within Time Constraints		
9. Ability to Solve Problems, Resourceful vs. Creative		
10. Good Interpersonal Skills		
11. Verbal & Non-Verbal Communication Skills		
TOTAL (100 Possible)		
STAR RATING		Divide TOTAL Score by 20 and round to the nearest whole number.

	1 Star	2 Star	3 Star	4 Star	5 Star
Score	0-19	20-39	40-59	60-79	80-100
The Star Rating must be updated on the applicant's profile page in the ITN system.					



Understanding the Scorecard

To maintain consistency companywide, this interview scorecard removes the guess work. Possible scores range from 1-10 for each item. Please see the guidance below to get a better understanding of the minimum, median and maximum (1,5,10 point) scoring rubric.

Scoring Guide

1: Suitable Appearance:

- 1 – Not Suitable: dirty clothes
- 5 – Somewhat Suitable: wrinkled clothes
- 10 – Suitable: clean & neat, obvious attention to detail in personal appearance

2: Helpful to Others:

- 1 – Not Helpful: unable to articulate examples on how they have assisted on their previous teams, gives very general answers
- 5 – Somewhat Helpful: will invest small amounts of effort into others; can articulate with 2 or more examples
- 10 – Very Helpful: invests significant effort in helping others and can articulate with various examples where they have gone above and beyond and set personal interests aside to help others

3: Short Travel Distance to Jobsite: Not scored, but should be considered

4: Follows a Plan and Rules:

- 1 – Cannot Follow: gives examples where they showed lack of adherence to a specific plan or process
- 5 – Somewhat Can Follow: gives examples where they follow plans and processes most of the time, but they are willing to use a shortcut to benefit themselves in the interest of saving time, energy or effort.
- 10 – Can Follow: can speak in great length about the successes of following the rules and plans set in place, even when difficult or in adverse situations

5: Attention to Detail:

- 1 – No Attention to Detail: unable to articulate processes of detail cleaning
- 5 – Partial Attention to Detail: can describe some processes of detail cleaning
- 10 – Strong Attention to Detail: can fully articulate methods and examples of detail cleaning

6: Gives Extra Effort: *Scored considering amount of energy and time given to team

- 1 – Does Not Give Extra Effort: unable to explain situation where extra effort was given
- 5 – Gives Moderate Effort to help team but within parameters of saving time or benefitting themselves
- 10 – Gives Extra Effort: able to easily articulate different examples of giving extra effort and time to help the team, showing self-sacrificing tendencies



7: Positive Safety Attitude: Awareness vs Actively Safe

1 – Has a casual attitude towards safety protocols: Cannot articulate examples where they took initiative in ensuring safe environment for themselves and their team

5 – Somewhat aware and will take some actions/precautions to initiate safe practices on the job

10 – Highly aware of safety and motivated to take action: can articulate proper safety protocol and views safety protocols with high regard for themselves, their team, and on the job site

8: Completes Tasks in Allotted Time: Goal oriented and manages time effectively to achieve goals

1 – Has a casual attitude towards completing tasks on time: they are task oriented but if they do not meet a deadline, it's manageable and not critical

5 – Somewhat goal oriented and desires to complete tasks on time: shows initiative where they complete their own tasks on time and aware of tasks completed in alignment with the team goals

10 – Highly aware of completing tasks on time for themselves and the team: fully able to explain and articulate methods used to complete tasks in the allotted amount of time

9: Ability to Solve Problems: Understanding problem and being proactive/outgoing to solve it

1 – Understands problems but lacks initiative to solve it and consider consequences of not getting the job done despite the problem

5 – Can somewhat solve problems: expends minimal to moderate effort to solve a problem because they desire to complete the task

10 – Highly aware of problems and takes proactive approach & communicates effectively so that task is still completed (demonstrates outgoing attitude and gives examples of their iterative thought process on how they achieved a solution)

10: Good Interpersonal Skills: Is this person likable and would you want to work on a team with this person?

1 – Not very likable: unable to build rapport & shared interest with others

5 – Average likability: reasonably good ability to interact with others

10 – Very likable: would want them on your team, can relate and interact exceptionally well with others

11: Verbal & Non-Verbal Communication Skills and Demeanor (spoken words, voice/tone, body language)

1 – Poor communication skills: does not make eye contact while speaking, struggles to speak in complete sentences, does not demonstrate active listening skills

5 – Communication skills need development: possess some qualities of good communication but needs moderate training i.e. makes some eye contact, active listener, speaks in complete sentences and open body language (not crossing arms)

10 – Good communication skills: appears to have the skillset to communicate with anyone in any situation, active listener and asks relevant questions, maintains good eye contact during interview