

**PHYSICAL CHARACTERISTICS & PERSONALITY TRAITS  
FOR FIRST AND SECOND LEVEL POSITIONS  
USER'S GUIDE**

**PHYSICAL CHARACTERISTICS & PERSONALITY TRAITS (5 points)**

CRITERIA	RATING				
	<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>
<b>1. ATTITUDE (2 points)</b>					
➤ Professional in dealing with clients and co-workers	1.00	0.80	0.60	0.40	0.20
➤ Emotionally mature (patient, cooperative and discreet)	0.50	0.40	0.30	0.20	0.10
➤ Courteous, enthusiastic and with sense of humor	0.50	0.40	0.30	0.20	0.10
<b>2. COMMITMENT (2 points)</b>					
➤ Responsible	1.00	0.80	0.60	0.40	0.20
➤ Adhering to the code of moral values	0.50	0.40	0.30	0.20	0.10
➤ Willing to render overtime service even without pay	0.50	0.40	0.30	0.20	0.10
<b>3. APPEARANCE (1 points)</b>					
➤ In prescribed dress code	0.50	0.40	0.30	0.20	0.10
➤ <u>Well-groomed</u> (neat and clean)	0.50	0.40	0.30	0.20	0.10