

Date: Jul 13, 2008



Name: Tom Tester
ID: 295689



Hospitality Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

- Tom learns at a higher rate of speed than average which may cause boredom in many routine hospitality roles
- Tends to focus on longer term and strategic issues rather than on immediate issues and tasks
- When Tom becomes bored, the lack of focus on routine tasks could cause quality and service issues
- May be better suited for situations where more complex problem solving skills are valued and needed

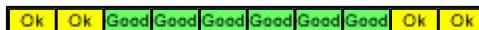
Question: Describe a time when you came up with a great new way to accomplish something in your job. What happened?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable



- Tom may miss critical details
- Tom's faster learning speed can allow for big picture thinking
- Tom tends to be more comfortable than most people in dealing with interruptions and simply having to react to several things at once
- Tends to be reactive to customer's needs and easy going when it comes to schedules and details
- May be better suited for hospitality roles where the expectation is to simply react to incoming requests that are not overly detail oriented

Question: Describe a time when you overlooked an important detail and it caused you to make a mistake in your work. What happened?

Tough Minded

Cooperative
Agreeable



Direct
Determined



- Tom tends to be tough minded and direct which may make it difficult to be tactful and warm with customers
- May have difficulty taking direction from others
- Tom may be better suited for hospitality positions that requires them to deal with a lot of confrontation and conflict management
- Direct approach can be helpful when necessary to point out problems or issues that could create a better experience for the customer

Question: Describe a situation when you had to deal with a difficult customer. What were they asking for and how did you handle it?

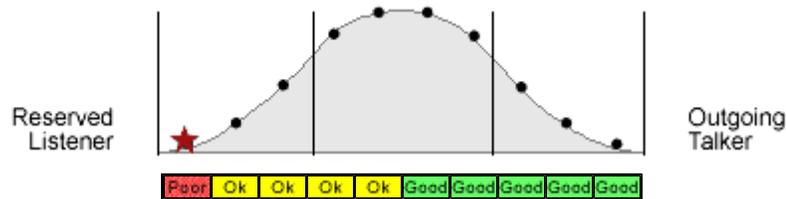
Conventional (Rules)



- Tends to consistently follow service standards, policies and safety procedures
- Others will usually view Tom as being consistent and thorough when following procedures
- Tom may find it difficult to deal with changes in procedures and will need extra time to adapt to changes

Question: Describe a situation when you were asked to take care of a request or situation that you had not handled before and you were not sure of the right way to handle it. What did you do?

Extroversion



- Tom tends to be quiet and shy which can be seen by others as a lack of interest or warmth
- May be better suited for those hospitality positions where direct interaction with customers is minimal and the ability to work alone is valued

Question: Describe a time when you were able to work on your own most of the day without interruptions from other people. What did you like about it?

Stable

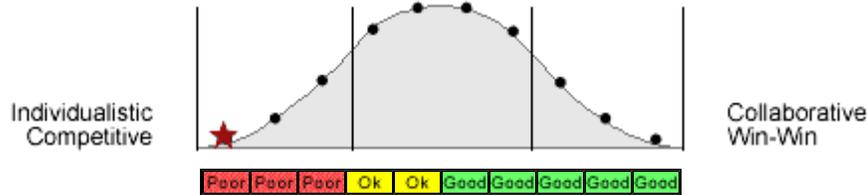


- Tom tends to feel stress faster than others
- In highly stressful conditions, Tom may become anxious
- Tom will generally be very sensitive to customer needs which can be valuable in many

hospitality roles

Question: Describe a time when a guest was being particularly demanding and you felt that you needed to handle their request in a different way than according to normal procedures. What happened?

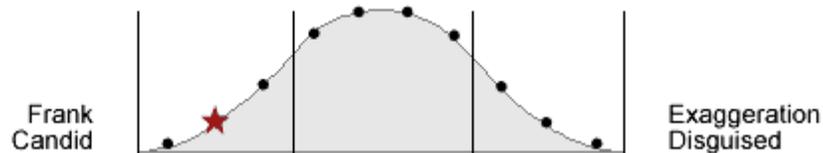
Team



- Tom is generally competitive and self-confident
- May have difficulty working on a team and being collaborative
- It may be important that Tom have an outlet for competition outside of the job given that many hospitality positions are not competitive in nature

Question: Tell me about a time when you felt that you did not get the rewards and recognition that you deserved for your hard work. What was the situation?

Good Impression (Social Desirability)



- Tom's responses have been frank and open

*The participant has scored in the "red zone" in 3 areas.

Overall
54% *

Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

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Hospitality Interview Questions

General Reasoning (Cognitive)

Question: Describe a time when you were very happy in your job. What tasks did you handle each day?

Question: Tell me about a time when a guest kept asking you the same question over and over again. What did you do?

Question: Give me an example of a job where you were given many simple or routine tasks to perform daily. How did this affect your motivation to come to work every day?

Conscientious (Organization)

Question: Describe a time when you overlooked an important detail and it caused you to make a mistake in your work. What happened?

Question: Tell me about a time when you became impatient with a guest and you did something that you had to correct later.

Question: Give me an example of a time when you were able to react quickly to a request. What was the situation?

Tough Minded

Question: Tell me about a time when you became impatient with a customer because they were being unreasonable. What happened?

Question: Describe a situation when you had to deal with a difficult customer. What were they asking for and how did you handle it?

Question: Tell me about a time when you disagreed with a supervisor about how a customer situation should be handled. What did you do?

Conventional (Rules)

Question: Describe a situation when you were asked to take care of a request or situation that you had not handled before and you were not sure of the right way to handle it. What did you do?

Question: How have you handled a situation where there was no procedure in place?

Question: Tell me about a time an important guest wanted something that was not consistent

with policy. What did you do?

Extroversion

Question: Describe a time when you were able to work on your own most of the day without interruptions from other people. What did you like about it?

Question: Give me an example of a time that a guest praised you for your ability to listen to them. What was the situation?

Question: Tell me about a time at work when you needed to take a break and get away from people for a while. What was it like?

Stable

Question: Describe a time when a guest was being particularly demanding and you felt that you needed to handle their request in a different way than according to normal procedures. What happened?

Question: Give me an example of how you have dealt with a lot of stress in your job every day. What did you do?

Question: Describe a time when you became very irritated with a guest and lost your cool. What happened?

Team

Question: Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

Question: Give me an example of a time when a coworker needed your help with a guest. What was the situation and how did you handle it.

Question: Tell me about a time when you felt that you did not get the rewards and recognition that you deserved for your hard work. What was the situation?

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