

Date: Jul 13, 2008



Name: Tom Tester
ID: 295689



Server Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



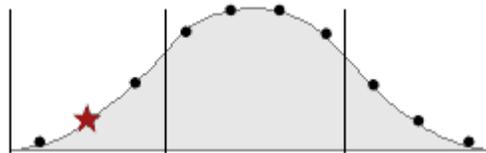
Faster Processing
Needs Intellectual Challenge

- Tom's quicker learning speed can be very helpful particularly if the menus and special requests from customers are typically complex
- Tom can easily become bored which can may appear as arrogance by others
- May have difficulty working in a restaurant which doesn't allow for interesting problem solving and intellectual stimulation

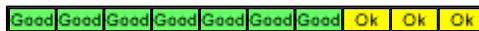
Question: Describe a period when you found your work frustrating because you had to deal with customers who asked questions about things that had obvious answers. How did you deal with this?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable



- Easy going nature may cause Tom to overlook details within some wait staff roles
- Better suited to restaurant situations where it is more important to easily react to requests and situations versus those that need planning and careful attention to details
- Important to have processes that ensure that Tom fills out forms or computer screens when critical details must be captured

Question: Give me an example of a time when you forgot to handle some details for a customer and it caused a problem. What did you do?

Tough Minded

Cooperative
Agreeable



Direct
Determined



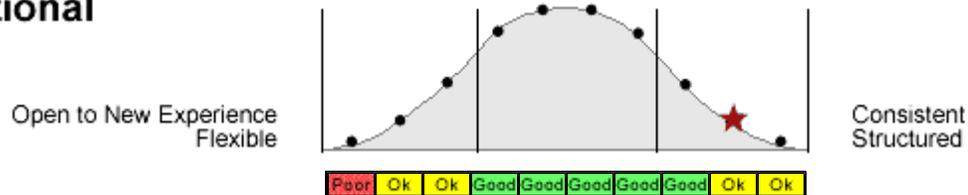
- Customers may view Tom's direct nature as somewhat pushy
- Tends to be tough minded and may be argumentative with customers particularly when there is a difference of opinion
- Tends to be comfortable asking customers if they want additional items in order to increase

the overall sale

- Given the preference to be in control, Tom may not take direction well

Question: Describe a time when you were too abrupt with a customer because you had become impatient. What happened?

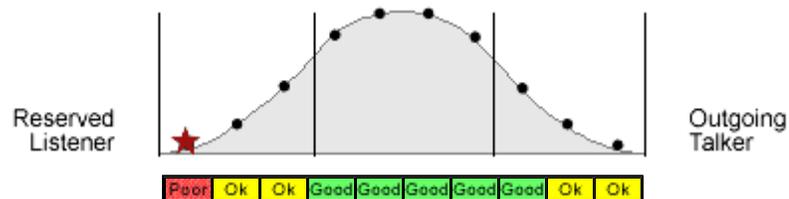
Conventional (Rules)



- Even though Tom has a faster cognitive speed, there is still a preference for some structure and predictability in the job
- Tom tends to be consistent and follow the procedures closely which can be helpful in many wait staff roles
- Tom may have difficulty working in a restaurant environment where there is constant change and flexibility with menus and day to day tasks

Question: Tell me a time when you became frustrated because you were expected to handle requests that you had not been trained on and didn't know the procedures. What did you do?

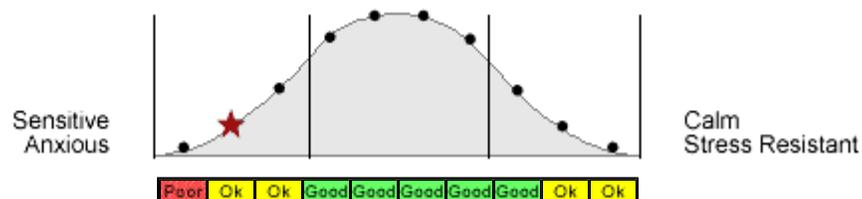
Extroversion



- Tom tends to be reserved and quiet
- May not be quick to greet customers with a friendly manner
- Better suited for wait staff positions requiring a more conservative approach to the customer and where there are smaller numbers of customers versus high volume situations

Question: Tell me about a time when you were really energized by your work. What were you doing and how many people did you typically deal with every day?

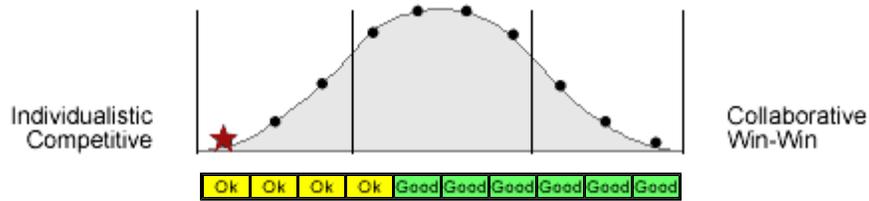
Stable



- Tom tends to be sensitive to customer needs and service expectations
- May have difficulty dealing with the day to day stress that can be a normal part of some restaurant environments

Question: Give me an example of a time when you almost lost your temper with a customer. What happened?

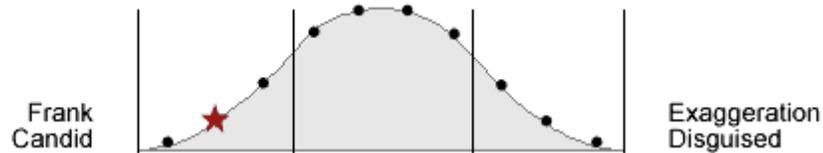
Team



- Tom is typically self-motivated and very competitive
- May have difficulty working within a team, particularly if the incentives are based on team objectives

Question: Tell me about a time when your team failed to meet their revenue goal because your other team members wouldn't ask customers to order additional items. What happened?

Good Impression (Social Desirability)



- Tom's responses have been frank and open

*The participant has scored in the "red zone" in 1 area.

Overall
71% *

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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Server Interview Questions

General Reasoning (Cognitive)

Question: Give me an example of a job where you were given many simple or routine tasks to perform daily. How did you handle that?

Question: Tell me about a time when you were very motivated to do your job every day. What were you doing and what types of problems did you deal with?

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

Conscientious (Organization)

Question: Tell me about a time when you were late to work and it caused a problem.

Question: Give me an example of a policy in a previous job that you thought was unreasonable or that it didn't make sense.

Question: Describe a time when you really enjoyed your job. What types of things were you doing?

Tough Minded (Assertiveness)

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

Question: Give me an example of a time when you provided good service to a customer even though you were having a bad day. How did you do 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 time when you had to begin working and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

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

Question: Tell me about a time a good customer wanted something that was not consistent with policy. What did you do?

Extroversion

Question: Tell me how you handle customers who like to chat with you even though you need to move on to the next customer.

Question: Give me an example of a time that a customer 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: Tell me about a time when a customer was very upset and was being unreasonable. What did you do?

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 customer 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 customer. What was the situation and how did you handle it.

Question: Give me an example of when you gave great service to a customer and you were actually praised for it in front of the team. How did your coworkers respond?

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