

Date: Jul 13, 2008

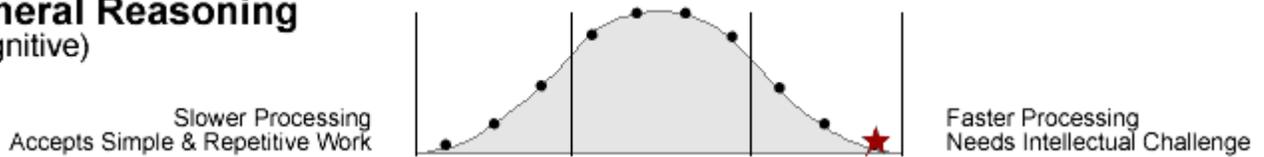


Name: Tom Tester
ID: 295689



Back of House Summary

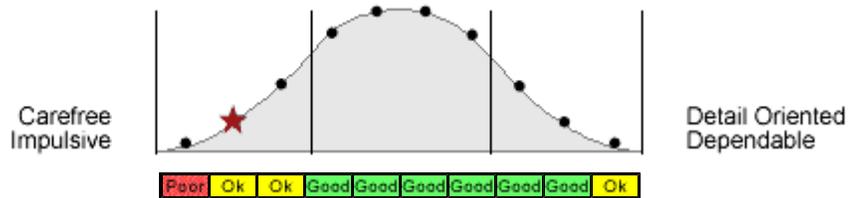
General Reasoning (Cognitive)



- Tom learns at a higher rate of speed than average which may cause boredom with some back of house food service tasks
- May be better suited for back of house roles where highly unique and creative menu items are planned and prepared versus those environments which have a more stable and routine menu

Question: Tell me about a time when you came up with a great idea at work, but no one seemed to be interested in what you had to say. How did you handle it?

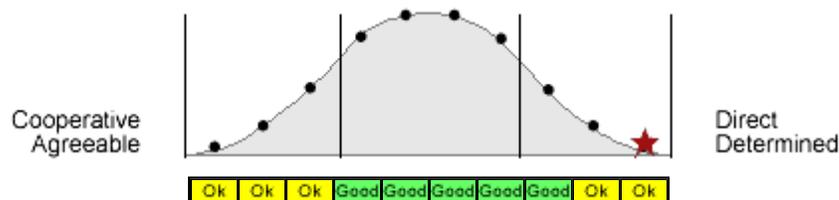
Conscientious (Organization)



- Tom tends to be more reactive to customer's needs and easy going when it comes to schedules and details
- May miss important details which can be particularly challenging when dealing with paperwork or detailed orders
- Faster learning speed means Tom may be better suited to back of house roles requiring bigger picture and creative thinking versus those roles that are typically routine

Question: Describe a time when you forgot something important in your job and it caused you to make a mistake. What happened?

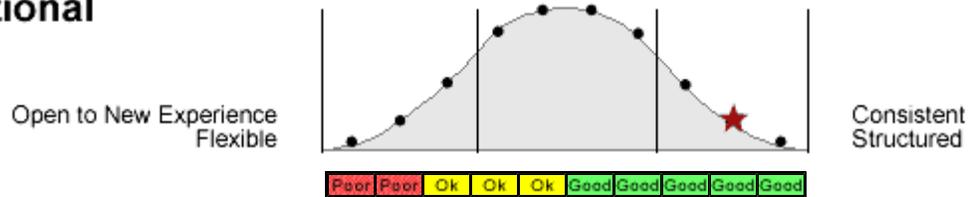
Tough Minded



- Tom's direct approach can be helpful when necessary to point out problems or issues in the kitchen
- Because of tough mindedness, Tom may not always take direction well or be tactful with others

Question: Describe a time when you had to continually answer to someone during the day and felt they were always looking over your shoulder and correcting you while you worked. How did that work out for you?

Conventional (Rules)



- Tends to consistently follow food service policies and safety procedures
- Although Tom can learn very quickly, it may still be difficult to deal with rapid changes in procedures

Question: Tell me about a time when there were a lot of changes in your job and it became frustrating. What was the situation and how did you deal with all the changes?

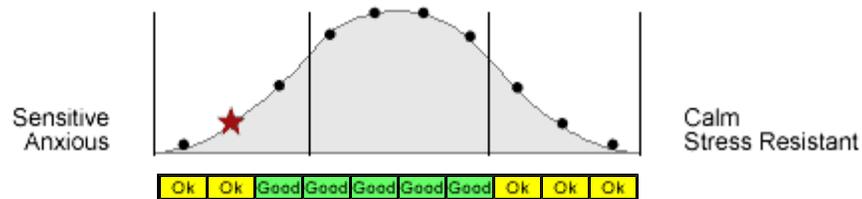
Extroversion



- Tom tends to be quiet
- Others may view Tom's quiet and introspective nature as unfriendly or aloof

Question: Describe a time when you had to work and interact with people a lot during the day. How did this affect your productivity?

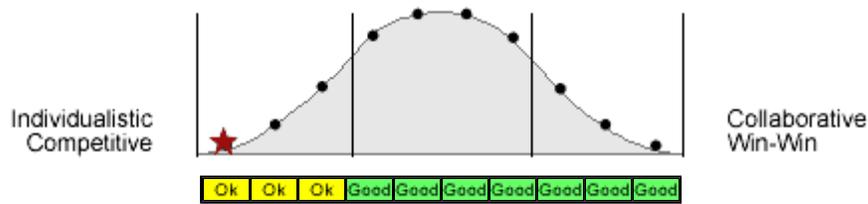
Stable



- Tom may feel stress faster than others which can be difficult in some hectic back of house environments
- In highly stressful conditions, Tom may become nervous and anxious
- Will generally be sensitive to customer and team member needs and requests

Question: Many jobs are really stressful and demanding. Tell me about a time when your job was very demanding and because you had to work so fast, you forgot to follow a policy or safety procedure. What was the situation?

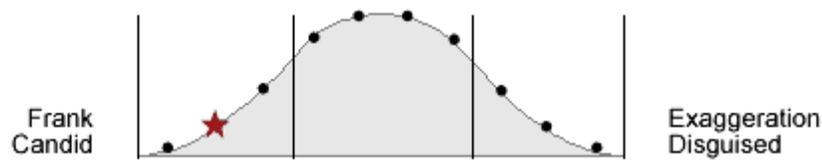
Team



- 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 back of house positions are not competitive in nature and require a great deal of team work

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

Overall
82%

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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Back of House Interview Questions

General Reasoning (Cognitive)

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?

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?

Conscientious (Organization)

Question: Describe a time when you forgot something important in your job and it caused you to make a mistake. What happened?

Question: Tell me about a time when you became impatient with a customer 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 customer 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: 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: Many jobs are really stressful and demanding. Tell me about a time when your job was very demanding and because you had to work so fast, you forgot to follow a policy or safety procedure. What was the situation?

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: 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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