

Date: Jul 13, 2008



Name: Tom Tester  
ID: 295689



## Food Service 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 them to become bored with many routine food service tasks
- Tends to focus on longer term and strategic issues rather than on immediate issues and tasks
- Tom's lack of focus on routine tasks could cause safety issues because of boredom and failure to pay attention to those immediate routine tasks
- May be better suited for situations where their more complex problem solving skills are valued and needed

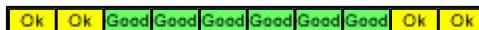
**Question:** Tell me about a time when you came up with a great idea at work, but no one seemed to be interested in what you had to say. How did you handle it?

### Conscientious (Organization)

Carefree  
Impulsive



Detail Oriented  
Dependable



- Tom tends to be 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 food service situations requiring bigger picture thinking than those that are typically routine

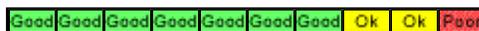
**Question:** Describe a time when you forgot something important in your job and it caused you to make a mistake. What happened?

### Tough Minded

Cooperative  
Agreeable



Direct  
Determined



- Tom tends to be direct and tough minded which can make it difficult for them to take

direction from others

- May not always be tactful and warm with customers
- 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 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)

Open to New Experience  
Flexible



Poor Poor Poor Ok Ok Good Good Good Good Good

- Tends to consistently follow food service policies and safety procedures
- Tom may find it difficult to deal with changes in procedures and will need extra time to adapt to changes

**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

Reserved  
Listener



Poor Poor Ok Good Good Good Good Good Good Ok

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

**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

Sensitive  
Anxious



Ok Good Good Good Good Good Good Ok Ok Ok

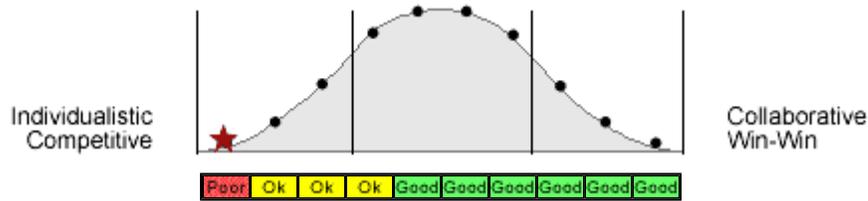
Calm  
Stress Resistant

- Tom may feel stress faster than others when it comes to dealing with difficult customer situations
- In highly stressful conditions, Tom may become nervous and anxious potentially by-passing procedures in order to get the situation handled
- Will generally be sensitive to customer 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

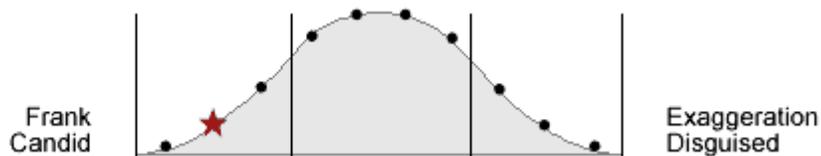
safety procedure. What was the situation?

### 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 food service 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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## Food Service Interview Questions

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### 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?

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### 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?

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### 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?

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### 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?

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**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?

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**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?

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**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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