

Date: Jul 13, 2008



Name: Tom Tester
ID: 295689



Greeter Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

- Tom may become bored with many greeter type positions
- When customers are attempting to ask questions or ask for help with routine issues, Tom may be seen as impatient
- Better suited for positions that require a complex solutions and thinking rather than those that require a simple and repetitive approach

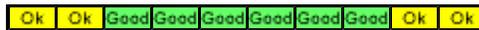
Question: Tell me about a time when a customer kept asking you the same question over and over again. What did you do?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable

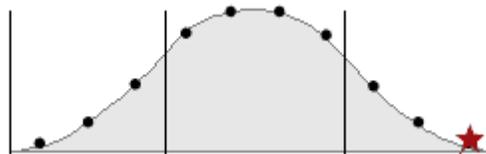


- Easy going nature may cause Tom to overlook important details
- Greeter positions that depend on a quick reaction to customer changes and coordination for unique customer requests are better suited to Tom than those that would require planning ahead and keeping track a lot of details

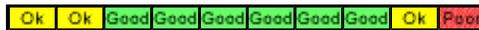
Question: Describe a time when you lost track of some details for a customer and it caused a problem. What did you do?

Tough Minded

Cooperative
Agreeable



Direct
Determined

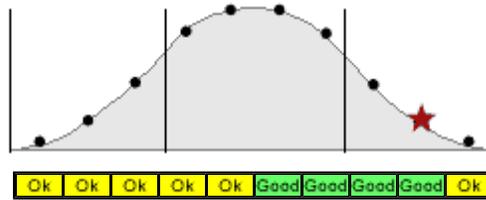


- Tom tends to be tough minded and direct, dealing with customer issues assertively
- Given the preference to be in control, Tom may become argumentative with customers and potentially not take direction well

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

Conventional (Rules)

Open to New Experience
Flexible



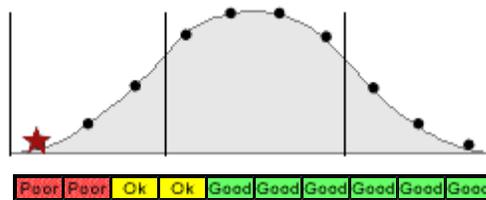
Consistent
Structured

- Tom tends to be consistent and follow procedures closely
- Tom prefers a working restaurant environment that is structured and predictable versus those that are constantly changing

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?

Extroversion

Reserved
Listener



Outgoing
Talker

- Tom may not be quick to greet customers in a friendly manner
- Tom tends to be reserved and quiet
- Doesn't typically mind working alone for long periods of time

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

Stable

Sensitive
Anxious



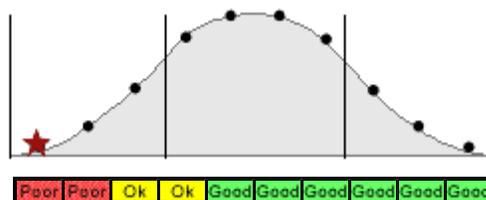
Calm
Stress Resistant

- Tom may have difficulty dealing with some highly stressful restaurant environments
- Tom will generally be very sensitive to customer needs
- Better suited to restaurant greeter roles where a high level of sensitivity is valued more than the ability to remain poised under pressure

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

Team

Individualistic
Competitive



Collaborative
Win-Win

- May have difficulty working in a highly team oriented restaurant environment
- Tom is typically self-motivated and very competitive which can be helpful in highly

competitive environments where individual efforts are rewarded

- Tom may not be collaborative with their restaurant 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?

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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Greeter 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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