

Date: Nov 22, 2005

Name: Mary Demo
ID: 137274

Food Service Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



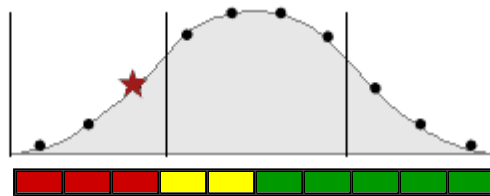
Faster Processing
Needs Intellectual Challenge

- Mary tends to learn more slowly and should be allowed more time to learn new procedures and job requirements
- Typically capable of dealing with routine issues without becoming bored which can be very beneficial in many food service positions where it is necessary to stay focused on immediate tasks

Question: Tell me about a time when you felt you received excellent training for your job. What was it like?

Conscientious (Organization)

Carefree
Impulsive



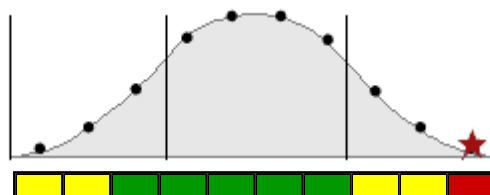
Detail Oriented
Dependable

- Mary 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
- May be better suited for food service situations when they are expected to simply react to incoming requests and order that don't require the handling of a lot of details

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

- Mary 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?

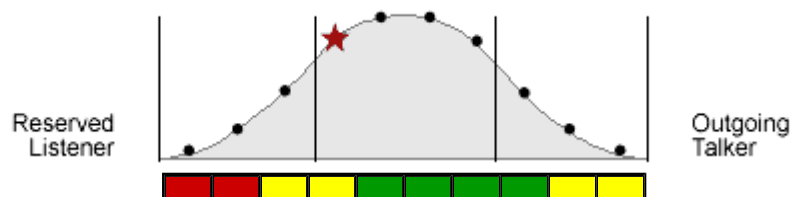
Conventional (Rules)



- Once trained, typically follows food service policies and safety procedures
- Mary tends to be comfortable with change as long as it makes sense and they are allowed time to adapt to those changes
- Prefers some variety during the day versus positions that are highly structured and predictable

Question: Describe a time when you were able to do a variety of tasks during the day and to learn new things on the job. What was the situation and what did you like about it?

Extroversion



- Mary can be enthusiastic and talkative with customers, but can also work alone when necessary
- Good balance between being social and friendly and moving on to the next task or customer

Question: Describe a time when you really enjoyed the social interaction with others during the day. What was your job?

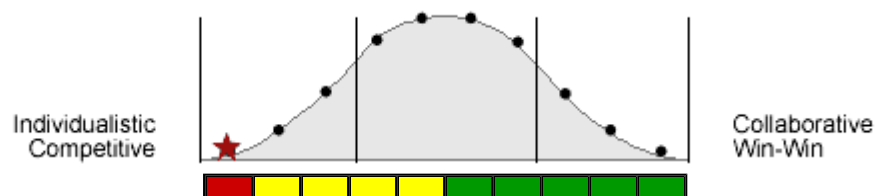
Stable



- Tends to deal well with moderate levels of stress
- Particularly difficult customers or highly stressful situations may be difficult for Mary to handle on a regular basis

Question: Tell me about a time when you worked in a highly stressful environment. How did you deal with the stress every day?

Team



- Mary is generally competitive and self-confident
- May have difficulty working on a team and being collaborative
- It may be important that Mary 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)

Frank
Candid



Exaggeration
Disguised

- Mary's responses have been frank and open

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

Overall
7.%

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

General Reasoning (Cognitive)

Question: Describe a time when you felt very good about your job and your performance. What types of things were you doing every day?

Question: Tell me about a time when you were expected to solve problems for customers even though you had not been properly trained. How did you deal with it?

Question: Give me an example of when you have been able to think quickly to solve a problem for a customer.

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: How have you handled a situation when a customer asked for something a little different than what you had provided them in the past.

Question: How do you stay motivated to handle routine tasks that are required every day?

Question: Tell me when you have given a discount to a customer that was not approved. What was the situation and what happened?

Extroversion

Question: Describe a time when you had to continually deal with customers in an upbeat

manner. How did you stay enthusiastic?

Question: Give me an example of a time when you helped to calm down an unhappy customer because you were friendly with them.

Question: Describe a time when you really enjoyed the social aspect of your job. What was it like?

Stable

Question: Tell me about a time when you had to handle a last minute request from a customer after their order had already been processed?

Question: Describe a time when you had to deal with multiple demands from several customers at the same time. What did you do?

Question: Tell me about a time when you worked in a highly stressful environment. How did you deal with the stress every day?

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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