

Date: Jan 12, 2007

Name: Julie Testing
ID: 137903

Hospitality Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

- Julie tends to learn more slowly and should be allowed more time to learn new procedures and job requirements

- Typically capable of staying focused on immediate tasks and dealing with routine issues

Question: Describe a time when you really enjoyed your job every day. What types of things did you do each day?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable



- Julie may miss critical details

- Once trained, Julie tends to be more comfortable than most people in dealing with interruptions and simply having to react to several things at once

- Tends to be reactive to customer's needs and easy going when it comes to schedules and details

- May be better suited for hospitality roles where the expectation is to simply react to incoming requests that are not overly detail oriented

Question: Describe a time when you overlooked an important detail and it caused you to make a mistake in your work. What happened?

Tough Minded

Cooperative
Agreeable



Direct
Determined



- Julie tends to be tough minded and direct which may make it difficult to be tactful and warm with customers

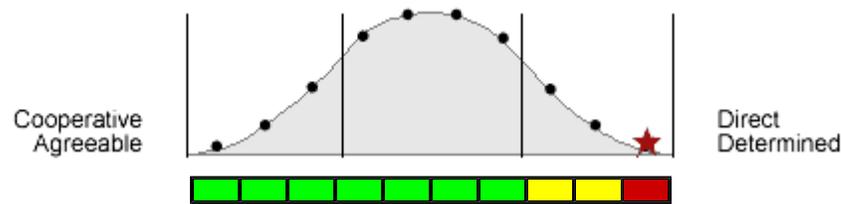
- May have difficulty taking direction from others

- Julie may be better suited for hospitality positions that requires them to deal with a lot of confrontation and conflict management

- 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 situation when you had to deal with a difficult customer. What were they asking for and how did you handle it?

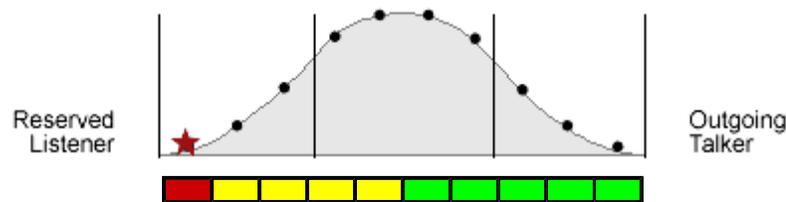
Tough Minded



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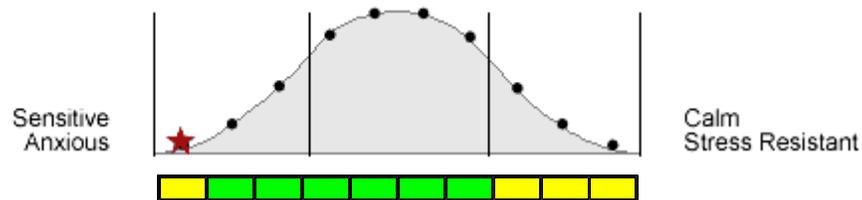
Extroversion



- Julie tends to be quiet and shy which can be seen by others as a lack of interest or warmth
- May be better suited for those hospitality positions where direct interaction with customers is minimal and the ability to work alone is valued

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?

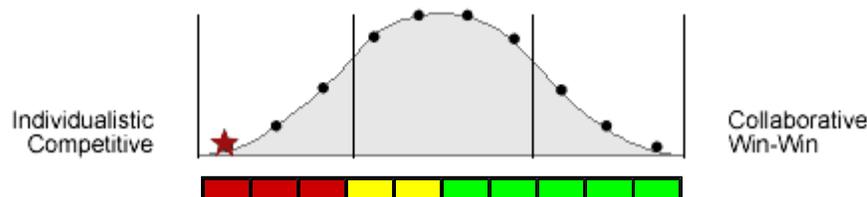
Stable



- Julie tends to feel stress faster than others
- In highly stressful conditions, Julie may become anxious
- Julie will generally be very sensitive to customer needs which can be valuable in many hospitality roles

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?

Team

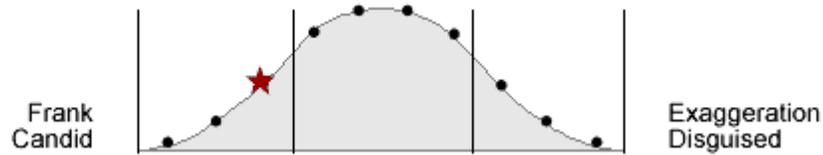


- Julie is generally competitive and self-confident
- May have difficulty working on a team and being collaborative
- It may be important that Julie have an outlet for competition outside of the job given that

many hospitality 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)



- Julie's responses have been frank and open

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

Overall

46% *

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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Hospitality 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 a time when you had to learn something new in your job and you were not given enough time to learn it. What did you do?

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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