

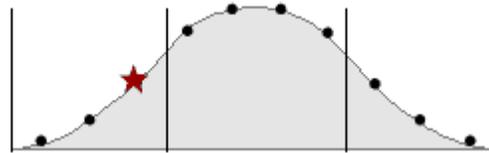
Date: Oct 3, 2006

Name: Julie Testing
ID: 137903

Bartender Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



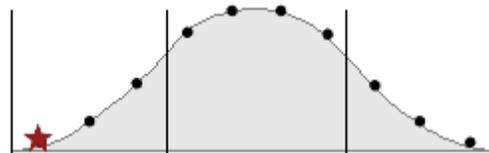
Faster Processing
Needs Intellectual Challenge

- Julie's more methodical nature tends to require more time to learn new things
- May be better suited to bartender positions that are fairly established and routine and do not continually require Julie to fill unusual orders

Question: Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and what did you do?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable

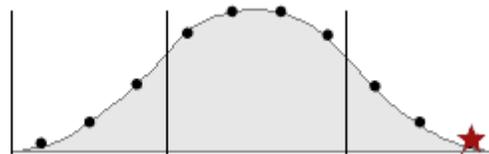


- Easy going nature allows Julie to handle interruptions from customers and wait staff which can be a continual issue in many bartender roles
- Julie may not pay close attention to details, so it is important to have computer systems or procedures in place that force Julie to fill out computer screens, etc. when critical details must be captured
- May be better at handling the reactionary aspects of juggling one customer request to the next versus the bar preparation and proactive planning aspect of bartending

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

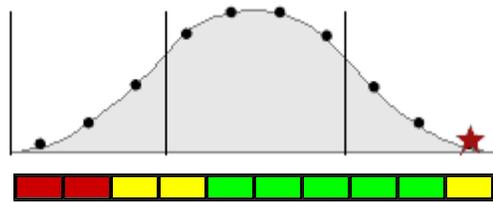


- Julie tends to be tough minded and direct with customers and wait staff
- In stressful situations, Julie may become more argumentative with customers and team members particularly when there is a difference of opinion
- Julie tends to be comfortable up-selling other food and beverage items to increase the margin of bar revenues
- Given the preference to be in control, Julie may 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



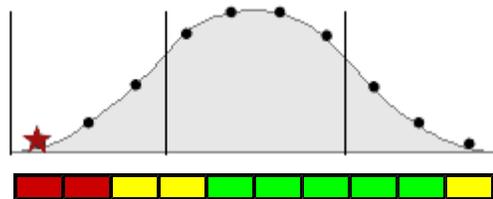
Consistent
Structured

- Julie tends to be consistent and follow the restaurant procedures closely
- Julie prefers a working environment that is structured and predictable versus those that are constantly changing
- Important to let Julie know which policies can be flexible in order to take care of a customer request or complaint

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



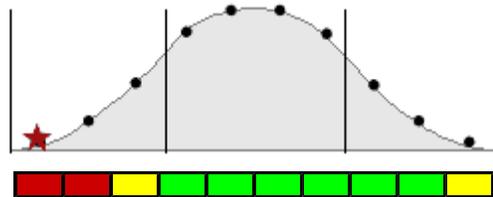
Outgoing
Talker

- Julie may not be quick to greet customers in a friendly manner
- Julie tends to be reserved and quiet which can appear to the customer as a lack of enthusiasm or interest
- May be better suited for atmospheres that are more conservative and slower paced versus those that are highly energetic

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

Stable

Sensitive
Anxious

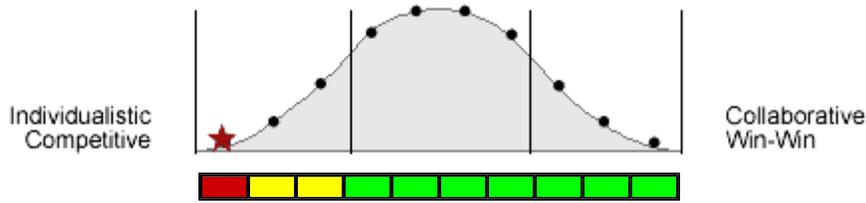


Calm
Stress Resistant

- Julie may feel stress quicker than others particularly if the customers are overly demanding and impatient
- Will generally be very sensitive to customer and wait staff needs which can be helpful in some restaurant environments

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

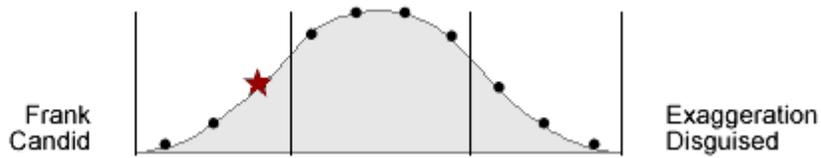
Team



- Julie is typically self-motivated and very competitive
- May have difficulty working in a highly team oriented restaurant environment

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)



- Julie's responses have been frank and open

*The participant has scored in the "red zone" in 4 areas.

Overall
36% *

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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Date: Oct 3, 2006



Name: Julie Testing
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Bartender Interview Questions

General Reasoning (Cognitive)

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.

Question: Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and what did you do?

Conscientious (Organization)

Question: Tell me about a time when you were late to work and it caused a problem.

Question: Give me an example of a policy in a previous job that you thought was unreasonable or that it didn't make sense.

Question: Describe a time when you really enjoyed your job. What types of things were you doing?

Tough Minded (Assertiveness)

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: Tell me about a time when a customer was very upset and was being unreasonable. What did you do?

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: Give me an example of when you gave great service to a customer and you were actually praised for it in front of the team. How did your coworkers respond?

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