CluesAssessments
provided by
Success Performance Solutions

- Good
- Ok
- Poor

Restaurant Manager Summary

General Reasoning
(Cognitive)

Slower Processing
Accepts Simple & Repetitive Work
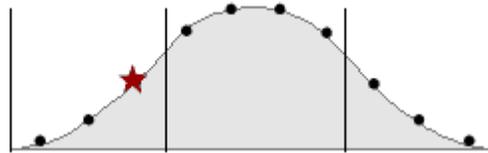
Faster Processing
Needs Intellectual Challenge

- Julie typically requires more time to learn new information
- Better suited for restaurant management roles where the problems encountered every day are typical in nature and ones that Julie has been thoroughly trained to handle
- Restaurant management roles that require strategic thinking, thinking outside the box and complex problem solving can be more difficult

Question: Describe a time when you made a decision without having all the facts and you had to go back and correct it. What was the situation?

Conscientious
(Organization)

Carefree
Impulsive
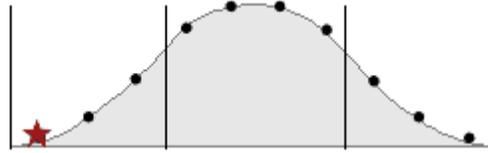
Detail Oriented
Dependable

- Easy going nature may cause Julie to overlook important details involved with managing a restaurant
- May be better suited to restaurants that require Julie to frequently and quickly react to routine issues rather than those that require a great deal of proactive planning
- Julie is usually comfortable dealing with continual interruptions which can be a benefit in some restaurant management positions

Question: Describe a time when you failed to meet a deadline because of a lack of planning. What did you do?

Tough Minded

Cooperative
Agreeable
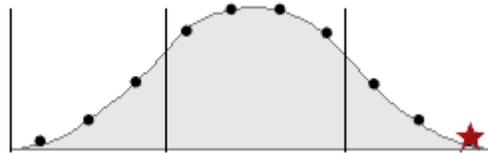
Direct
Determined

- Julie is usually comfortable directing the work of others
- Tends to be tough minded and capable of dealing with difficult situations
- Can potentially be autocratic at times rather than soliciting ideas from others

Question: In managing, it's frequently important to have trust in your employees. Can you think about an instance when you were able to trust an employee and it paid off?

Conventional
(Rules)

Open to New Experience
Flexible

Consistent
Structured

Julie prefers a working environment that allows for structure and the use of tried and true problem solving which can be typical in many restaurant management environments
- Tends to be consistent and follow a process closely
- Difficulty working in an environment where Julie is expected to think outside of the box versus being able to rely on predictable solutions
Question: Describe a time when you had to implement several major changes quickly within your team. How did you do it?

Extroversion

Reserved
Listener
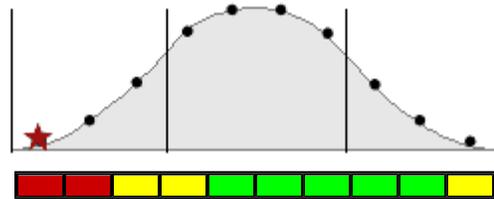
Outgoing
Talker

- Tends to be reserved and quiet which can be problematic in some restaurant management positions
- At times, employees and customers may find Julie to be withdrawn and seemingly unavailable or uninterested in them
- It is critical that Julie recognize that part of restaurant management typically includes being expressive and enthusiastic with employees and customers
- Better suited for restaurant environments that have a more subdued atmosphere versus those that are higher energy
Question: Tell me about a time when you had to present something to your team and you knew that it was critical to get their buy in. How did it turn out?

Stable

Sensitive
Anxious
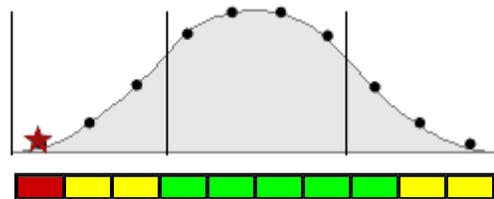
Calm
Stress Resistant

- May have an exaggerated sense of urgency causing Julie to feel stress more quickly than others
- Will typically be more sensitive to customer and employee needs
Question: Dealing with others as a manager can make a person impatient or irritable. When this happens to you, how do you deal with situations like that?

Team

Individualistic
Competitive

Collaborative
Win-Win

- Julie is typically self-motivated and very competitive
- May be too quick to actually compete with employees for recognition rather than managing them to do their best and giving them the recognition they need to feel acknowledged
- At times, Julie may not be collaborative with the internal team

Question: Sometimes when you're working in a team, one or more of the team members are not pulling their weight. How would you deal with that situation?

Good Impression
(Social Desirability)

Frank
Candid

Exaggeration
Disguised
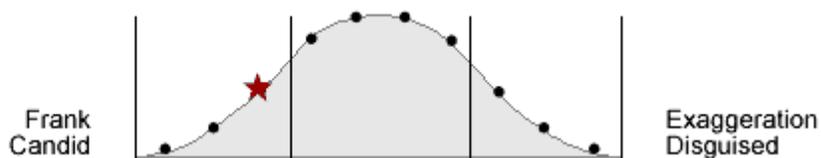
- Julie's responses have been frank and open

*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.

© 2006 Psichometrics International

Date: Oct 3, 2006

CluesAssessments
provided by
Success Performance Solutions

Name: Julie Testing
ID: 137903

Restaurant Manager Interview Questions

General Reasoning (Cognitive)
Question: Give me an example of a training program you were involved in that you thought was particularly effective for you.

Question: Tell me about a time when you called on your boss or colleagues to help you solve a problem. What was the situation?

Question: Describe a time when you made a decision without having all the facts and you had to go back and correct it. What was the situation?

Conscientious (Organization)
Question: Tell me about a time when you became impatient with a situation and made a decision before you had all the facts. What happened?

Question: Give me an example of how your carefree nature helped you in a stressful situation.

Question: Describe a time when you failed to meet a deadline because of a lack of planning. What did you do?

Tough Minded
Question: Describe a time when you got into an argument with an employee. What was the situation?

Question: Tell me about a situation when you had to be patient with someone in order to get them to do things the way you wanted them. How did you do it?

Question: In managing, it's frequently important to have trust in your employees. Can you think about an instance when you were able to trust an employee and it paid off?

Conventional (Rules)
Question: Tell me about a time when you created a process or structure that helped your department become more efficient. What was the situation?

Question: Give me an example of a time when you had to deal with an employee who was inconsistent and did not follow policies. What did you do?

Question: Describe a time when you had to implement several major changes quickly within your team. How did you do it?

Extroversion
Question: Give me an example of a time when you were not able to effectively motivate your team to do something. What could you have done differently?

Question: Tell me about a time when you had to present something to your team and you knew that it was critical to get their buy in. How did it turn out?

Question: Describe a time when your listening ability really paid off with an employee. What was the situation?

Stable
Question: Tell me about a time when you worked in a very stressful environment with lots of deadlines. How did you deal with the stress?

Question: Give me an example of a time when you became angry with an employee and had to go away and regain your cool before approaching them. What was the situation?

Question: Dealing with others as a manager can make a person impatient or irritable. When this happens to you, how do you deal with situations like that?

Team
Question: Give me an example of a time when you became frustrated because you were not being given credit for your accomplishments. What did you do?

Question: Tell me about a time when one of your employees was doing an incredible job. What did you do to reward them and what would you do differently in the future?

Question: Sometimes when you're working in a team, one or more of the team members are not pulling their weight. How did you deal with that situation?