

Select for Hospitality v3



Survey Results for *Robin Example*

ID:

Test Date: 3/20/2017 3:49:04 PM

Organization: 060/0 [] æ ^

This Report Is Confidential

- Lock it up
- Don't leave it out
- Don't show it to the candidate

Use This Report To Make Good Decisions

- Retest or avoid candidates with Invalid results
- Avoid candidates with Avoid scores
- Use interview probes and other report information t
- Combine information from all sources (survey, inter

SAMPLE REPORT

Positive Response Pattern - Use Scores Cautiously

This person responded to the inventories in a positive manner, therefore, the result candidate:

1. has a very positive view of himself/herself, others, and life in general;
2. lacks self-insight or is unaware of personal limitations; or
3. was trying to look good and say the right things on the survey.

Some people who respond in this manner may have a tendency to be bluffers; they more favorable than subsequent job performance. Others with this type of favorab positive perspective regarding themselves, other people, and life in general. Speci candidate is as good as he/she appears to be. References should be checked carefu

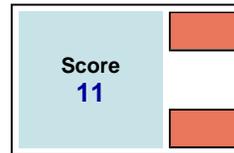
Random Response:

A check for random responding. If Invalid, the candidate could not or did not read the test well enough to avoid responding randomly, and these results should not be used.



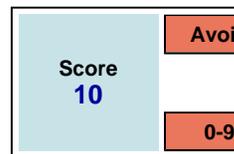
Integrity Index:

A measure of the candidate's attitudes about personal integrity and work ethic.



Performance Index:

A measure of the traits associated with successful performance in this job.



Performance Sub-scale Analysis:

The table presents the candidate's scores for each sub-scale of the Performance Index.

Flagged areas should be probed in the interview.

Subscale
Energy (activity level; action orientation)
Frustration Tolerance (remain emotionally positive in spite)
Accommodation to Others (willingness to accommodate the de
Dependability (commitment and follow-through)
Positive Service Attitude (appreciation of the service role)
Socially Outgoing (enjoy interacting with people)
Multi-Tasking (juggle many tasks)
Initiative (takes personal responsibility; self-m

*If flagged, see interview probe sugge

.....**Counterproductive Behaviors**

In this section, undesirable responses by the candidate to theft, job commitment, work etc. questions are presented. The total number of survey questions for each topic is give selected an undesirable response to the following:

JOB COMMITMENT (10 possible questions)

- How many employers have you had in the last three years? . . **Three**

WORK ETHIC (6 possible questions)

- It would bother you very much if you knew another employee was losing the co
Disagree

"
"

Preparation:

- Review the application form
- Review the test results

STEP 1: Open the Interview

Hello, my name is _____ and I'm the _____ (your position).
 position. The purpose of this interview is to learn more about you and your work
 questions about your previous experience, how you approach certain things, etc.
 some notes -- that's to help me remember better what you said after the interview
 answers; what we want is to learn more about you. At the end, I'll leave some tim
 If you are ready, we can begin.

STEP 2: Review the Application and Investigate Potential Pro

<input type="checkbox"/> All blanks completed?	<input type="checkbox"/> Employment ga
<input type="checkbox"/> Application signed?	<input type="checkbox"/> Extremely high
<input type="checkbox"/> Several jobs in the last 2 years?	<input type="checkbox"/> Earnings show
<input type="checkbox"/> Vague reasons for leaving job(s)?	<input type="checkbox"/> Can complete al

Example Questions

I see that you were unemployed from _____ to _____. Please tell me about this p

I see that you left your previous employer. Would you explain further?

I noticed that you have changed jobs frequently in the recent past. Why?

STEP 3: Review Test Flags and Begin In-depth Questions

While asking the following interview questions, be sure to listen and probe in the

- Low Energy Level
- Low Frustration Tolerance
- Low Positive Service Attitude

1. Have you ever worked in the hospitality industry? Where? What did you do?
 (s)? Please provide examples. (*Listen for past service/hospitality experience, job*

2. Tell me about your responsibilities in your previous (or current) non-service j
 Also, which did you like the least? Why? Please provide examples. (*Listen for re*

Development Suggestions

Congratulations on joining our team! We want our team members to be as start, and the purpose of this report is to help you along that path. This information you receive from your manager during your training, will help you to develop your effectiveness in the role.

As part of the selection process you completed an assessment tool which has been proven to have an impact on success in this type of role. Based on your responses, we have identified several development areas for you. These are highlighted in the Development Suggestions. Working to develop your skill set in this area(s), you can learn to be more effective, therefore putting yourself in the best position to succeed in this role.

Low Energy/ Work Pace

A review of your answers to the assessment suggests that your work style is likely to be slow. If you need to improve in this area, consider the following suggestions:

- Make a "to do" list of your tasks at the beginning of each day. Rank the tasks by priority, with the highest priority ones first.
- Set deadlines for completing a task and stick to these. Sometimes it is easy to get distracted by each and every step involved.
- If you find yourself lacking energy during the day, try to determine why. Is it due to not enough sleep or exercise? Is there something on your mind that is distracting you?
- Don't jump around among several unfinished tasks. It's easier to keep track of a few important tasks and then be purposeful in your intent to complete them.
- Make it easy to finish things once you start. Have the tools or information you need nearby.
- Don't hold out for perfection. Recognize that not everything needs to be perfect, and striving for it is unproductive.
- When you find yourself losing focus, take a short break. Get up, walk around, and take a few deep breaths.

Low Frustration Tolerance

The assessment results suggest that you may feel the effects of stress or frustration more easily than others. You may find that you become upset too easily when events don't go as planned, the following suggestions may help:

- To the extent that you can, avoid putting yourself in situations you find frustrating. If you do, try to find ways to cope with the events that led up to the problem situation and try to find ways to keep yourself calm.
- Get advice from a neutral person - someone who can see the situation objectively.
- Try to view yourself and the frustrating/stressful situation from an objective perspective. Imagine that a co-worker has come to you with this problem. How would you advise her?
- When you find yourself feeling stressed, take a step back from the situation. Take a few deep breaths and try to relax.
- Think in terms of actions rather than feelings. What are some of the steps you can take to handle the situation comfortably?
- Discover a relaxation method that suits you and your lifestyle and work environment.

Low Positive Service

Your responses to the assessment suggest that you may be less trusting and positive in your service to others. The following suggestions may help: