

Guest Service Team 7.0

Assessment Fact Sheet

Overview

Our Guest Service Team 7.0 solution is designed for team-oriented entry-level positions that involve a high degree of interaction with customers. The solution covers a wide variety of positions, and assesses competencies critical to interacting with customers including: persisting to meet guest needs; behaving responsibly and appropriately; effectively working alongside others; preparing and/or delivering customer orders; following rules and policies; and communicating effectively.

Potential job titles that use this solution include: Server, Hostess, Guest Services Team Member, Customer Service Champion.

Job Level	Entry Level
Job Family/Title	Customer Service

Details

Platform	TalentCentral
Average Testing Time	18 minutes
Number of Questions	50
Designed for Unproctored Environment	Yes
Question Format	Multiple Choice

Knowledge, Skills, Abilities and Competencies Measured

Customer Focus: This is a measure of the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences; being patient; tolerating rude customers calmly; and searching for information or products for customers.

Professional Potential: This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

Responsibility: This trait is a measure of a person's responsibility for their own actions and a commitment to performing assigned tasks. This trait is characterized by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.

Teamwork: The tendency to work effectively in teams. High scorers are likely to be polite and friendly, put forth effort to help others, stay calm in tense situations, communicate openly and directly with other team members, and display a willingness to help others.

Sample Item -

SHL

QUESTION

When we ask your most recent manager, how often will he or she say that customers would still have questions after talking with you?

Much more often than others

More often than others

Less often than others

Much less often than others

This would be first job.

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