

Candidate Information

**Candidate :** Sample Candidate

**Email :** candidate\_email@mail.com

**Assessment Profile:**

**Project Name:** Front Desk Agent - Entry Level Hotel Front Desk

**Completion Date:** 08-24-2018

**Disclaimer :**

Information enclosed on these pages is confidential in nature and is intended only for the person(s) to whom it pertains or other authorized individuals. You must not rely on the information in the report as an alternative to certain advice from an appropriately qualified professional. If you have any specific questions about any specific matter you should consult an appropriately qualified professional.

Entry Level Hotel Front Desk

Instructions

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that SHL offers, please contact your account representative.

**Overall Score**









**Percentile**

**49**

**Recommended**

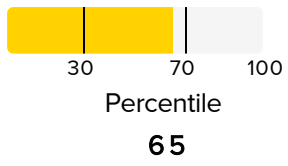
**Details**

|                                  |  |
|----------------------------------|--|
| <p><b>Customer Focus</b></p>     | <p>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.</p>                                    |
| <p>Percentile<br/><b>22</b></p>  | <p><b>The candidate is more likely than other candidates to act irritated by customers' requests. He/she may have a tendency to argue with customers if the customers do not agree with him/her. The candidate is likely to take a long time processing customers' transactions and finding information for customers.</b></p> |
| <p><b>Understands others</b></p> | <p>This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.</p>  |
| <p>Percentile<br/><b>69</b></p>  | <p><b>This candidate is likely to try and understand the behavior of others and show some awareness of others' points of view.</b></p>   |

|  |   |
|--|---|
| <p>Listens effectively</p>   | <p>This measures the extent to which the candidate listens patiently and attentively.</p>   |
|  <p>30 70 100<br/>Percentile<br/><b>87</b></p>   | <p><b>This candidate is likely to show interest and attention to what others say without interruption. They wait for others to finish speaking before forming an opinion.</b></p> |
| <p>Shows courtesy</p>  | <p>This measures the extent to which the candidate is patient, polite and respectful.</p>   |
|  <p>30 70 100<br/>Percentile<br/><b>91</b></p>   | <p><b>This candidate is more likely to be consistently pleasant, polite, patient, respectful, and considerate of others.</b></p>  |
| <p>Maintains good working relationships</p>  | <p>This measures the extent to which the candidate puts effort into developing good relationships with others.</p>  |
|  <p>30 70 100<br/>Percentile<br/><b>72</b></p>   | <p><b>This candidate is likely to place a priority on their working relationships and put effort into maintaining these relationships over time.</b></p>                          |
| <p>Creates a positive impression</p>   | <p>This measures the extent to which the candidate manages own behavior to create a positive impression.</p>  |
|  <p>30 70 100<br/>Percentile<br/><b>77</b></p> | <p><b>This candidate is more likely to make a good first impression, dress appropriately for any situation, and appear professional at all times.</b></p>                         |
| <p>Generates new ideas</p>   | <p>This measures the extent to which the candidate creates innovative approaches.</p>   |
|  <p>30 70 100<br/>Percentile<br/><b>83</b></p> | <p><b>This candidate can be expected to continuously offer original ideas and perspectives without being prompted to do so.</b></p>   |
| <p>Thrives under pressure</p>  | <p>This measures the extent to which the candidate keeps things in perspective and stays calm and focused when under pressure.</p>  |
|  <p>30 70 100<br/>Percentile<br/><b>66</b></p> | <p><b>This candidate may have some loss in productivity when work pressures increase, and find it challenging to remain calm when under pressure.</b></p>                         |
| <p>Controls emotions</p>   | <p>This measures the extent to which the candidate keeps negative emotions under control.</p>   |
|  <p>30 70 100<br/>Percentile<br/><b>94</b></p> | <p><b>This candidate is likely to be able to contain and control negative emotions in difficult situations, and avoid emotional displays.</b></p>                                 |

Strives to achieve

This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.



**This candidate is likely to set goals that are somewhat demanding but still achievable. They are likely to show good effort but may tend to focus on the most achievable goals.**