



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 designed to give you information about your relative strengths and weaknesses on the competencies known to be important for success in this type of job. In addition, the report provides valuable on-the-job tips and suggestions to help you excel in the workplace.




The score that you receive describes how your responses compared against our database of responses consisting of your peers. The assessment that you have taken has been scientifically validated by up to 30 years of statistical data collection and analysis. People who score higher on the dimensions tend to perform better on the job in the key areas outlined in the report.



The developmental tips that you receive are intended to help you improve your skills for each specific competency. All of us, regardless of our scores, can improve our job performance by following appropriate developmental solutions and strategically focusing on areas that may require improvement. A commitment to personal improvement signifies initiative and developmental planning, both of which are important to job performance. Try using this feedback to formulate specific development plans that relate to your work goals and objectives. Don't try to do everything at once, as personal development does not happen overnight. If you score in the 'Red Zone', this may be an area where you want to focus your developmental efforts. Even if you score well it is still important for you to use the developmental tips to leverage your strength in this competency.

Details

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.
	You may have trouble meeting customer needs and solving customer problems.

Understands others	This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.
	<p>You are likely to try and understand the behavior of others and show some awareness of others' points of view.</p> <ul style="list-style-type: none"> • When interacting with someone else in a difficult situation, pay close attention to the behaviors they display. Think about how the situation the person is facing is leading to their behavior. Show you understand by listening to what they have to say. • When you are trying to understand another's behavior, try to think of a similar situation in the past that you've experienced and how you reacted. If you are struggling to come up with a similar experience, it's okay to just listen and say you are trying to understand.
Listens effectively	This measures the extent to which the candidate listens patiently and attentively.
	<p>You are likely to show interest and attention to what others say without interruption. You wait for others to finish speaking before forming an opinion.</p> <ul style="list-style-type: none"> • Reflect on your ability to listen to others. Perhaps assess yourself by listening to a podcast and writing down everything that you can remember after listening to it. Play back the podcast to check the information that you remembered or forgot. Think about how you can use your listening skill by listening more attentively to others in your everyday life. • Resist the temptation to always try to fix problems that other people communicate. Sometimes people complain as a way to vent, and just want someone to listen. They don't necessarily want someone to fix the problem. Sometimes the best thing you can do is just listen.
Shows courtesy	This measures the extent to which the candidate is patient, polite and respectful.
	<p>You are likely to be consistently pleasant, polite, patient, respectful, and considerate of others.</p> <ul style="list-style-type: none"> • Know when to be assertive. While most situations call for courtesy, some may also require a more assertive approach. Work on being courteous while also being assertive. Don't let others take advantage of your kind nature; make sure the situation is a win-win for you and the other person. • Identify opportunities to leverage your strong interpersonal skills. Ask to take on more challenging or visible opportunities, such as working with clients who require a higher-end type of service.
Maintains good working relationships	This measures the extent to which the candidate puts effort into developing good relationships with others.
	<p>You are more likely to place a priority on your working relationships and put effort into maintaining these relationships over time.</p> <ul style="list-style-type: none"> • Think of an individual who may be difficult to get along with. Try to establish a relationship with this person. As you develop your relationship, reflect on what helped you establish a connection and the different ways you reacted to the other person's behavior. • Think about your most productive relationships, ones where everyone is benefiting greatly from them. Consider what makes them work so well. Make an effort to use what you've learned from your current relationships to develop similar relationships with a more diverse group of people.

Creates a positive impression	This measures the extent to which the candidate manages own behavior to create a positive impression.
	<p>You are likely to make a good first impression and appear professional at all times.</p> <ul style="list-style-type: none"> • In your efforts to make a good impression, be careful not to overpromise. Be clear on what you can and cannot deliver. Take stock of your limitations. Make sure you do not commit to things you and/or others may not be able to deliver. • Make sure to have the difficult conversations, if necessary. Sometimes we have to deliver bad news to people. Maintain respect for yourself and for the other person when doing so. Be honest and respectful, and even if they become angry, keep your composure.
Generates new ideas	This measures the extent to which the candidate creates innovative approaches.
	<p>You can be expected to continuously offer original ideas and perspectives without being prompted to do so.</p> <ul style="list-style-type: none"> • Arrange a meeting with you colleagues to brainstorm new ways to complete common work tasks. Start the brainstorming and provide some new ideas you would like to share with the team. Do not criticize or evaluate ideas at first, instead encourage the flow of as many ideas as possible. • Continuously evaluate you and your team's approaches to solving issues even if they are currently effective. Think of creative methods to use in place of these to improve the issue solving process or the outcomes of these solutions. Have your team assist in evaluating the new methods you create. Though many ideas may not be implemented, persist in your evaluations and brainstorming.
Thrives under pressure	This measures the extent to which the candidate keeps things in perspective and stays calm and focused when under pressure.
	<p>You are able to stay productive when work pressures increase.</p> <ul style="list-style-type: none"> • Find a magazine or book that has an article or chapter on handling stress. One that has a questionnaire as well as some actionable tips for handling stress would be the best. Look for advice that seems to resonate best with you, and aim to write it down and put it in a place where you can access it and refer to when needed. • Reflect on times when you have felt under pressure at work. Consider what you did to manage these situations successfully and think of things you could have done differently to ease the pressure. Reinforce your self-confidence at working through stressful times by listing the strengths you bring to your job.

Controls emotions	This measures the extent to which the candidate keeps negative emotions under control.
	<p>You are likely to contain and control negative emotions in difficult situations, and avoid emotional displays.</p> <ul style="list-style-type: none">• Although you may feel you are good at managing your emotions, further reflection can always be useful. Develop a game plan for challenging situations. Consider how you react during stressful or troubling situations. This plan may include self-talk, a time-out, a phrase you can use ("interesting, let me think on that for a minute") or other techniques to help you remain calm and in control.• Even when we are good at managing emotional times, we can try and improve our skill in this area. Learn to recognize the cues for when you are getting worked up into an emotional state. Try to intercept these, focus on your breathing and your heart rate and try to calm yourself. You may find it helpful to walk away from the situation temporarily until your mind is clearer.
Strives to achieve	This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.
	<p>You are likely to set goals that are somewhat demanding but still achievable and you put in good effort to complete them.</p> <ul style="list-style-type: none">• After clarifying goals and identifying challenges, focus on execution of your work. Make sure you have time to achieve your more difficult goals. Put some time in your schedule to tackle the most difficult goals.• Try to increase the number of challenging goals you set for yourself rather than playing it safe. Identifying challenging goals will show other people that you are committed to your role and interested in progressing your career.