

Precise Fit Entry Level Hotel Front Desk Solution

Assessment Fact Sheet

Overview

The Precise Fit Entry Level Hotel Front Desk Solution is for entry-level customer service positions in the hospitality industry. The solution is appropriate for positions in which the majority of the work is done at the front or guest check-in desk. Sample tasks may include: welcoming guests warmly, issuing keys to guests, and accepting payment. Potential job titles that use this solution are: Guest Desk Attendant, Guest Check-in Associate, Front Office Agent, Desk Clerk, Receptionist, Front Desk Agent, Front Desk Attendant, Guest Services Representative/Agent, and Guest Services/Operations.

Job Level	Entry-level
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Job Family/Title	Hospitality
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Details

Average Testing Time (minutes)	20 minutes
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Formats Available	PC, Mobile
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Question Format	Multiple Choice, Most / Least
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Knowledge, Skills, Abilities and Competencies Measured

Controls Emotions: This measures the extent to which the candidate keeps negative emotions under control.

Creates a Positive Impression: This measures the extent to which the candidate manages their behavior to create a positive impression.

Customer Focus: This measures 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.

Generates New Ideas: This measures the extent to which the candidate creates innovative approaches.

Listens Effectively: This measures the extent to which the candidate listens patiently and attentively.

Maintains Good Working Relationships: This measures the extent to which the candidate puts effort into developing good relationships with others.

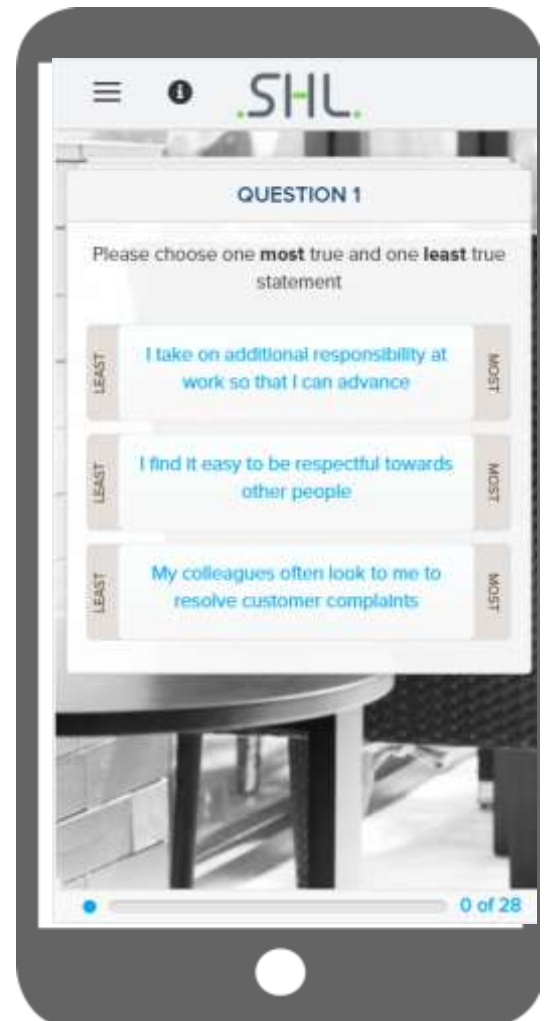
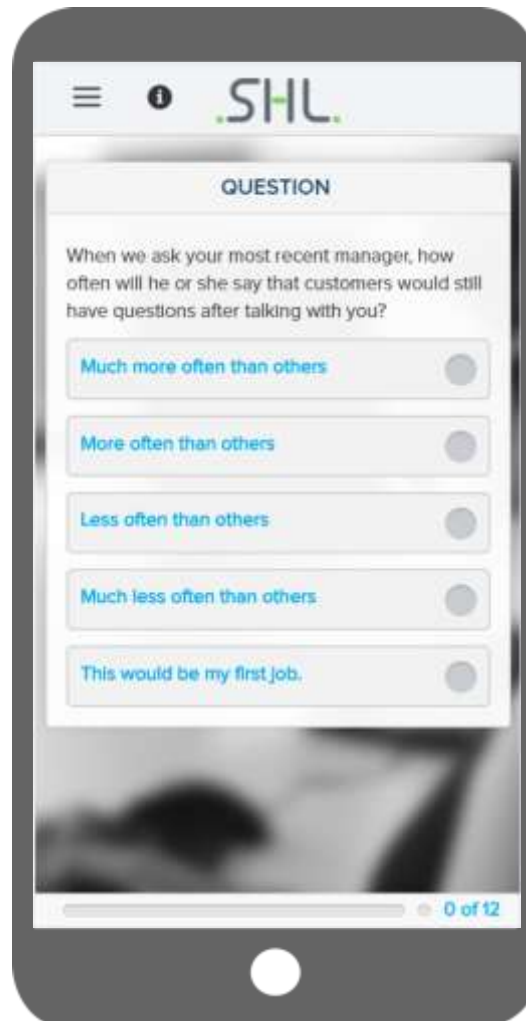
Shows Courtesy: This measures the extent to which the candidate is patient, polite and respectful.

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

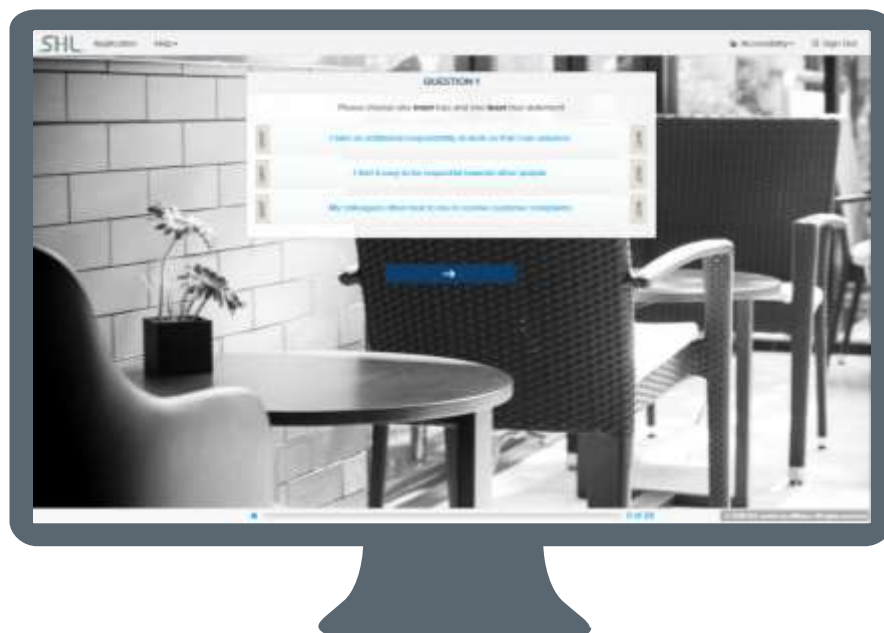
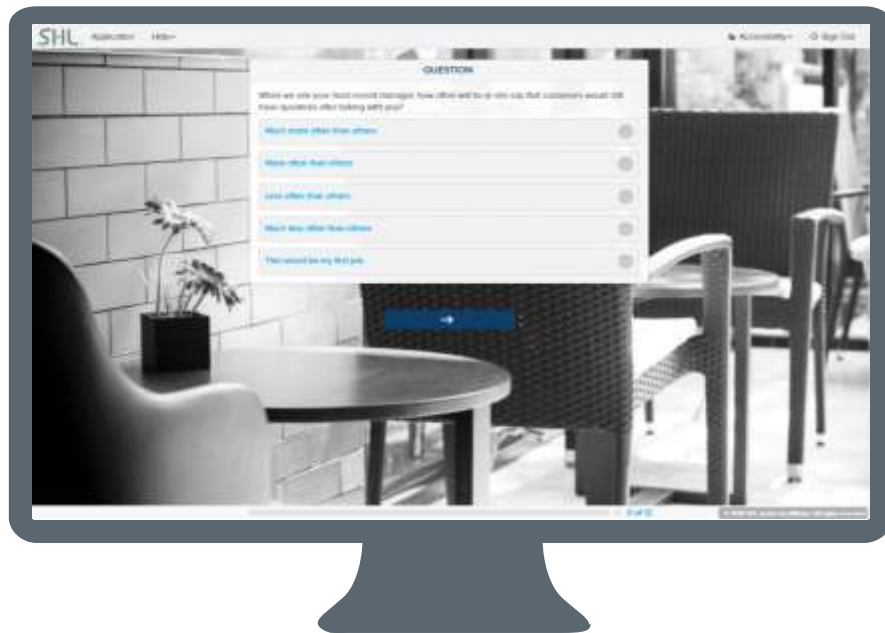
Thrives Under Pressure: This measures the extent to which the candidate keeps things in perspective and stays calm and focused when under pressure.

Understands Others: This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.

**Sample Items -
Mobile**



Sample Items - PC



Sample Reports

Candidate Information

Candidate : Test Candidate	Email : Test@testcandidate.com
Template Selected: Precise Fit Entry Level Hotel Front Desk	Project Name: Hotel Front Desk
Job role: Front Desk Agent	Candidate Location(s): Washington, DC





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.

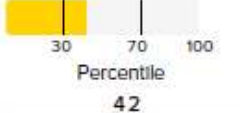
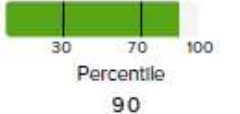
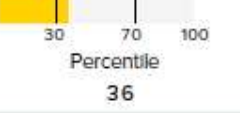



PF Entry Level Hotel Front Desk Sift Out

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 86** Recommended

Details	
<p>Customer Focus</p>  <p>Percentile 82</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>The candidate is likely to be competent and courteous by communicating effectively, showing persistent enthusiasm in customer interactions, and giving customers full attention. The candidate is also likely to tolerate rude customers calmly, find solutions for customer problems, and remain cheerful throughout the workday.</p>
<p>Understands others</p>  <p>Percentile 74</p>	<p>This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.</p> <p>This candidate is likely to understand the motives, behavior and perspectives of others.</p>
<p>Listens effectively</p>  <p>Percentile 31</p>	<p>This measures the extent to which the candidate listens patiently and attentively.</p> <p>This candidate tends to listen to others with minimal interruption. They try to understand others' points of view before forming an opinion.</p>
<p>Shows courtesy</p>  <p>Percentile 29</p>	<p>This measures the extent to which the candidate is patient, polite and respectful.</p> <p>This candidate may miss opportunities to treat others with the highest respect.</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 Percentile 42</p>	<p>This candidate is likely to put effort into developing good work relationships and act in ways that will strengthen work relationships.</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 Percentile 90</p>	<p>This candidate is more likely to make a good first impression, dress appropriately for any situation, and appear professional at all times.</p>
<p>Generates new Ideas</p>	<p>This measures the extent to which the candidate creates innovative approaches.</p>
 <p>30 70 100 Percentile 36</p>	<p>This candidate is likely to suggest some novel and imaginative ideas when presented the opportunity to do so.</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 Percentile 34</p>	<p>This candidate may have some loss in productivity when work pressures increase, and find it challenging to remain calm when under pressure.</p>
<p>Controls emotions</p>	<p>This measures the extent to which the candidate keeps negative emotions under control.</p>
 <p>30 70 100 Percentile 55</p>	<p>As with most candidates, this candidate will likely be challenged by difficult situations and may at times have to work hard to hide their negative reactions.</p>
<p>Strives to achieve</p>	<p>This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.</p>
 <p>30 70 100 Percentile 32</p>	<p>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.</p>