

Host – One Sitting

Assessment Fact Sheet

Overview

The Host solution is designed for entry level positions in the hospitality industry. Sample tasks include managing wait lists and showing guests to their tables. The solution is focused on work ethic and customer focus. Potential job titles that use this solution are: Host/Hostess and Greeter.

Job Level	Entry Level
Job Family/Title	Hospitality Suite

Details

Maximum Number of Questions	180 questions (148 questions on average)
Number of Sitzings	One
Designed for Unproctored Environment	Yes
Question Format	Product Category: Question Format:

Knowledge, Skills, Abilities and Competencies Measured

Composure: This component measures the tendency of one's ability to think clearly and objectively during times of stress or intense pressure. This trait is often described as "grace under fire" and is further characterized by operating under a positive outlook despite criticism, worries, and guilt.

Drive for Success: This component measures the tendency to set and accomplish challenging goals, to believe in one's own ability to get the job done, and to assert one's influence to drive others towards a common goal. This trait is characterized by working hard, demonstrating optimism in the face of adversity, and negotiating effectively with others to accomplish goals.

Conscientiousness: This measures the tendency to be aware of and follow company policies and procedures, including: working in an organized manner, returning from meals and breaks on time, and working when coworkers are not working.

Service Professionalism: 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.

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.

Example Questions

In the last six months, the number of times I've been late for work or an appointment is:

- a) none
- b) 1
- c) 2
- d) 3
- e) 4 or more

You often wish that people would mind their own business.

True

False

Choose which of the two statements below is more true of you.

- a.) I think I have some shortcomings that affect my work.
- b.) Achieving personal success is very motivating for me.

Example Report

Recruiter Report : HS 5.5_Host - Short Form



Applicant Information

Name:Lady Tron
Application Date:Thu Sep 09 13:40:00 EDT 2010
Applicant ID:3931
Session ID:07463775951323

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 PreVisor offers, please contact your account representative.

Overall Score

Not Recommended X

	Low	Medium	High
Percentile	30	70	100
Overall	11		

Detailed Results

	Low	Medium	High
Percentile	30	70	100
Composure	81		
Drive for Success	8		
Conscientiousness	0		
Service Professionalism	93		
Customer Focus	14		

Score Interpretation

Composure

This component measures the tendency of one's ability to think clearly and objectively during times of stress or intense pressure. This trait is often described as "grace under fire" and is further characterized by operating under a positive outlook despite criticism, worries, and guilt.

This candidate is likely to maintain control during stressful situations, thinking clearly and objectively under pressure. When challenged, the candidate will maintain a calm demeanor and will remain motivated by a positive outlook. The candidate will accept criticism as an opportunity to grow and his/her productivity will not be impacted by feelings of vulnerability and doubt.

Drive for Success

This component measures the tendency to set and accomplish challenging goals, to believe in one's own ability to get the job done, and to assert one's influence to drive others towards a common goal. This trait is characterized by working hard, demonstrating optimism in the face of adversity, and negotiating effectively with others to accomplish goals.

This candidate is likely to avoid challenging goals due to lack of initiative and/or confidence in his or her abilities. The candidate is unlikely to be motivated by competition with others possibly due to feelings of inferiority. The candidate may be hindered by a negative outlook. This candidate is also likely to avoid taking charge and tends to defer to others to make decisions.