

# Restaurant Supervisor – One Sitting

## Assessment Fact Sheet

### Overview

The Restaurant Supervisor solution is designed for management level positions in the hospitality industry. Sample tasks include serving as a staff resource, setting schedules, and monitoring daily operations. The solution is focused on solving problems, making good decisions, and maintaining focus on the customer. Potential job titles that use this solution are: Restaurant Supervisor and Restaurant Staff Supervisor.

Job Level	Supervisor
Job Family/Title	Hospitality Suite

### Details

Average Testing Time (minutes)	53 minutes
Maximum Number of Questions	216 items (172 items on average)
Number of Sitzings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple choice, Multiple choice – adaptive, Forced choice – adaptive

### Knowledge, Skills, Abilities and Competencies Measured

**Quantitative Ability:** This assessment measures the ability to comprehend numerical information in a variety of formats. It provides an indication of how an individual will perform when working with numbers, money, tables, bar charts, pie charts, records, analysis reports, and other data found in the workplace. Quantitative skills are commonly required for a variety of jobs at many different levels. Because this test utilizes computer adaptive technology, it is suitable for unproctored use.

**Management Potential:** This is a measure of the potential for managerial 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.

**Leadership 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.

**Achievement:** This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.

**Reliability:** This component measures the tendency of a person's responsibility for his/her 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.

**Thoroughness:** This component measures the tendency to be thorough and precise in approaching work and personal activities. This trait is characterized by: being accurate; finding and correcting errors; and maintaining order in work and personal affairs.

**Independence:** This component measures the tendency of a person's willingness to take action and to make decisions independently. This trait is revealed in: working effectively without immediate supervision; not being overly dependent on help from others; and being resourceful in the face of challenges.

**Influence:** This component measures the tendency of a person's effectiveness in directing and influencing others. This trait is characterized by: persuading and negotiating effectively with others; influencing others' decision-making; and coordinating others' efforts to accomplish work.

## Example Questions

In general, the people I've worked for:

- a)  have never listened to my suggestions
- b)  have rarely listened to my suggestions
- c)  have usually listened to my suggestions
- d)  have always listened to my suggestions
- e)  none of these. I usually do my work without making suggestions about it

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.

One of your employees earns \$24 per hour when working overtime.

How much overtime pay does she earn if she worked 7 hours and 45 minutes of overtime?

- a.)  \$174
- b.)  \$180
- c.)  \$186
- d.)  \$192
- e.)  \$198

**Example Reports**

**Recruiter Report : HS 5.5\_Restaurant Supervisor - Short Form**



Applicant Information	
<b>Name:</b>	martin van buren
<b>Application Date:</b>	Fri Sep 17 16:05:00 EDT 2010
<b>Applicant ID:</b>	3947
<b>Session ID:</b>	82502779888887
<p>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.</p>	

Overall Score			
<b>Recommended</b> ✓			
	Percentile	Low 30	Medium 70 High 100
<b>Overall</b>	38	◆	

Detailed Results			
	Percentile	Low 30	Medium 70 High 100
<b>Quantitative Ability</b>	87	◆	
<b>Management Potential</b>	37	◆	
<b>Leadership Professionalism</b>	97	◆	
<b>Customer Focus</b>	30	◆	
<b>Achievement</b>	18	◆	
<b>Reliability</b>	98	◆	
<b>Thoroughness</b>	29	◆	
<b>Independence</b>	0	◆	
<b>Influence</b>	46	◆	

Score Interpretation	
<b>Quantitative Ability</b>	
<p>This assessment measures the ability to comprehend numerical information in a variety of formats. It provides an indication of how an individual will perform when working with numbers, money, tables, bar charts, pie charts, records, analysis reports, and other data found in the workplace. Quantitative skills are commonly required for a variety of jobs at many different levels.</p>	
<p>This report provides information regarding an individual's ability to solve math problems using basic arithmetic skills to complex algebra skills, comprehend graphs, tables and charts, make inferences from numerical data, compare and contrast numerical data, and evaluate quantities to arrive at a correct judgment.</p>	
<p>This individual demonstrates an above average level of quantitative ability compared to others in similar job levels. This person is likely to be very skilled at quickly and accurately performing mathematical computations and identifying patterns and trends in numerical data presented in various formats. He/she</p>	