

# Server – One Sitting

## Assessment Fact Sheet

### Overview

The Server solution is designed for entry level positions in the hospitality industry. Sample tasks include taking customer food and drink orders and delivering food items. The solution is focused on work ethic, customer focus, and sales. Potential job titles that use this solution are: Server and Waiter/Waitress.

Job Level	Entry-Level
Job Family/Title	Hospitality Suite

### Details

Average Testing Time (minutes)	40 minutes
Maximum Number of Questions	240 items (208 items on average)
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple choice, Forced choice – adaptive
Product Category	Standard Job Templates

### 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 co-workers are not working.

**Sales Focus:** This is a measure of the tendency to suggest or show alternative solutions based on customer needs. This trait is characterized by: directing conversation toward a commitment/order/sale; showing confidence even after a hard refusal/rejection; and striving to close a transaction every time.

**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.

**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.

## 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 Reports**

**Recruiter Report : HS 5.5\_Server - Short Form**



Applicant Information	
<b>Name:</b>	martin van buren
<b>Application Date:</b>	Fri Sep 17 16:42:00 EDT 2010
<b>Applicant ID:</b>	3947
<b>Session ID:</b>	33457780158157
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			
<b>Recommended</b> ✓			
	Percentile	Low 30	Medium 70
<b>Overall</b>	65	◆	

Detailed Results			
	Percentile	Low 30	Medium 70
<b>Composure</b>	35	◆	
<b>Drive for Success</b>	70	◆	
<b>Conscientiousness</b>	38	◆	
<b>Sales Focus</b>	47	◆	
<b>Customer Focus</b>	69	◆	
<b>Service Professionalism</b>	55	◆	

Score Interpretation	
<b>Composure</b>	<p>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.</p> <p>Under most circumstances, the candidate will maintain composure, think clearly, and display a positive outlook during times of stress. However, when pressured or subjected to strong criticism, the candidate may develop feelings of vulnerability. These feelings may lead to lower productivity and poor decision-making as the candidate struggles to regain his/her confidence and control of the situation.</p>
<b>Drive for Success</b>	<p>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.</p> <p>This candidate may accept moderately challenging goals, but may avoid aggressively challenging goals, possibly due to occasional self-doubt. The candidate is somewhat confident in his or her abilities, but may</p>