Service Supervisor – One Sitting

Assessment Fact Sheet

Overview

The Service Supervisor solution is for entry-level leadership positions in the hospitality industry that oversee hourly and salaried employees in customer facing positions (e.g. Front Desk Associate, Concierge, Guest Services Associate). Individuals in these roles may perform many of the duties of the employees they supervise. Sample tasks may include: assisting challenging guests, coaching employees on their customer service skills, taking corrective action when an employee is performing poorly, and monitoring employees to assess the satisfactory completion of tasks. Potential job titles that use this solution are: Front Desk Manager, Guest Services Supervisor, and Front Desk Supervisor.

Job Level	Supervisor
Job Family/Title	Hospitality Suite

Details

Average Testing Time (minutes)	48 minutes
Maximum Number of Questions	218 questions (174 questions on average)
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple Choice, Multiple Choice – Adaptive, Forced Choice - Adaptive
Product Category	Standard Job Templates

Knowledge, Skills, Abilities and Competencies Measured

Deductive Reasoning Ability: This assessment measures the ability to draw logical conclusions based on information provided, identify strengths and weaknesses of arguments, and complete scenarios using incomplete information. It provides an indication of how an individual will perform when asked to develop solutions when presented with information and draw sound conclusions from data. This form of reasoning is commonly required to support work and decision making in many different types of jobs at many levels. Because this test utilizes computer adaptive technology, it is suitable for unproctored use.

Leadership Professionalism: This is a measure of the tendency to have potential for 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.

Management Potential: This component measures the tendency to make good judgments about how to effectively respond to work situations. This is determined by scores derived from the candidate's responses to questions regarding situations one would likely encounter as a manager.

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.

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.

Flexibility: This component measures the tendency to work effectively despite changes in coworkers, settings, and environment. This trait is expressed as one's desire for variety and flexibility in work, and a comfort level in the midst of changing circumstances.

Confidence and Optimism: This component measures the tendency to have belief in one's own ability to get the job done. This trait supports optimism in the face of rejection and a feeling of being successful and competent in a variety of areas.

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.

Sense of Duty: This component measures a person's tendency to acknowledge and respect authority, and to accept and comply with rules. This trait is demonstrated by: trustworthiness; protecting sensitive or confidential information; following required procedures; and honoring one's commitment to the organization.

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.

Innovation: This component measures the tendency of one's creativity in working through problems and making decisions. This trait is seen as: producing novel solutions to problems; using imagination to create unique ideas or products; and logically applying multiple and inventive strategies when considering alternatives.

Example Questions

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.

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

Compared to the general public, I think that my potential or actual ability to supervise others is in the:

a) ○ top 5%

b) ○ top 20%, but not in the top 5%

c) ○ top half, but not in the top 20%

d) ○ lower half

	False	True
You often wish that people would mind their own business.	○	○

There are two groups: Kevin's and Lisa's.

Everyone in Kevin's group plays the drums.
Everyone in Lisa's group plays an instrument.
Susan plays the clarinet.
Jason plays the drums.

Based on the information above, which of these statements MUST be true?

a.) ○ Susan is in Kevin's group.

b.) ○ Susan is in Lisa's group.

c.) ○ Jason is in Lisa's group.

d.) ○ Susan and Jason are in the same group.

Example Reports

Detailed Report:HS 5.5_Service Supervisor - Short Form

Recruiter | Interview | Development

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Applicant Information
Name: martin van buren
Application Date: Fri Sep 17 18:03:00 EDT 2010
Applicant ID: 3947
Session ID: 37660780908380
Library: Selection
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 ✗

	Percentile	Low	Medium	High
		30	70	100
Overall	23	♦		

Detailed Results

	Percentile	Low	Medium	High
		30	70	100
Deductive Reasoning	16	♦		
Leadership Proffessionalism	75			♦
Management Potential	37		♦	
Customer Focus	41		♦	
Achievement	52		♦	
Flexibility	11	♦		
Confidence and Optimism	23	♦		
Thoroughness	22	♦		
Sense of Duty	20	♦		
Independence	19	♦		
Influence	70			♦
Innovation	27	♦		

Score Interpretation

Deductive Reasoning

This assessment measures the ability to draw logical conclusions based on information provided, identify strengths and weaknesses of arguments, and complete scenarios using incomplete information. It provides an indication of how an individual will perform when asked to develop solutions when presented with information and draw sound conclusions from data. This form of reasoning is commonly required to support work and decision making in many different types of jobs at many levels.

This report provides information regarding an individual's ability to use sound logic to solve problems, strengthen arguments, and identify weaknesses in the propositions of others.

This individual demonstrates a below average level of deductive reasoning ability compared to others in similar job levels. This person may be able to work with simple logical arguments, but may experience difficulty in identifying assumptions in more complex arguments. This individual's level of deductive reasoning may impact his/her ability to use sound logic and draw reasonable conclusions based on available information.

At work, this individual is likely to take longer than most others to solve problems and will have more difficulty identifying the amount of information necessary to draw conclusions. Others with higher levels of deductive reasoning ability may be able to form solid arguments more effectively, identify the weaknesses in the arguments of others, and develop logical solutions to problems. He/she may have flaws in his/her logic.

Leadership Proffessionalism

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.

The candidate's response profile concerning past achievements, social orientation, and work orientation is highly similar to the profiles of highly effective professionals. The good match between the profiles suggests that the candidate is likely to be successful in a professional position.