

Precise Fit 初级宾馆前台岗位解决方案

测评简介

概述

Precise Fit 初级宾馆前台岗位解决方案为初级客户服务工作岗位设计，针对主要从事前台服务的员候选人。工作内容包括但不限于：欢迎宾馆客人、提供客房钥匙以及处理付款等。本解决方案可能适用的职位有：前台服务员、入住接待员、宾馆接待/前台、宾馆服务员等。

职位级别 入门级

职位类别 服务业

详细信息

平均测试时间 (分钟) 20 分钟

形式 电脑、手机

问题类型 单选题、最符合 / 最不符合

所衡量的知识、技能、能力和胜任力

控制情绪：用于衡量候选人能在多大程度上控制负面情绪。

创造积极印象：用于衡量候选人管理自己的行为、给人留下积极印象的能力。

顾客为中心：用于衡量候选人是否能在与顾客沟通时保持热情，具体表现为：为带来的不便真诚道歉、能够耐心、冷静地应对粗鲁的顾客以及为顾客提供信息或产品。

提出新想法：用于衡量候选人提出创新方法的能力。

有效倾听：用于衡量候选人倾听他人的耐心度和专注度。

保持良好的工作关系：用于衡量候选人努力发展与他人的良好关系的程度。

礼貌待人：用于衡量候选人是否有耐心、有礼貌并能够尊重他人。

努力实现目标：用于衡量候选人是否能主动设定高目标并努力达到或超越这些目标。

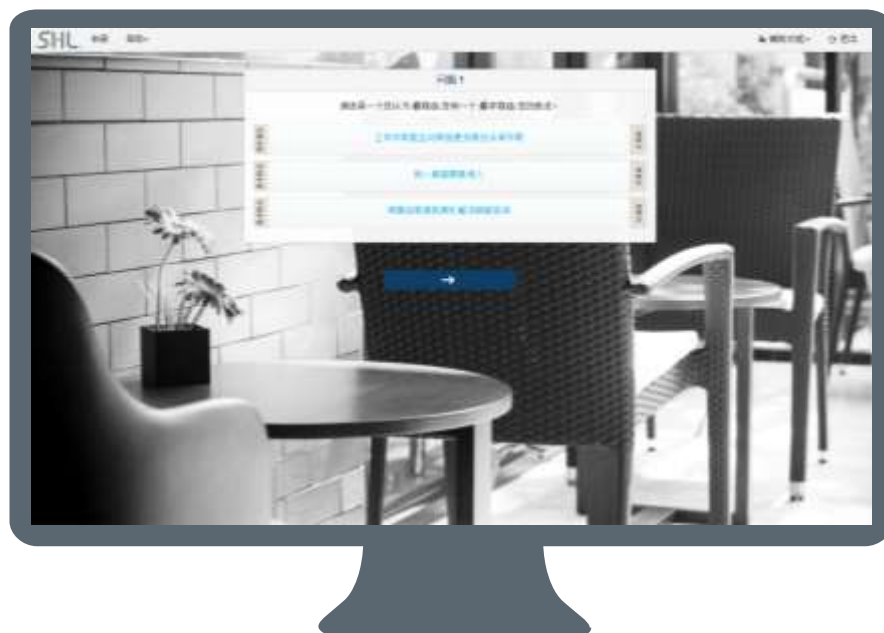
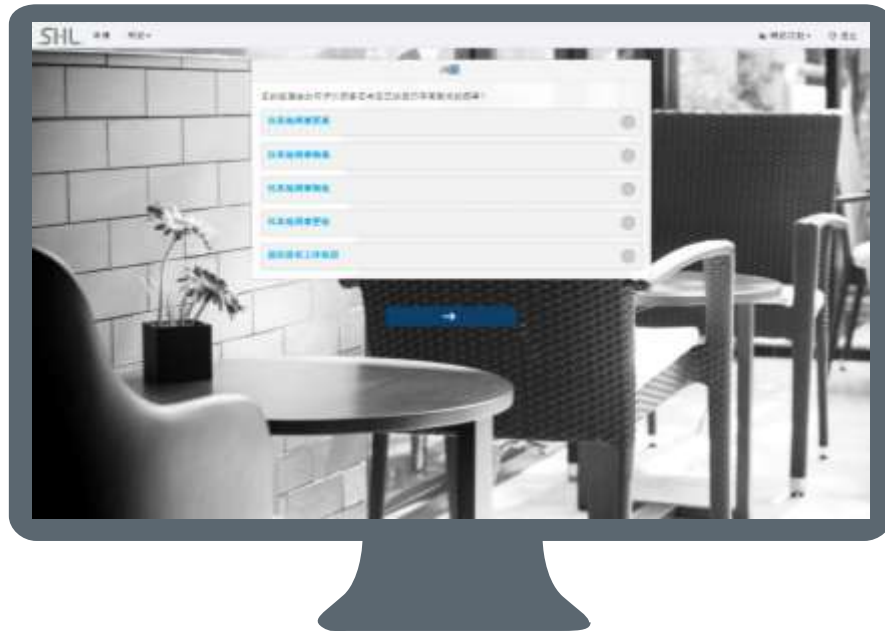
应对压力：用于衡量候选人在压力下是否能客观应对情况并保持冷静和专注。

理解他人：用于衡量候选人通过观察和分析来了解他人的行动和想法的程度。

示例问题 - 手机版



示例问题 - 电脑版



示例报告

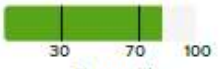
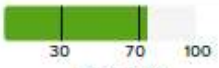


| Candidate Information | |
|---|---------------------------------------|
| Candidate: Test Candidate | Email: Test@testcandidate.com |
| Template Selected: Precise Fit Entry Level Hotel Front Desk | Project Name: Hotel Front Desk |
| Job role: Front Desk Agent | Candidate Location(s): Washington, DC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

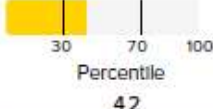
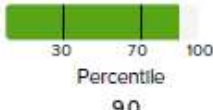
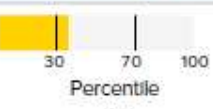
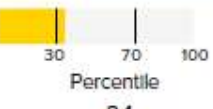
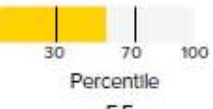
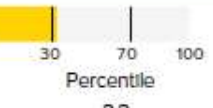
PF Entry Level Hotel Front Desk Sift Out

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> |