

Front Desk Associate – One Sitting

Assessment Fact Sheet

Overview

The Front Desk Associate solution is for entry-level customer service positions in the hospitality industry. The solution is appropriate for positions in which the majority of the work is done at the front or guest check-in desk. Sample tasks may include: welcoming guests warmly, issuing keys to guests, tabulating guest bills, and accepting payment. Potential job titles that use this solution are: Front Desk Clerk, Guest Desk Attendant, Guest Check-in Associate, or Front Office Agent.

Job Level	Entry Level
Job Family/Title	Hospitality Suite

Details

Average Testing Time (minutes)	50 minutes
Maximum Number of Questions	195 questions (155 questions on average)
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Forced Choice – Adaptive, Multiple Choice, Multiple Choice – Adaptive
Product Category	Standard Job Templates

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.

Conscientiousness: This component measures the tendency to exhibit personal responsibility, follow rules and guidelines, and complete work thoroughly and precisely. This trait is characterized by trustworthiness, fulfilling commitments, dedication to the completion of all work tasks completely and accurately, and organization.

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.

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.

Service 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.

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.

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.

Kim's bill for office supplies was \$20.00. The sales tax on that bill was an additional 4.5%.

What was the sales tax for Kim's bill in the above situation?

- a.) \$0.44
- b.) \$0.90
- c.) \$1.00
- d.) \$4.44
- e.) \$4.50

You often wish that people would mind their own business.

False
True

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

Example Report

Detailed Report: HS 5.5_Front Desk Associate - Short Form

Recruiter Interview Development

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Applicant Information

Name: royk sopp
Application Date: Fri Sep 10 09:34:00 EDT 2010
Applicant ID: 3943
Session ID: 54030778078416
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 ✖

	Low	Medium	High
Percentile	30	70	100
Overall	3		

Detailed Results

	Low	Medium	High
Percentile	30	70	100
Quantitative Ability	1		
Conscientiousness	14		
Drive for Success	7		
Composure	5		
Customer Focus	4		
Service Professionalism	93		

Score Interpretation

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.

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.

This individual demonstrates a below average level of quantitative ability compared to others in similar job levels. This person is likely to find it challenging to work with numbers, money, charts, and other types of numerical data.

At work, this person is likely to take longer than most others to accurately complete numerical computations and comprehend and analyze data presented in charts, tables, and graphs. This person may experience difficulty in solving numerically-based problems and using data to support their judgments. Compared to others who score higher, this person is less likely to possess strong abilities to draw inferences from numerical data and to use numerical data to effectively solve work-related problems.