

# Guest Services Associate – One Sitting

## Assessment Fact Sheet

### Overview

The Guest Services Associate solution is for entry to mid-level customer service positions in the hospitality industry. The solution is for highly customer service focused positions with few to no sales components. Sample tasks may include: providing information on entertainment, dining, and transportation to guests, making dining recommendations to guests, arranging transportation for guests, and making reservations. Potential job titles that use this solution are: Concierge, Guest Services Agent, Club Concierge, Hotel Concierge, and Front Office Manager.

Job Level	Entry Level
Job Family/Title	Hospitality Suite

### Details

Average Testing Time (minutes)	48 minutes
Maximum Number of Questions	195 questions (155 questions on average)
Number of Sitzings	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

**Verbal Ability:** This assessment measures the ability to extract relevant information from written sources and make objective judgments on the basis of that information, logically complete sentences, and understand relationships between words. It provides an indication of how an individual will perform when working with reports, correspondence, instructions, and research information. Verbal ability is commonly required to support work judgment and decision making in many different types of jobs at all levels. Because this test utilizes computer adaptive technology, it is suitable for unproctored use.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

## 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.

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

Select the word most similar in meaning to the underlined word.

Maria converts the sales ticket to an invoice.

- a.)  records
- b.)  replaces
- c.)  examines
- d.)  transforms
- e.)  removes

## Example Report

**Detailed Report: HS 5.5\_Guest Services Associate - Short Form**

Recruiter: Interview Development

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**Applicant Information**

**Name:** sigor ros  
**Application Date:** Fri Sep 10 07:02:00 EDT 2010  
**Applicant ID:** 3937  
**Session ID:** 47337777177613  
**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	9		

**Detailed Results**

		Low	Medium	High
Percentile		30	70	100
<b>Verbal Ability</b>	8	◆		
<b>Achievement</b>	4	◆		
<b>Composure</b>	72	◆		
<b>Confidence and Optimism</b>	22	◆		
<b>Reliability</b>	6	◆		
<b>Independence</b>	9	◆		
<b>Influence</b>	23	◆		
<b>Customer Focus</b>	6	◆		
<b>Service Professionalism</b>	99	◆		

**Score Interpretation**

**Verbal Ability**

This assessment measures the ability to extract relevant information from written sources and make objective judgments on the basis of that information, logically complete sentences, and understand relationships between words. It provides an indication of how an individual will perform when working with reports, correspondence, instructions, and research information. Verbal ability is commonly required to support work judgment and decision making in many different types of jobs at all levels.

This report provides information regarding an individual's ability to read and comprehend written passages, understand individual word meanings and word associations, and complete sentences.

This individual demonstrates a below average level of verbal ability compared to others in similar job levels. This person may demonstrate a very basic understanding of written information, but is very likely to experience difficulty in understanding more complex documentation. This individual's level of verbal ability may impact his/her ability to interpret information and generate well-worded responses.

At work, this individual is likely to take longer than most others to review written information encountered as part of the job. Others with higher levels of verbal ability may be able to understand and analyze new information faster. He/she may have difficulty in situations where the facts are not entirely clear and there is room for interpretation.

**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.

The candidate is likely to avoid challenging goals and projects, preferring to work only as hard as is necessary to complete tasks. The candidate may display little initiative and will tend to give up easily when confronted with obstacles. The candidate is unlikely to be motivated by peer competition or ambitious deadlines, and may appear to lack an appropriate degree of urgency in approaching his/her work.

**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.

This candidate is likely to maintain control during stressful situations, thinking clearly and objectively under pressure. When challenged, the candidate will maintain a calm demeanor and will remain motivated by a positive outlook. The candidate will accept criticism as an opportunity to grow and his/her productivity will not be impacted by feelings of vulnerability and doubt.