



## Candidate Information

**Candidate :** Sample Candidate

**Email :** candidate\_email@mail.com

**Assessment Profile:**

**Project Name:** Server - Guest Service 7.0

**Completion Date:** 03-13-2019

### **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.

## Guest Service Team 7.0

### Instructions

#### Prepare for the Interview:

In order to conduct an effective interview, appropriate preparation needs to take place. It is important to complete the following before interviewing an applicant:

- Become familiar with the competencies associated with the job and choose one or two questions from each competency to ask the interviewee.
- Review the candidate's application or resume and make note of any issues that you need to follow-up on. Some examples of potential issues are gaps in employment or working at a job for less than a year.

#### Greeting and Introduction:

Now you are ready to meet the applicant. When greeting the applicant introduce yourself and provide him/her some background information about yourself. Explain the purpose of the interview, for example, 'The purpose of the interview is to determine if there is a match between your interests and qualifications and the position.' Provide the interviewee with a brief overview of the interview structure so that he/she knows what to expect. Here are some tips for structuring the interview:

- Take notes. It will make it easier to evaluate the applicants afterward without forgetting the specific details.
- Tell the applicant that there will be time at the end of the interview for any questions that he/she may have.
- At the end of the interview tell the applicant about the company and the specific job that he/she is applying for.

#### Ask Competency-based Interview Questions:

Now you are ready to begin asking questions. Begin with questions that you have about the interviewee's application or resume. Ask questions about his/her previous work history or any potential issues that you noticed from the resume. When these are complete, transition into the structured part of the interview by asking questions associated with competencies for the job. Probe the applicant to give you a complete answer by asking Situation, Behavior, Outcome probes.

#### Bring the Interview to a Close:

When all of the questions are asked, you need to close the interview. Give the applicant specific details including the job duties, hours worked, compensation, and information about the company. Sell the position and company to the applicant by emphasizing job fit, sources for job satisfaction, and opportunities for growth. Finally, close the interview by thanking the candidate for his/her time and by giving him/her a timeline for the application process.

#### Rate the Applicant:

The last step is to evaluate the candidate. Some tips to help you complete a good evaluation are:

- Review your notes.
- Determine ratings for the applicant on each competency as well as an overall rating by using the anchor scales.
- Determine your final recommendation.

Overall Score



Percentile  
68

Recommended

### Details

#### 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.

Please describe the situation when you most effectively handled a dissatisfied customer.

**Situation:** What was the situation? How did you find out that the customer was unhappy?

**Behavior:** How did you respond to the customer?

**Outcome:** What was the customer's reaction? What has happened with the customer since that situation?

Sometimes people do not understand what we are trying to tell them, so we need to repeat what we said or try to explain it in a different way. Tell me about the most difficult time you have had trying to explain something to someone.

**Situation:** What were you trying to tell them? What obstacles did you face in your communications?

**Behavior:** How did you overcome these obstacles?

**Outcome:** How did the people respond to you? What was the outcome of the situation?

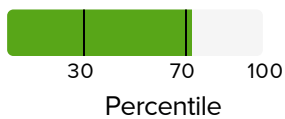
It can be difficult to cope with interruptions and requests for help when you have a lot to do at work. Tell me about a time you were under the most pressure when a customer or coworker asked for your help.

**Situation:** What was the source of the time pressure? What kind of help did the other person need?

**Behavior:** What was your response?

**Outcome:** What happened with this situation?

Below Average		Average	Above Average	
1	2	3	4	5
Fails to meet even the most basic customer needs; makes no effort to satisfy customer's needs; shows disinterest in serving customers.		Meets customer expectations by fulfilling requests.	Goes well beyond normal expectations to serve customers; demonstrates strong commitments to customer service; personally goes beyond the call of duty.	



<p>Fails to respond to customer needs and concerns in a timely manner; refuses to help others, regardless of how busy he/she is; responds slowly and without a sense of urgency when a client comes with a pressing need; ignores feedback from customers regarding products and services; does not seek feedback from customers.</p>	<p>Responds quickly to customer needs, concerns, and requests once they are identified.</p>	<p>Anticipates and addresses near and longer term customer needs and potential problems; makes an effort to understand and address customers'/others' needs and desires; seeks feedback from customers about all products and services.</p>
<p>Avoids helping others; is sullen or unfriendly when required to help others; challenges or confronts difficult customers, thereby escalating hostility.</p>	<p>Explores ways to increase customer satisfaction (typically as it relates to the current transaction).</p>	<p>Is courteous and friendly even when handling a difficult customer.</p>
<p>Acts irritated when dealing with a dissatisfied customer; does not apologize or look for ways to resolve the problem.</p>	<p>Emphasizes the need for providing good customer service and help to others.</p>	<p>Apologizes sincerely when dealing with a dissatisfied customer and does what is necessary to make the person happy.</p>
<p>Works to sell products and services only; does not incorporate customer needs into available products and services; takes a one-size-fits-all approach; does not try to match solutions to customer's needs.</p>	<p>Apologizes to the customer, and deals with the current problem, but does not go out of his/her way to satisfy the customer.</p>	<p>Incorporates customer needs and requirements into services and products; works with customers to explore the best way to meet their needs, even if it means not making a sale.</p>
<p>Rarely looks for ways to enhance customer satisfaction.</p>	<p>Makes an effort to satisfy customer needs.</p>	<p>Actively explores ways to enhance customer satisfaction and overall experience with the company.</p>

<p>Professional Potential</p>	<p>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.</p>
	<p>Tell me about the time you were most effective in putting your technical expertise to use to solve a business problem.</p> <p><b>Situation:</b> What problem did you face?</p> <p><b>Behavior:</b> What technical skills did you use? What methods did you use to apply this expertise?</p> <p><b>Outcome:</b> What impact did this have on the problem?</p> <p>What do you do to ensure that your professional/technical knowledge is up to date and</p>

keeps you on the cutting edge of the industry?

**Situation:** How often do you update your knowledge?

**Behavior:** What do you do to ensure that others also obtain this knowledge? How do you use technical resources available to you in your organization?

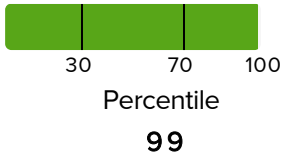
**Outcome:** How do you learn about professional or technical developments?

Describe the best compliment or recognition you received for your understanding of the business and its customers.

**Situation:** What was the compliment or recognition you received? What was your understanding of the business and your customers that merited recognition?

**Behavior:** What did you do to learn about the industry's history and customers? What did you do to learn about potential competitors?

**Outcome:** What impact did this recognition have on your work?



Below Average		Average	Above Average	
1	2	3	4	5
Fails to consider and incorporate prior experience when facing new problems.		Draws upon prior experience when facing problems similar to ones encountered in the past.	Uses approaches and ideas used to solve past problems when faced with new problems, even if the problems are seemingly unrelated.	
Explores only the surface of his/her knowledge when identifying solutions to problems; stops looking at problems once the most obvious solution has been identified.		Searches knowledge and expertise for a different solution if the obvious one will not work.	Thoroughly probes and stretches his/her knowledge for the best solution; keeps looking for alternative solutions even after one or two obvious solutions have been identified.	
Does not take steps to keep technical knowledge up-to-date.		Will occasionally be involved in projects to keep technical knowledge up-to-date.	Continuously works to keep technical knowledge up-to-date.	
Has not received recognition for technical expertise.		Has received some recognition for technical expertise.	Has worked to receive recognition for his/her technical expertise.	

**Responsibility**

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.

**Tell me about a time when you had to complete many routine and dull tasks for a significant time period.**

**Situation:** What were the mundane tasks?

**Behavior:** How did you stay committed to these tasks?

**Outcome:** Did you complete all the dull tasks?

**Describe a situation where you had to prioritize levels of a project and develop and follow a project plan.**

**Situation:** What project were you working to complete?

**Behavior:** How did you prioritize and plan?

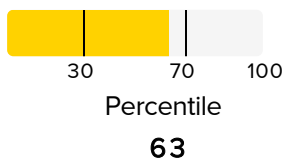
**Outcome:** What was the outcome of the project?

**Tell me about a time when you worked with numerous deadlines, meetings, and appointments. Describe how you handled these tasks.**

**Situation:** What was the situation?

**Behavior:** How did you manage all your responsibilities?

**Outcome:** What was the outcome?



Below Average		Average	Above Average	
1	2	3	4	5
Avoids working on routine or mundane tasks.		Works on mundane or boring tasks on a limited basis.	Motivated to fulfill work obligations regardless of the difficulty or dullness of the tasks.	
Appears unreliable to complete certain tasks.		Has trouble completing difficult or mundane tasks in a timely fashion.	Approaches work in an orderly and efficient manner.	

Will likely procrastinate with work that is viewed as dull or not interesting and will fall behind in completing it in a timely manner.	Occasionally procrastinates on work that is viewed as difficult.	Accomplishes work on time without procrastinating.
Has problems properly planning for difficult or mundane projects.	Sometimes has difficulty planning for projects that contain boring work.	Carefully plans for all work tasks or projects that require planning.
Is easily distracted out of boredom.	Assigns work that is not stimulating to coworkers if possible.	Is not easily distracted from work.

**Teamwork** The tendency to work effectively in teams. High scorers are likely to be polite and friendly, put forth effort to help others, stay calm in tense situations, communicate openly and directly with other team members, and display a willingness to help others.

People often have different ways of approaching work. Tell me about a time when you didn't like how another person approached a task that you were working on together.

**Situation:** What was the situation? What was the task? What was the approach?

**Behavior:** What did you do?

**Outcome:** What was the outcome?

Tell me about a time when you went out of your way to help someone at work.

**Situation:** What was the situation? What kind of help was needed?

**Behavior:** What did you do to help this person?

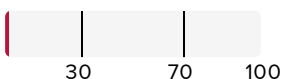
**Outcome:** What happened as a result of your assistance?

Tell me about a time when you had to prioritize a team goal over a personal goal.

**Situation:** What was the situation?

**Behavior:** How did you react to having to put your personal goals on hold for the team?

**Outcome:** What did you learn from that situation?



Percentile

1

Below Average		Average	Above Average	
1	2	3	4	5
Focused on personal success rather than shared success.		Valued shared success when it was relatively convenient and easy to focus on the group.	Promoted shared success above individual success.	
Had trouble adjusting work style or efforts to work collaboratively with others or failed to recognize the need to do so.		Attempted to adjust work style and efforts to work more effectively with others, may have made a slightly inappropriate change.	Adeptly adjusted work style and efforts to complement those of others in the group and enhance group productivity and effectiveness.	
Provided grudging and/or minimal assistance to a person in need.		Provided assistance relevant to the situation; little or no personal sacrifice was involved.	Provided relevant assistance in spite of meaningful personal costs.	
Failed to recognize when someone really needed help.		Recognized when someone really needed help, although it may have taken awhile to notice.	Was the first or only person to notice that someone needed help.	