Bilingual Reservation Agent – One Sitting

Assessment Fact Sheet

Overview

The Bilingual Reservation Agent solution is for customer centered entry-level positions within the hospitality industry. Sample tasks may include making, updating, or cancelling hotel reservations made in English or Spanish; listening to customers speaking Spanish and entering information into a computer in English; providing information on the hotel and the services offered. Potential job titles that use this solution are: Bilingual Reservation Agent, Customer Service Representative, and Reservationist.

Job Level	Entry-Level
Job Family/Title	Hospitality Suite

Details

Average Testing Time (minutes)	43 minutes
Maximum Number of Questions	119 items (91 items on average)
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Simulations, Multiple choice, Forced choice - adaptive
Product Category	Standard Job Templates

Knowledge, Skills, Abilities and Competencies Measured

Navigation: This measures a candidate's interactions within a realistic contact center environment by providing a workspace that simulates multiple customer service-based applications running on a Windows desktop simultaneously.

Service Orientation: This measures a candidate's tendency to focus on meeting customers' needs in a simulated telephone call context. This includes the tone and language used to respond to customers' questions, apologizing when appropriate, and providing solutions that directly relate to customers' requests.

Tactful Problem Solving: This measures a candidate's tendencies to engage in problem solving with customers in the context of simulated telephone calls. This includes acquiring necessary information from both customers and systems to understand the nature of the problem, working through ambiguity to determine the correct answer, and tactfully explaining the resolution of the situation to customers.

Data Entry Speed: This measures a candidate's ability to listen to and record information received from customers quickly. This is calculated by the number of gross keystrokes per minute typed by an applicant.

Data Entry Accuracy: This measures a candidate's ability to listen to and record information received from customers accurately. This is calculated by the following formula: Percent Accurate = Number of Correct/Number of Total * 100.

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.

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.

Example Questions

You often wish that people would mind their own business.

True / False

Rather than stick to a single task until it's done, you prefer to move back and forth among several tasks.

Switching between tasks causes you stress.

Strongly Disagree / Disagree / Neutral / Agree / Strongly Agree

INSURANCE ASSISTANCE PROGRAM INFORMATION

Program	Maximum Annual Income	Age Requirement	Insurance Services Covered	Location Available	Type of Coverage	Maximum Annual Coverage
A	$25,500	Under 30	Hea, AC	All locations	B, S	$7,000
B	$31,000	43-54	Hea, AC	NE and SE	B, S, F	$12,750
C	$27,950	31-45	Hea	SE	B	$2,500
D	$35,750	Over 52	Hea, AC, HM	All locations	B, S	$19,333
E	$39,200	Over 41	Hea, AC	MW	B	$16,000
F	$28,200	36-48	Hea, AC, HM	All locations	B, S, F	$22,225
G	$38,500	38-59	Hea, AC, HM	NW	B, S	$11,580

Insurance Services:

Hea = Health
AC = Automobile coverage
HM = Homeowner's

Type of Coverage:

B = Basic
S = Spouse
F = Family

Which insurance assistance program has maximum annual coverage of $2500?

a.) ○ Program A
b.) ○ Program B
c.) ○ Program C
d.) ○ Program D
e.) ○ Program E

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.

Recruiter Report : HS 5.5: Bilingual Reservation Agent - Short Form

PREVISOR

Applicant Information

Name: millard fillmore

Application Date: Thu Sep 30 11:10:00 EDT 2010

Applicant ID: 3822

Session ID: 78602790540564

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.
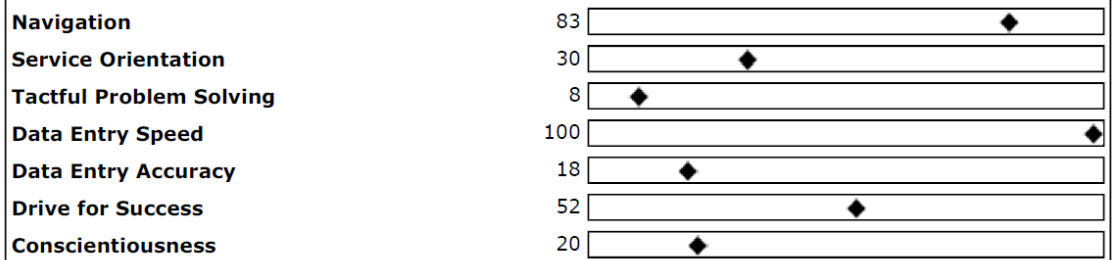
Overall Score

		Low	Medium	High
Recommended ✓				
	Percentile	30	70	100
Overall	78			◆

Detailed Results

		Low	Medium	High
	Percentile	30	70	100
Navigation	83			◆
Service Orientation	30		◆	
Tactful Problem Solving	8	◆		
Data Entry Speed	100			◆
Data Entry Accuracy	18	◆		
Drive for Success	52		◆	
Conscientiousness	20	◆		

Score Interpretation

Navigation

This measures a candidate's interactions within a realistic contact center environment by providing a workspace that simulates multiple customer service-based applications running on a Windows desktop simultaneously.

The candidate tends to excel in navigating between multiple computer screens to find information. He/she is able to determine which application contains the information needed to solve the customer's problem. Based on this information, the candidate is more likely than others to perform well on the job when navigating through multiple screens.

Service Orientation

This measures a candidate's tendency to focus on meeting customers' needs in a simulated telephone call context. This includes the tone and language used to respond to customers' questions, apologizing when appropriate, and providing solutions that directly relate to customers' requests.

The candidate tends to lack enthusiasm when working with customers. He/she makes assumptions and does not offer customers alternative options. The candidate is inclined to be impatient and less courteous than