

## Front Desk Associate – One Sitting

**Designed for Unproctored Environment** 

**Question Format** 

**Product Category** 

## **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                                      |

| Knowledge,        |  |  |  |
|-------------------|--|--|--|
| Skills, Abilities |  |  |  |
| and               |  |  |  |
| Competencies      |  |  |  |
| Measured          |  |  |  |
|                   |  |  |  |

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**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.

Yes

Forced Choice - Adaptive, Multiple Choice,

Multiple Choice - Adaptive

Standard Job Templates

**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.

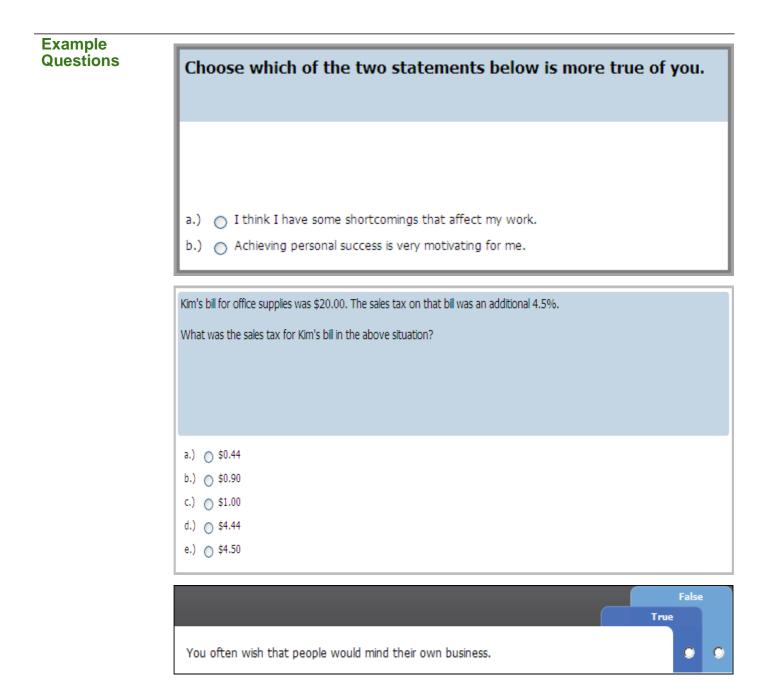
**Drive for Success**: This component measures the tendency to set and accomplish challenging goals, to believe in one's own ability to get the job done, and to assert one's influence to drive others towards a common goal. This trait is characterized by working hard, demonstrating optimism in the face 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.





In the last six months, the number of times I've been late for work or an appointment is: a) b) c) 1 c) c) 2 d) c) 3 e) c) 4 or more

