

Hospitality Retail Associate – One Sitting

Assessment Fact Sheet

Overview

The Hospitality Retail Associate solution is for customer centered entry-level positions that may or may not include a sales component. The solution covers retail oriented positions within the hospitality industry, and sample tasks may include taking orders; solving product or service issues; responding positively to difficult customers; referring unresolved issues to the appropriate individuals; providing information on products and/or services. Potential job titles that use this solution are: Gift Shop Attendant, Sales Associate, Cashier, and Salesperson.

| | |
|------------------|-------------------|
| Job Level | Entry Level |
| Job Family/Title | Hospitality Suite |

Details

| | |
|--------------------------------------|--|
| Average Testing Time (minutes) | 36 minutes |
| Maximum Number of Questions | 108 questions (88 questions on average) |
| Number of Sitzings | One |
| Designed for Unproctored Environment | Yes |
| Question Format | Forced Choice – Adaptive, Multiple Choice, Simulations |
| Product Category | Standard Job Templates |

Knowledge, Skills, Abilities and Competencies Measured

Retail Sales and Service: This measures the extent to which the candidate uses effective customer service techniques while focusing on maximizing sales. This is characterized by: putting customers at ease, asking the right questions to identify customers' wants and needs, making appropriate product recommendations that match customer requirements, and finding opportunities to maximize sales.

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.

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.

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.

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.

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

Step 1: Scenario

Your store carries a number of brands of cellular phones, two of which are Access Wireless and Loquacity. Your store does not carry a line called Sonic, because it is a competitor's brand.

Watch the following video and choose the most and least effective course of action from the options below.

Step 2: Choose

| | Most Effective | Least Effective |
|---|----------------------------------|----------------------------------|
| Do not mention that it is a competitor's brand. Simply state that you do not carry that brand, but you have other phones that you can show the customer if he is interested. | <input type="radio"/> | <input type="radio"/> |
| Mention that Sonic is a brand from another wireless carrier, so that is why your store does not carry that brand. Ask if he would like you to find the nearest store that carries that brand. | <input checked="" type="radio"/> | <input type="radio"/> |
| Tell the customer the competitor that carries the Sonic phone, but direct him to back to the phones that your store carries. | <input type="radio"/> | <input type="radio"/> |
| Ask the customer what he is looking for in a phone. Tell him that although you don't carry Sonic products, you have some other recommendations based on what you do carry, if he is interested in hearing about them. | <input type="radio"/> | <input checked="" type="radio"/> |

[Next](#)

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.

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

Purchase orders are filed according to amount and company name using the system below. All closed purchased orders have a \$0 balance. Company names that begin with a number are filed in drawer 2 or 4 according to the purchase order amount.

| Amount | Name | Drawer |
|-----------------|------|--------|
| \$0 | A-Z | 1 |
| \$0.01 - \$5000 | A-M | 2 |
| \$0.01 - \$5000 | N-Z | 3 |
| \$5000.01 - up | A-M | 4 |
| \$5000.01 - up | N-Z | 5 |

A \$2350.75 purchase order from Dorian Rugs is filed in drawer number:

- a) 2
- b) 3
- c) 4
- d) 5

Example Report

Detailed Report: HS 5.5_Hospitality Retail Associate - Short Form

Recruiter Interview Development

Back Print PDF

Applicant Information

Name: Wolf Parade

Application Date: Thu Sep 09 14:16:00 EDT 2010

Applicant ID: 3933

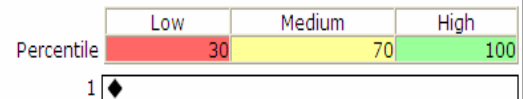
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Library: Selection

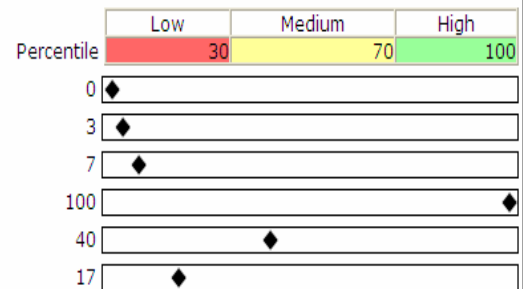
This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that PreVisor offers, please contact your account representative.

Overall Score

Not Recommended X



Detailed Results



Score Interpretation

Retail Sales and Service

This measures the extent to which the candidate uses effective customer service techniques while focusing on maximizing sales. This is characterized by: putting customers at ease, asking the right questions to identify customers' wants and needs, making appropriate product recommendations that match customer requirements, and finding opportunities to maximize sales.

Compared to others, this candidate is more likely to provide less than effective customer service, which may lead to missed sales opportunities. He/she may not ask the right questions to ascertain customers' needs, talk rather than listen, fail to see opportunities for add-on sales, or suggest the wrong product or service due to incomplete understanding of the customer. He/she may also be too focused on making a sale, and may press to close a sale before a customer is ready to buy.

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.

This candidate is likely to avoid mundane tasks, have problems completing work tasks, and favor personal desires over following rules. The candidate likely lacks attention to detail, cannot be relied upon to complete tasks, and is often disorganized. A lack of concern for rules may make the candidate unsuitable for projects dealing with sensitive information.