

Restaurant Manager – One Sitting

Assessment Fact Sheet

Overview

The Restaurant Manager solution is designed for management level positions in the hospitality industry. Sample tasks include purchasing food and supplies, accounting, setting policies and procedures, and managing staff. The solution is focused on managing staff, solving problems, making good decisions, and maintaining focus on the customer. Potential job titles that use this solution are: Restaurant Manager and General Manager.

Job Level	Management Level
Job Family/Title	Hospitality Suite

Details

Average Testing Time (minutes)	48 minutes
Maximum Number of Questions	216 items (172 items on average)
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple choice, Multiple choice – adaptive, Forced choice – adaptive

Knowledge, Skills, Abilities and Competencies Measured

Deductive Reasoning: 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.

Leadership Professionalism: 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.

Management Potential: This is a measure of the potential for managerial 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 measures 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.

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.

Flexibility: This component measures the tendency to work effectively despite changes in coworkers, settings, and environment. This trait is expressed as one's desire for variety and flexibility in work, and a comfort level in the midst of changing circumstances.

Confidence: 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.

Thoroughness: This component measures the tendency to be thorough and precise in approaching work and personal activities. This trait is characterized by: being accurate; finding and correcting errors; and maintaining order in work and personal affairs.

Sense of Duty: This component measures the tendency of a person's tendency to acknowledge and respect authority, and to accept and comply with rules. This trait is demonstrated by: trustworthiness; protecting sensitive or confidential information; following required procedures; and honoring one's commitment to the organization.

Independence: This is a measure of the tendency to be autonomous. This trait is characterized by: a preference to make decisions without input from others; a preference to not be dependent on others; and a desire to not be closely supervised or work in an interdependent group or organization.

Innovation: This component measures the tendency of one's creativity in working through problems and making decisions. This trait is seen as: producing novel solutions to problems; using imagination to create unique ideas or products; and logically applying multiple and inventive strategies when considering alternatives.

Influence: This is a measure of the tendency to get others to view and do things in a certain way. This trait is characterized by: being persuasive; negotiating well; impacting the thoughts and actions of others; gaining support and commitment from others; being diplomatic; and using tact.

Example Questions

In general, the people I've worked for:

- a) have never listened to my suggestions
- b) have rarely listened to my suggestions
- c) have usually listened to my suggestions
- d) have always listened to my suggestions
- e) none of these. I usually do my work without making suggestions about it

Alan is taller than Bob. Carol is taller than Diane. Bob is taller than Diane.

Given the above conditions, which one of the following conclusions can be drawn?

- a.) Carol can never be the tallest.
- b.) Carol is definitely taller than Bob.
- c.) Bob is at least as tall as Alan.
- d.) Carol and Bob may be the same height.
- e.) Carol can never be the same height as Alan.

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.

Example Reports

Recruiter Report : HS 5.5_Restaurant Manager - Short Form



Applicant Information	
Name:	martin van buren
Application Date:	Fri Sep 17 14:17:00 EDT 2010
Applicant ID:	3947
Session ID:	74028779528572
<p>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.</p>	

Overall Score			
Recommended ✓			
	Percentile	Low 30	Medium 70 High 100
Overall	69		

Detailed Results			
	Percentile	Low 30	Medium 70 High 100
Deductive Reasoning	35		
Leadership Professionalism	75		
Management Potential	48		
Customer Focus	69		
Achievement	79		
Flexibility	10		
Confidence and Optimism	58		
Thoroughness	84		
Sense of Duty	62		
Independence	88		
Influence	30		
Innovation	62		

Score Interpretation	
Deductive Reasoning	<p>This assessment measures the ability to draw logical conclusions based on information provided, identify strengths and weaknesses of arguments, and complete scenarios using incomplete information. It provides an indication of how an individual will perform when asked to develop solutions when presented with information and draw sound conclusions from data. This form of reasoning is commonly required to support work and decision making in many different types of jobs at many levels.</p> <p>This report provides information regarding an individual's ability to use sound logic to solve problems, strengthen arguments, and identify weaknesses in the propositions of others.</p>