# Support Associate – One Sitting

**Assessment Fact Sheet**

| Overview | The Service Associate solution is for entry-level positions that are primarily task focused but may include a customer service component. The solution covers a wide variety of support positions in the hospitality industry, and sample tasks may include: cleaning hotel rooms, serving food at buffet lines, parking cars, and/or delivering food to hotel rooms. Potential job titles that use this solution are: Housekeeper, Buffet Server, Room Service Attendant, and Valet. |
|---|---|
| | **Job Level** — Entry-Level |
| | **Job Family/Title** — Hospitality Suite |

| Details | | |
|---|---|---|
| | Average Testing Time (minutes) | 38 minutes |
| | Maximum Number of Questions | 220 items (188 items on average) |
| | Number of Sittings | One |
| | Designed for Unproctored Environment | Yes |
| | Question Format | Multiple choice, Forced choice - adaptive |
| | Product Category | Standard Job Templates |

## Knowledge, Skills, Abilities and Competencies Measured

**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.

**Following Instructions:** This is a measure of the ability to follow detailed instructions and select the appropriate course of action. This component is characterized by the ability to understand a set of rules and choose the correct response based on these rules.

**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.

**Example Questions**

**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.

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**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

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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

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| | False |
|---|---|
| | True |

You often wish that people would mind their own business.    ○  ○

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## Example Reports

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### Applicant Information

**Name:** martin van buren
**Application Date:** Fri Sep 17 17:21:00 EDT 2010
**Applicant ID:** 3947
**Session ID:** 87848780760212
**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

**Recommended** ✓

| | Low | Medium | High |
|---|---|---|---|
| Percentile | 30 | 70 | 100 |

| | | | | |
|---|---|---|---|---|
| **Overall** | 53 | | ◆ | |

### Detailed Results

| | Low | Medium | High |
|---|---|---|---|
| Percentile | 30 | 70 | 100 |

| | | | | |
|---|---|---|---|---|
| **Following Instructions** | 2 | ◆ | | |
| **Conscientiousness** | 32 | | ◆ | |
| **Drive for Success** | 64 | | ◆ | |
| **Service Professionalism** | 86 | | | ◆ |
| **Customer Focus** | 89 | | | ◆ |

### Score Interpretation

**Following Instructions**

This is a measure of the ability to follow detailed instructions and select the appropriate course of action. This component is characterized by the ability to understand a set of rules and choose the correct response based on these rules.

The candidate is less likely than other candidates to select the correct course of action based on a detailed set of instructions. This suggests that candidate may experience difficulty following detailed instructions while on the job.

**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 can be relied upon to follow most rules and regulations, but may deviate or be dishonest in certain situations. He or she will generally complete assigned tasks, but may have difficulty completing mundane or uninteresting projects. The candidate is likely organized and thorough, but may not catch small errors or take extra effort to ensure work is complete and accurate.