



Hospitality I Assessment Report

Candidate:
John SamplePerson

Date:
03/19/2024

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Username: RESOPDPN0001
 Candidate: John SamplePerson

The following information is a feedback report based on the results of validated psychological assessment dimensions. Depending on the sections included in the test battery, there may be multiple pages of explanatory information. Please review thoroughly for the best overall interpretation of your candidate's scores.

PERSONALITY TRAITS

The profile below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (designated by the shaded areas). The candidate's score is indicated by the diamond symbol: ◆

	Low	Below Average	Average	Above Average	High
AGREEABLENESS			◆		
ASSERTIVENESS			◆		
COMPANY LOYALTY					◆
CUSTOMER SERVICE / RESPONSIVENESS		◆			
EXTROVERSION		◆			
IMPRESSION MANAGEMENT			◆		
INTEGRITY				◆	
OPTIMISM			◆		
TEAMWORK			◆		
WORK DRIVE			◆		

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PERSONALITY TRAIT INTERPRETATION

Strengths:

- He will usually be agreeable and congenial in his interactions with other people. Unless he is particularly upset about something at work, you can expect him to avoid arguments and contentious interactions.
- John is assertive and influential when he needs to be. He is not easily intimidated by other people, but he also is not aggressive, pushy, or domineering.
- John believes that the company has his best interests at heart, so when concerns arise, he is prepared to believe things will turn out well for the workforce. Being loyal and committed to the company and its management is easy for him. Even where the organizational climate is adversarial, John is likely to maintain a positive attitude about the company.
- John will communicate with others as needed while also concentrating on his own tasks and duties. He is generally cordial and pleasant, but not socially distractible.
- He balances a concern for being sincere and unpretentious in his dealings with other people versus being image-conscious and careful about how he presents himself to others. John tries to adjust the way he comes across to people in different situations, but not so much that he seems phony.
- He registers as having a sound level of integrity and honesty. He is unlikely to do things which others would consider to be improper, immoral, or dishonest.
- Fairly optimistic about most things, John tries to look for positive qualities in people and future opportunities. He is not one to form negative preconceptions quickly. John focuses on positive qualities in the people he works with, the projects he works on, and the organization he works for.
- John prefers some independence in addition to cooperative activity in his work. He values both team player and individual contributor functions in achieving organizational goals.
- With an average work drive, John usually works industriously during regular job hours. However, he is not a workaholic and tries to balance job demands and his personal/family life.

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Developmental Concerns:

- He can sometimes be unpleasant or difficult to deal with when interacting with other people . John may need some feedback about being more consistently pleasant and congenial in his interactions with coworkers.
- He could be more assertive and forceful in some situations. He could, at times, stand up more for what is in his best interests and confront problem situations more readily.
- He could strengthen his commitment to providing responsive, high-quality service to customers. John needs to work on placing more emphasis on activities that lead to customer satisfaction and retention.
- When good social skills are important for successful job performance, John could sometimes communicate more effectively. He could be more consistently sociable and outgoing when interacting with other people.
- He could be more inclined to work cooperatively with other employees. John could do more to contribute to work group cohesion and interdependence.
- John may need to rev up his work drive, at times, if he is to really succeed in this job. This may necessitate going above and beyond normal effort levels to meet pressing or irregular job demands .

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INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. You should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions when interviewing the candidate. You will probably want to customize these questions to best fit your style and what you already know about the candidate as well as the job for which s/he is being considered. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. Some additional probes which you might want to use with individual questions are:

- * When did this take place?
- * What factors led up to it?
- * What were the outcomes?
- * What did others in the organization say about this?
- * How often has this type of situation arisen?
- * How would you handle it differently in the future?

AGREEABLENESS

- Tell me about a project that required everybody to get along smoothly and harmoniously. What did you do to help promote harmony and cohesion?
- Sometimes it is good to question or challenge the ideas or decisions of the people you work with, even if it leads to disagreement or an argument. Tell me about a time when you have done so.
- Describe a situation where you took a stand on something that was not necessarily popular with other people, but where you felt it was the correct thing to do?
- Tell me about a situation where you went along with the group (or with individual coworkers) just to keep the peace, preserve harmony, or show support, even though you did not agree with them.
- Conflict seems to be inevitable in most work settings as business competition increases and more demands are made on all employees. Tell me about a conflict or disagreement you had with another employee? [Probes: What was the nature of the problem? What did you do to help resolve it? How often has this occurred?]

ASSERTIVENESS

- Describe a time when you took charge of a difficult situation in your organization and turned it around into a success.
- Describe a time when you spoke up on a matter of importance to you, even though you knew it would not be well-received or when others in the company opposed you.
- Tell me about a time you took the initiative to get a project started or to complete it in a timely manner.
- What would you do if you felt that your boss had been ignoring you or not paying attention to your ideas?
- Describe a time when you successfully confronted a problem situation that others had trouble dealing with in the past.

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- Tell me about a time when you effectively negotiated with upper management to get them to accept your recommendation over the recommendations of others.

CUSTOMER SERVICE

- No matter how hard you try, some customers are rude, annoying, or impossible to please. Describe the most difficult customer you have had to deal with and what efforts you made to accommodate him or her.
- Describe a situation where you went above and beyond your job description to make a customer satisfied. [Probes: What did you do? What was the outcome? How often has this type of thing happened in the last year?]
- Tell me about a time when you had to reconcile competing demands from the customer with company demands or needs.
- Tell me about a time when a customer gave you a difficult problem to solve.
- There are limits to how far an employee should go to try to satisfy customer demands and requests. Describe the criteria you use to decide when that limit has been reached.