

Retail Hospitality Inventory

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2013-01-21



Profile Report

Introduction & Interpretation

Research has shown that different personality traits are needed for different types of jobs. The better the fit of one's personality with job requirements, the more likely the individual will have higher performance. The **Retail Hospital Inventory** assesses personality dimensions that are important to **Retail Hospitality Success**. Using this report will help provide clarity on an individual's preferred style of behaving and fit with Retail Hospitality positions/roles.

This report shows how the individual fits with the success characteristics of effective **Retail Hospitality Service Representatives (RHSRs).** To most effectively use this report, the personality characteristics that are most important for success in a specific job must be identified. For example, Stress Tolerance may be quite important for job success in a high-stress work environment. However, Stress Tolerance may be unimportant for job success in work environments with very little stress.

The descriptions to the right and left of the score provide a brief summary of the characteristics of high and low scores. If the scores are above the 75th percentile, the descriptions to the right tend to describe the individual. If the scores are below the 25th percentile, the descriptions to the left tend to describe the individual. If scores are between the 25th and 75th percentile, the individual's behaviors are a blend of the descriptions to the left and right.

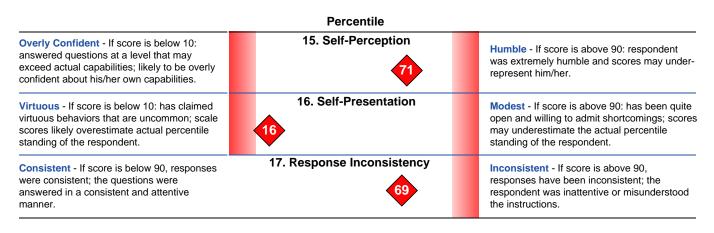
Response Fidelity

These four measures help identify whether this report is likely to be an accurate description of the individual. They help identify whether the respondent was attentive and realistically accurate in completing the questionnaire.

If the scores for Accurate Self-Assessment and Accurate Self-Presentation are in the white (unshaded) area, the selfdescription on this report is likely to be accurate. If a score is in a red zone, caution should be exercised in interpreting this report.

If the **Response Inconsistency** score is in the red zone (above 90), interpret this report cautiously. It is likely that the respondent was inattentive or didn't understand the instructions.

Response Percentage Breakdown shows the percent of responses for each questionnaire response alternative. This should be relatively balanced, with similar proportions of responses above and below neutral.



18. Response Percentage Breakdown

Percent of responses for each question alternative:

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
7 %	28 %	16 %	40 %	8 %



Graphic Profile

	Percentile	
Descriptions of Low Scorers 0	20 40 60 80	100 Descriptions of High Scorers
Introversion		Extraversion
Reserved - Is quiet and reserved; tends not to be the center of attention or start conversations with strangers.	1. Sociability 50	Sociable - Is outgoing, talkative, and finds it easy to meet people and make new friends.
Unhurried - Prefers to work at a moderate pace; tends not to be as active and lively as others.	2. Energy 67	Energetic - Prefers fast-paced environments and is constantly involved with lots of activities.
Individualism		Agreeableness
Individualist - Tends to work alone; hesitates to cooperate and agree with difficult people.	3. Cooperation	Collaborative - Is group-oriented, agreeable, and supportive; tries to get along with everyone.
Indifferent - Is inattentive to the needs and feelings of others; tends not to show empathy.	4. Concern for Others 35	Caring - Pays close attention to the problems and needs of others; is sympathetic and caring.
Direct - Is direct and to the point with others; finds it difficult to be diplomatic with certain people.	5. Diplomacy 71	Diplomatic - Is respectful, courteous, & polite; is tolerant of others; makes others feel understood.
Conventionalism		Openness to Experience
Stability-Oriented - Prefers predictability and structure; tends to avoid ambiguity and change.	6. Adaptability 86	Change-Oriented - Seeks out variety and readily adapts to change, ambiguity, or new situations.
Aligned Decisions - Refrains from working independently; seeks guidance; dislikes making independent decisions.	7. Independence 67	Independent Decisions - Is self reliant and willing to make difficult decisions independently.
Casualness		<u>Conscientiousness</u>
Relaxed - Tends to delay starting disliked activities; avoids doing extra work, if unnecessary.	8. Initiative 85	Self-Starter - Takes action without being asked, is a self-starter; readily accepts new responsibilities.
Undetailed - Tends to dislike detailed work and checking small details for accuracy.	9. Attention to Detail	Detailed - Likes to plan and check work for accuracy; enjoys proofing and identifying small errors.
Unpredictable - Tends to be inconsistent in meeting deadlines or completing projects.	10. Dependability 85	Predictable - Is reliable and consistent in completing projects and meeting deadlines.
Fluidly Compliant - Is fluid in interpreting rules; interprets each rule in the context of the situation.	11. Rule Following 66	Rigidly Compliant - Carefully follows all rules and is quite strict about right and wrong.
Variable - Tends to have variable work styles that relate to short tenure and/or more variable attendance.	12. Retention 49	Reliable - Tends to have reliable work styles that relate to longer tenure and/or more reliable attendance.
Emotional Spontaneity		Emotional Stability
Emotionally Expressive - Openly ex- presses emotions, showing both excitement and frustration.	13. Self Control 62	Emotionally Controlled - Controls emotions and seldom gets upset or shows irritation.
Affected by Stress - Loses resilience in stressful situations; worries or becomes anxious.	14. Stress Tolerance	Unaffected by Stress - Works well in stressful situations and quickly recovers from setbacks.



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