



PSI Hospitality Management Assessment

Hiring and Development Solution for Supervisory and Management Employees: Work Style, Management Approach, Capabilities

BUSINESS PROBLEM

An excellent service culture requires excellent management. For your company to be competitive, the people you hire and promote need to excel beyond operations management, beyond planning, beyond controlling. You need high-performing managers who can build and sustain a successful, satisfied and loyal team. Managers must create a high-performance culture that motivates and engages employees, inspiring them to impress customers and earning loyalty to your brand.

PSI SOLUTION

Assess and evaluate the management styles, abilities and skills of your management candidates before you place them. Hire people who will build a high-performance culture with the way they communicate and influence, solve problems, motivate and coach people, make decisions, set goals and execute plans - people who will foster a culture of service and earn the loyalty of employees and customers.

Broad Measurement – Know your managers' current strengths and potential capabilities.

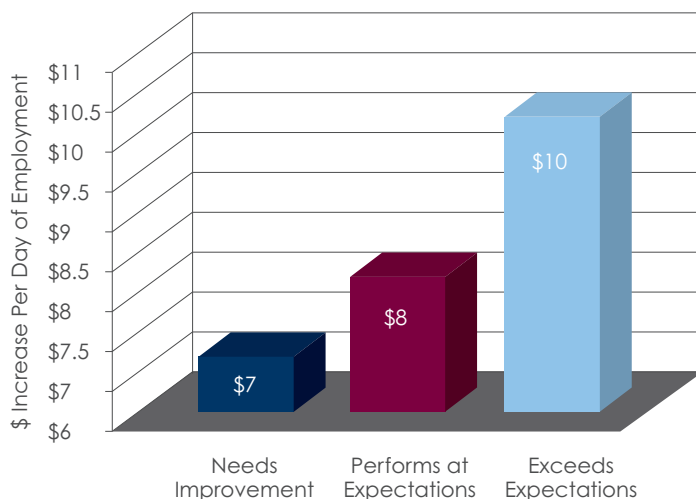
Valid and Fair – Backed by PSI research. Each employee produces ROI of tens of thousands of dollars.

Fast, Simple Delivery – Web-based assessment in 1 to 2 hours. Detailed reports.

RESULTS

Two particularly illustrative results are shown below. Assessments were administered and high-potential candidates were identified, but the information was not used for placement. Years later, the employees with high scores had proved themselves with high performance. By utilizing the results immediately, the best candidates are identified sooner and improve overall productivity.

40% Higher Career Advancement



Up to 5x Sales Productivity



BENEFITS

- Improved leadership development programs
- Higher performing workforce
- Increased problem solving, communication and judgement



Leadership Selection and Development Assessments

Combine Cognitive, Behavioral, Situational Judgment and Simulation tools to match required competency models and positions in the hospitality industry.

Psychologist-interpreted Assessments

PSI provides a series of hands-on, psychologist-interpreted assessments, perfected over 60 years. Various levels of reports provide our clients with valuable information on job-relevant traits, characteristics, and capabilities of candidates.

Competencies Measured:

Intellectual Resources: Mathematic and Language Skills • Critical Judgment • Verbal and Quantitative Reasoning • Analytical Thinking • Creativity/Flexibility Practical Reasoning • Objectivity • Decisiveness

Approach to Work: Drive and Energy • Conscientiousness • Rule-Following • Focus and Follow-through • Independent Initiative • Time Management

Personal Qualities: Self Confidence • Resilience • Objectivity • Seriousness • Personal Insight • Stress • Tolerance • Openness to Feedback • Commitment

Team Orientation: Affiliation • Cooperativeness • Acceptance • Assertiveness • Personal Accountability • Objectivity • Engaged • Collaboration

Leadership Competencies: Developing and Working a Strategy • Developing and Driving Innovation • Building and Sharing Knowledge • Building Customer Relationships • Focused Effort and Motivation • Effective, Persuasive Communication • Building Internal Relationships • Managing Financial Performance • Managing Projects • Championing Business Ethics • Developing Knowledge and Skills • Managing Stress

Leadership Qualities: Assertive Presence • Collaborative Atmosphere • Empowering Other • Structuring, Organizing • Focus; Follow-up

Leadership Styles: Charisma • Inspirational Motivation • Intellectual Stimulation • Individualized Consideration • Contingent Reward • Management by Exception - Active • Management by Exception - Passive • Laissez-Faire

Products offered:

JobFit: (Sample positions: Contributor Roles, Front Desk Supervisor) Concise, bullet-point feedback on a candidate's fit with the target position

MAP: (Sample positions: Hotel General Manager, Restaurant Manager) More in-depth feedback regarding candidate readiness for target position

E-MAP: (Sample positions: EVP of Client Services, CEO) Highest level, most comprehensive leadership performance assessment

Automated Assessments

To improve the performance of your leadership development process, PSI has automated the selection and assessment process by combining scientific results with configurable technology. The result is a comprehensive report available online immediately.

Competencies Measured:

Competencies can be matched to competency models, industries and positions.
Communicating & Influencing • Building Customer Relationships • Motivating & Developing • Making Decisions • Leading By Example • Managing Resources • Thinking Strategically • Planning & Executing

Product offered:

AMAP: (Sample positions: Management Roles, Leadership Roles) Highest level, most comprehensive report not involving a live psychologist for scoring
Reports include detailed narrative of candidate's strengths and developmental needs

ABOUT PSI

PSI has over 60 years of experience providing solutions to corporations, professional associations and government regulatory agencies. PSI offers a comprehensive solutions approach from test development to delivery to results processing, including pre-hire employment selection, managerial assessments, licensing and certification tests, license Management services and professional services. More information is available at www.psonline.com

