

Service Screen

Name: Sample Person
Telephone: 999-999-9999
Email:
Position:

Contents	Page
Snapshot of Service Potential	1
Background / Current Status	2
Selection Questions	3

SS# 900577720334 for Sample Person on March 16, 2014

SNAPSHOT OF SERVICE POTENTIAL

KEY SUCCESS FACTORS	Low Scores Beware	Average Scores May be O.K.	Power Scores Should be O.K.
People Oriented	Uninterested	People are OK	Definitely
Motivation	Challenge	Safety/Security	Service/People
Self Directed	Too Low Too High	Satisfactory Level	Optimal Level
Manages Rejection	Very Sensitive	Needs Training	Manages Well
Attitude to Service	Negative	Selective	Positive
Job Stability	Changes	Some Changes/Unknown	Few Changes/Stable
Service Experience	Little	Some	Extensive

CANDIDATE SCORES

	1=Poor	2=Below Average	3=Average	4=Above Average	5=Excellent
Talent (4.0)					
Effort (4.4)					
Opportunity (4.0)					
Total Score (4.2)					

OVERALL RECOMMENDATION	
Proceed	<input checked="" type="checkbox"/>
Proceed with Caution	<input type="checkbox"/>
Re-direct	<input type="checkbox"/>

BACKGROUND / CURRENT STATUS

EDUCATIONAL BACKGROUND	
Highest level of education	College or University
Graduated	Yes
Grade point average	3.0-3.4

EXPERIENCE/SKILL	
# Previous positions in service industry	One
Months of experience in service industry	More than 24 months
Months of experience dealing directly with customers	More than 24 months
Months of experience in hospitality position	More than 24 months
Expected proficiency in a service environment	Above Average

EMPLOYMENT STATUS	
Current situation	Employed Full-Time
Job title	Sr. Manager
Years in current job	2 years
Full time jobs in past 5 years	2
Longest period worked for one organization	3 years or more
Major reason for changing positions	For Better Advancement
Chances of advancement in current job	Poor

FINANCIAL	
Personal weekly earnings	\$400 or more
Current income level	Not at all adequate

SELECTION QUESTIONS

Enterprising Potential (E.P.) Selection Questions

- Ask her about how well she has fitted into an established position before. How quickly does she learn the job and how carefully does she follow the established procedures.
- Is she willing to take personal and/or skills development training for current, new and long term job development, including any courses suggested on her own time and/or at outside agencies?
- Ask for specific examples of any tasks or requirements in other jobs she may have had in the past which will show how she can take on a new job and fit into it quickly and effectively. Verify any examples by checking work references as a priority over personal references.

Achievement Potential (A.P.) Selection Questions

- You really want to know if this apparently very high level of achievement motivation has reflected itself in her behavior. Ask her to tell you about things she has done in the last two years which would show what motivates her and how effectively she does perform when motivated to do so. IMPORTANT! Ask her to give you examples of her performance in things which she does not feel were particularly motivating. Can she get the job done with vigor and enthusiasm even when she is not keen on it? Check with references.
- What does she feel motivates her? Does she do things primarily for the sense of accomplishment that success brings and/or for the more tangible rewards that come with being successful?
- Has she had some really good successes in work, in sports, in education or in her personal life where she has faced some real challenge and won? Check the examples with her references.

People Orientation (P.O.) Selection Questions

- Ask her how she feels about meeting and putting people at ease. Examples?
- How well does she adjust to different personalities? Examples?
- How does she feel and what has she done about the importance of team work and good public relations in achieving company goals? Examples?
- Ask her to tell you how she sees herself fitting into one or more of the many future alternatives in her career path. How does she see herself developing or practicing the 'people' skills necessary in such a job? Where has she already demonstrated, at work or otherwise, some or all of these skills? Verify the examples with her references.
- Ask her to tell you how she sees herself fitting into one or more of the many future alternatives in her career path. How does she see herself developing or practicing the 'people' skills necessary in such a job? Where has she already demonstrated, at work or otherwise, some or all of these skills? Verify the examples with her references.