

Hospitality Report

Name: Tony Sample

Date: Tuesday, July 30, 2002

They are in the top third of the population in terms of reasoning speed. In training situations, they will learn more quickly than the average person. In most formal training programs, they may feel that the pace of the class is too slow. It is important that they use their advantage of learning speed to focus on more application of the training information that is provided instead of wanting more information. In training situations that allow for individual pacing, they should be allowed to progress at their own pace, although still focusing on application.

This faster learning and reasoning speed enables them to solve problems quickly. This is well-suited for Hospitality positions that involve dealing with a constantly changing field of problems. This problem solving ability essentially involves their faster projection of the consequences of their choices. This also allows them to think of a wider range of alternate solutions. It is important that they supply others with the trail of reasoning that supports their ideas. A faster learning speed allows them to essentially take shortcuts in their thinking that may not be apparent to others. This can even lead others to view their thinking as incomplete or impulsive, since their logic is not clear to them. When used appropriately however, their fast reasoning speed is a powerful resource.

It is easy for them to become bored if the job does not challenge their abilities to some extent. It is important that this challenge be found in activities outside of the workplace if the job cannot provide it.

It is critical that they understand their inherent communication problem. They process information faster than the average person. Therefore they tend to communicate information faster than the average person can acquire it. It is essential that they learn to slow down and match their delivery to their audience. It is a good thing to encourage their listeners to ask questions often, and they should continually confirm that what they heard is what they intended. They must also ensure that their instructions are complete, providing all of the information necessary for others to do the jobs.

They do not require set procedures or policies to do their job. They view each situation on its own merit and tend to see the exceptions rather than the rule. They tend to generate a lot of creative ideas about how to do things differently. Their ideas become more practical with experience in the job. The expression of their ideas, however, is dependent on other personality traits and the circumstances of the job. In properties with firmly established policies, they will often find shortcuts for the normal procedures. The more the property's operation depends upon the consistent

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execution of those procedures, the more difficult it will be for them to succeed. Their attention to standards will usually vary according to the circumstance and some procedures may not always be followed completely or consistently.

They will be quick to greet guests. They enjoy interaction with people, and generally create an atmosphere of friendliness and personability in the property. They enjoy talking and can easily be drawn into conversation with guests. It is important that they recognize when it is necessary to allow the guest to talk, and also when to cut conversations short in order to serve other guests or simply to return to the task at hand. It is very important that they control their socializing with fellow employees when guests are nearby. Periods with little people interaction will be most difficult for them.

They tend to play a more assertive role with guests by making direct statements when asked for an opinion or suggestion. This usually requires them to have enough knowledge and experience to temper their assertiveness into a confident manner that communicates effectively to the guests. They state their opinions directly and frankly, but again, experience can make such honesty into a guest-winning habit. They are comfortable making decisions when necessary. It is important that they recognize that they must balance their need for control with the guest's need to be served and feel served. In the same way, they must cultivate the necessary tact with some of their statements. They may become frustrated if they are too closely managed, as they prefer to feel more in control of their environment.

They are always looking for a way to win. They want to sell more, sell faster, finish first, or out achieve everyone else. Individual contests are very motivational for them. They must be careful to channel their competitiveness in productive directions. It can sometimes be easy to fall into an argument while trying to be "right" about something. It is better to let the guest be right and win their business, than to win the argument and lose the business. At times, they can be defensive when discussing problems or weaknesses. They can sometimes become impatient with others who they feel do not learn as quickly as themselves.

They are sensitive to emotional signals. This can be a valuable characteristic in many types of hospitality positions in which they must respond to the needs of guests. They can take criticism personally, and at times, can become discouraged by occasional setbacks. They tend to be somewhat pessimistic and can be moody. They feel the effects of stress sooner than most other people, and this must be managed during those particularly stressful times in the hospitality business. It is important for management to provide positive feedback to them and focus on their successes.

They generally have a plan for the day, but they can usually change it when necessary. Their time management is acceptable, but not strict. Unplanned guest requests for service are seldom a problem for them. They can work with detail-oriented tasks for a reasonable period of time.

They have answered the questions frankly and directly.

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