

Hospitality Assessments

	Customer Service Profile (CSP™)	Customer Service Applicant Inventory (CSAI™)	The Reid Report®	Management Readiness Profile (MRP®)	Management Success Profile (MSP™)	Retail Management Readiness Inventory (RMAI®)	System for Testing and Evaluation of Potential (LH-STEP™)
Measurement Focus	Helps employers whose business depends on providing quality customer service evaluate applicants' attitudes.	Helps evaluate skills and attitudes considered necessary for service-oriented employees.	Helps identify attitudes and past behaviors that predict future workplace counter-productivity, poor job performance, and turnover.	Helps measure essential attitudes & aptitudes needed for strong management performance across many industries.	Helps evaluate the skills and attitudes that are commonly critical to management success.	Helps provide a standardized measure of potential for success in retail management by evaluating an individual's interest, motivation, and knowledge about retail management.	Helps match an applicant's individual capabilities to specific job requirements by measuring skills, abilities, and potential for success
Experience Level	Entry-level positions	Entry-level positions requiring quality customer service	Entry-level to Lower-level management	Entry-level managers, Supervisory Positions	Management Personnel	Entry-level to mid-level managers	Supervisory through Executive Ranks
Languages	<ul style="list-style-type: none"> ▪ English 	<ul style="list-style-type: none"> ▪ English 	<ul style="list-style-type: none"> ▪ English ▪ Spanish ▪ French Canadian 	<ul style="list-style-type: none"> ▪ English ▪ Spanish ▪ French Canadian 	<ul style="list-style-type: none"> ▪ English ▪ French Canadian 	<ul style="list-style-type: none"> ▪ English ▪ Spanish 	<ul style="list-style-type: none"> ▪ English
Scales	<ul style="list-style-type: none"> ▪ Customer Service Attitude ▪ Customer Service Aptitude ▪ Sales Aptitude ▪ Customer Service Index ▪ Validity/Candidness ▪ Validity/Accuracy 	<ul style="list-style-type: none"> ▪ Customer Service Attitude ▪ Teamwork ▪ Communication ▪ Stress Tolerance ▪ Honesty ▪ Drug Avoidance ▪ Safety ▪ Training Readiness ▪ Math ▪ Employability Index ▪ Validity/Candidness ▪ Validity/Accuracy 	<ul style="list-style-type: none"> ▪ Integrity ▪ Social Behavior ▪ Substance Use ▪ Work Background <p>Sales Productivity</p> <ul style="list-style-type: none"> ▪ Sociability ▪ Optimism ▪ Persistence ▪ Influence <p>Service Relations</p> <ul style="list-style-type: none"> ▪ Valuing of Interpersonal Relationships ▪ Self-Restraint 	<ul style="list-style-type: none"> ▪ Managerial Interest ▪ Leadership ▪ Energy Level ▪ Practical Thinking ▪ Interpersonal Skills ▪ Business Ethics ▪ Management Readiness Index ▪ Validity/Candidness ▪ Validity/Accuracy 	<ul style="list-style-type: none"> ▪ Experience ▪ Leadership ▪ Coaching ▪ Adaptability ▪ Management Responsibility ▪ Practical Thinking ▪ Customer Service Orientation ▪ Productivity ▪ Job Commitment ▪ Business Ethics ▪ Management Potential Index ▪ Validity/Candidness ▪ Validity/Accuracy 	<ul style="list-style-type: none"> ▪ Background and Work Experience ▪ Management and Leadership Interest ▪ Management Responsibility ▪ Understanding Management Procedures and Practices ▪ Customer Service ▪ Managerial Arithmetic ▪ Energy Level ▪ Management Orientation ▪ Job Stability ▪ Business Ethics ▪ Management Potential Index 	<p><u>Background</u></p> <ul style="list-style-type: none"> ▪ School Achievement ▪ Drive/Career Progress ▪ Leadership/Group Participation ▪ Vocational Satisfaction ▪ Financial Responsibility ▪ General Responsibility ▪ Relaxation Pursuits <p><u>Mental Abilities</u></p> <ul style="list-style-type: none"> ▪ Non-Verbal Reasoning ▪ Letter Series ▪ Vocabulary <p><u>Aptitude</u></p>

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						<ul style="list-style-type: none"> ▪ Validity/Accuracy ▪ Validity/Candidness 	<ul style="list-style-type: none"> ▪ Creative Potential ▪ Sales Aptitude <p><u>Temperament</u></p> <ul style="list-style-type: none"> ▪ Personal Insight ▪ Extroversion ▪ Responsiveness ▪ Self-reliance <p><u>Resilience</u></p> <ul style="list-style-type: none"> ▪ Level of Stress Response ▪ Stress Tolerance <p><u>Work Values</u></p> <ul style="list-style-type: none"> ▪ Leadership Style ▪ Job Accountability ▪ Business Ethics Attitudinal Index <p><u>Job Skills</u></p> <ul style="list-style-type: none"> ▪ MPJFI Scales
Test Format	<ul style="list-style-type: none"> ▪ Multiple Choice ▪ 48 questions ▪ 20 minutes to complete ▪ Untimed 	<ul style="list-style-type: none"> ▪ Multiple Choice ▪ 168 questions ▪ 50 minutes to complete ▪ Untimed 	<ul style="list-style-type: none"> ▪ Multiple Choice ▪ 50 questions ▪ 15 minutes to complete (add 15 minutes for each supplement) ▪ Untimed 	<ul style="list-style-type: none"> ▪ Multiple Choice ▪ 138 or 156 questions ▪ 20-30 minutes to complete ▪ Untimed 	<ul style="list-style-type: none"> ▪ Multiple Choice and Likert Scale ▪ 156 questions ▪ 45 minutes to complete ▪ Untimed 	<ul style="list-style-type: none"> ▪ Multiple Choice and Likert Scale ▪ 242 questions ▪ 50 minutes to complete ▪ Untimed 	<ul style="list-style-type: none"> ▪ Multiple Question Types ▪ 10 assessments ▪ Timed: 25 (10) minutes ▪ Untimed: 140 minutes
Test Process	Paper/Pencil or computer administration – phone or computer scored	Paper/Pencil or computer administration – phone or computer scored	Paper/Pencil, phone, or computer administration – phone or computer scored	Paper/Pencil or computer administration - phone or computer scored	Paper/Pencil or computer administration - phone or computer scored	Paper/Pencil or computer administration – phone or computer scored	Paper/Pencil or computer administration - computer scored