

ROLE-FOCUSED ASSESSMENTS

Hospitality & Travel – Hiring

Help Your Organization Adapt, Evolve, and Lead Through Change

Future-proof your organization with our new, Industry Specific Assessment Tool: **Hospitality & Travel – Hiring**

Artificial Intelligence (AI) is transforming the hospitality and travel industry, redefining how service is delivered, how teams collaborate, and what skills professionals need to excel. As guest expectations, digital tools, and global travel trends evolve faster than ever, traditional training programs can struggle to fully prepare workers for the demands of a modern, technology-driven service environment.

Pearson's research program has identified the key skills that drive success in today's dynamic hospitality and travel landscape. The Hospitality & Travel – Hiring Assessment helps employers understand and measure these critical capabilities, empowering organizations to identify talent, enhance team performance, and support professional growth.

Hospitality & Travel – Hiring Benefits

- Short – Approximately 20 minutes
- Measures skills critical to success today
- Reliable, predictive scores
- Sophisticated technology mitigates faking and cheating behaviors
- Enables informed talent acquisition decisions

Languages

US English

Norms

General Population

Our innovative Hospitality & Travel – Hiring Assessment measures the following:

- 1 Achieves Goals** – Setting and achieving challenging goals; working hard; persisting in the face of significant obstacles; striving to produce high quality work.
- 2 Adapts to Change** – Easily and effectively handling change; adapting behavior in response to new information, changing conditions, unexpected obstacles, or specific norms; working effectively with many different types of people, situations, and constraints.
- 3 Complies with Rules and Regulations** – Demonstrating honesty and trustworthiness; trying to do what is right and ethical; following rules, laws, regulations, policies, and procedures; accepting authority.
- 4 Cooperates with Others** – Valuing agreement, consensus, and cohesiveness in interpersonal interactions; being responsive to others' needs, providing information and assistance to meet those needs.
- 5 Demonstrates Resourcefulness** – Exercising responsible autonomy; being willing to make decisions independently; avoiding becoming dependent on others to complete tasks.
- 6 Develops Rapport with Others** – Seeking out a variety of social situations, including those requiring tact and/or discretion; being sociable, warm, likable, and cooperative; being easy to work with.
- 7 Leads Others** – Demonstrating willingness to lead; being confident, forceful and decisive; being able to mobilize others to act.
- 8 Pays attention to Detail** – Being thorough, precise, and organized while working; establishing and tracking details; spotting minor imperfections or errors and taking action to correct them.
- 9 Takes Responsibility for Actions** – Being reliable, well organized, orderly, and planful; holding self accountable for results and deadlines, accepting responsibility for mistakes.
- 10 Tolerates Stress and Criticism** – Maintaining composure in stressful situations; maintaining a positive outlook when criticized.
- 11 Understands Others** – Recognizing and understanding others' states of mind or emotions; demonstrating compassion toward others; taking care of others in need.

Contact us to explore how Pearson's suite of assessments can future proof your workforce.

Take the next step

Pearson helps enterprises build future-ready workforces through integrated talent planning, talent sourcing, and talent development solutions. With global reach and expertise in AI and learning sciences, Pearson enables organizations to identify strengths today and develop the talent they need for what's next.

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