PSYCHOMETRICS · SIGMUND

PRO HOTELTOUR SKILLS®

Service mindset, hygiene discipline and stamina for hotel, restaurant and tourism roles. 20 minutes.



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THE SOLUTION TO STABILISE YOUR FRONT-OF-HOUSE TEAMS

The test measures what a service shift demands: organisation under pressure, hygiene standards, memory for orders, dexterity, active listening and availability towards guests. For HR, it shows before the trial shift who will still hold the pace, and the smile, late in the season.

What is it used for? Recruitment of receptionists, waiters, housekeeping and kitchen staff, seasonal intake, and promotion to maître d'hôtel or front office supervisor.



01 **Hotel Manager**
Hire front-desk staff who hold up through the season

02 **Restaurant Owner**
Check service reflexes and hygiene discipline

03 **Tourism Operator**
Assess language and guest-contact ease

04 **Seasonal Recruiter**
Compare high volumes of applicants on one grid

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WHAT THIS TEST CHANGES FOR YOU.

Service skills, personal resources and trade knowledge, scored on the situations your teams meet every shift.

01

Service sense

Puts the guest's request first without losing sight of the other tables.

02

Hygiene discipline

Applies safety and cleanliness standards as a reflex, not under supervision.

03

Dexterity

Carries, plates and prepares with clean gestures, at service pace.

04

Memory under load

Holds orders, names and requests in mind during peak hours.

05

Stamina

Sustains split shifts and standing work across a full season.

06

Improvisation

Absorbs a late arrival, a missing dish or a complaint without losing the room.

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~120 QUESTIONS · ~20 MINUTES

DIMENSIONS & CRITERIA ASSESSED

23 criteria across 4 dimensions.

01 PROFESSIONAL SKILLS

5 CRITERIA

Efficiency in managing tasks and priorities

Rigorous organization to ensure smooth service

Strict adherence to hygiene standards

Good memory for managing orders and customer requests

Stress resistance in dynamic environments

02 INTERPERSONAL SKILLS

6 CRITERIA

Sociability and friendliness to create a welcoming atmosphere

Availability and a sense of service

Ability to work in a team

Active listening to customer needs

Quality of communication

Discretion and reserve in sensitive situations

03 PERSONAL SKILLS

5 CRITERIA

Dexterity and skill in technical gestures

Resistance to fatigue to last over time

Initiative and responsiveness to unforeseen events

Sense of observation to anticipate needs

Adaptability to variations in activity and diverse clients

04 TECHNICAL SKILLS

7 CRITERIA

Mastery of hygiene and safety standards

Foreign languages to welcome an international clientele

Hotel management and service organization

Service techniques in catering

Knowledge in oenology and gastronomy

Use of reservation tools and business software

+ 1 more criterion

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RESULTS YOUR HR TEAM CAN USE IMMEDIATELY.

After the assessment, SIGMUND turns answers into concrete markers to recruit, compare and prepare the interview. An AI-based assistant, available as a chatbot, also helps you interpret the results and move to action.



01

Scores and reference profile

A competency report with detailed scores, self-assessment and comparison against the expected profile.

02

Report that fits the need

From the full report to the short summary, depending on the level of detail the recruiter or manager needs.

03

Clear visualisations

Radar charts, histograms and comparisons to spot strengths and development areas at a glance.

04

Action guides

Interview questions and tailored follow-up tracks to dig deeper and prepare next steps.

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SCIENTIFIC RELIABILITY

A test built to support hiring, assessment and development decisions.

~120

QUESTIONS

4

DIMENSIONS

~20 minutes

COMPLETION TIME

VALIDATION

- **Independent external validation**
  Internal validation and consistency
- **Reliability and stability**
  Consistency of answers and scales
- **Job knowledge**
  500+ job-specific knowledge questionnaires

AVAILABLE IN

More than 10 languages

French · English · German · Spanish and more

Contact our team for a demo: service@sigmund.net

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