



Leisure Services Profiler

Assessment Report

Katherine Sample

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Introduction to the Report

LSP is a self-report questionnaire designed to measure fundamental characteristics that are important in the leisure industries.

The characteristics that have been found to be important are:

- Confident – mixes easily with others
- Empathetic – is patient, tolerant, helpful
- Proactive –prioritises, organises, orderly
- Assertive – leads
- Conventional – takes either a traditional or unconventional approach
- Resilient – calm, deals with pressure

This report is based solely on the respondent's answers to the LSP questions. The statements in this report are included on the basis that they are generally true for someone who has given similar answers to this respondent but CANNOT be guaranteed to be accurate in every detail. No questionnaire is infallible. Although the results are generally very reliable, either the respondent or the assessor may disagree with some of the following descriptions.

When using this report you should also remember that the questionnaire is a self-report instrument and therefore provides an indication of how the respondent perceives their own personality and values. The questionnaire has been developed to highlight typical behaviours and preferences but does not provide measures of ability. Furthermore, there are no rights or wrongs in personality. Different profiles can be linked with success and job satisfaction in particular occupational roles, but there is no such thing as a profile that is generally good or generally bad.

The scores which are indicated graphically in this report, and the statements derived from these scores, are based on comparisons of results with a very large sample of bar, catering and events staff (NOT the general population).

The report contains:

Section One – Typical Behaviours

- Narrative describing core interpersonal, emotional and task related personality traits

Section Two – Interview Questions

- Potential Strengths
- Potential Limitations



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Typical Behaviours

Interpersonal Style

Very shy and reserved, feels nervous and anxious in social environments. May avoid speaking up, preferring to stay in the background. Likely to feel uncomfortable being the centre of attention and may have difficulty making small talk. Can participate in conversations but might find it mentally exhausting.

Work Implications for typical leisure/hospitality occupations:

- **Bartender:** Tends to be quiet or reserved, may need extra time to warm up to guests. Could struggle to build rapport or speak up in a crowded, noisy bar environment. May avoid high-energy interactions, leading to a more neutral or less memorable guest experience.
- **Catering Staff:** Might find it hard to take the lead during events and struggles with making quick decisions or managing a team. Can deliver good service, but it may not be exceptional. May need reassurance in more chaotic catering situations.
- **Tour Guide:** Can handle smaller groups and deliver information but may feel uneasy with large groups or speaking in front of others. Likely to be more reserved and less engaging with guests. Might lack the presence to keep a group's attention or address issues proactively.

Highly empathetic and attuned to others' feelings. Likely to be a good listener, sensitive to the emotional climate of a room, and offers comfort and help when needed. Understands people's emotional needs and enjoys being supportive. Can read body language and subtle cues well.

Work Implications for typical leisure/hospitality occupations:

- **Bartender:** Quick to pick up on emotional cues from guests, offering personalised service. Likely to recognise when guests are unhappy and take steps to resolve issues before they escalate. Creates a welcoming and supportive atmosphere at the bar.
- **Catering Staff:** Anticipates guest needs and ensures everyone feels well cared for. Able to offer personalised service, such as noticing when guests need refills or additional comfort. Responds well to customer concerns and adapts service to enhance the overall event experience.
- **Tour Guide:** Creates an engaging and personalised experience for guests. Reads group dynamics well and adjusts the tour based on guests' emotional responses or interests. Likely to be well-liked by tourists for being considerate and caring about their experience.



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Typical Behaviours

Assertiveness

Extremely passive and avoids taking charge or speaking up. Prefers to let others make decisions and may have difficulty voicing opinions. Avoids conflict at all costs and may suppress their own needs or desires to avoid confrontation. Struggles to assert themselves in even minor situations.

Work Implications for typical leisure/hospitality occupations:

- **Bartender:** May avoid making decisions or offering direction, which could lead to disorganisation or slower service during busy shifts. Likely to let customers dictate the pace, which could lead to missed opportunities for upselling or addressing issues.
- **Catering Staff:** Prefers not to take charge, potentially leading to lack of leadership during events. May follow others' directions but struggle to assert themselves when quick decision-making is needed.
- **Tour Guide:** Will likely have difficulty managing the group and asserting control over the schedule. May struggle with group discipline, allowing tourists to stray off the path or create disruptions.



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Typical Behaviours

Proactivity

Highly structured and organised. This person excels at planning ahead and uses priorities and systems to stay ahead of any challenges, leaving little to chance.

Work Implications for typical leisure/hospitality occupations:

- **Bartender:** Impeccably organised and anticipates every situation. Runs the bar smoothly even during the busiest times. Service is quick and flawless.
- **Catering:** Plans every detail of events down to the smallest task. Always ahead of potential problems and can adapt quickly if things change. Guests are always impressed.
- **Tour Guide:** A master of organisation. The tour is flawless, with every aspect planned out. Guides the group efficiently while keeping everyone engaged and informed.

Conventionality

Frequently challenges the status quo and seeks to innovate or break from tradition. Likely to question rules and experiment with new ideas, practices, or technologies. Prefers thinking outside the box and may feel constrained by conventional ways of doing things.

Work Implications for typical leisure/hospitality occupations:

- **Bartender:** Often comes up with creative drink ideas, surprising customers with new cocktails and twists on classic drinks. Service is exciting and fresh.
- **Catering:** Constantly looks for new ways to delight clients. May offer unusual menus, innovative themes, or creative presentations.
- **Tour Guide:** Frequently adds personal stories, engaging facts, or alternative views, making the tour more interesting and dynamic. Guests appreciate the originality.



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Typical Behaviours

Response to Stress

Takes criticism to heart but can eventually shake it off. Tends to dwell on mistakes but usually gets back on track after a while. May be a little less emotionally robust than some, perhaps either taking things very personally or being inclined to worry even if things are going well. May be a little more inclined than some to express his feelings openly.

Work Implications for typical leisure/hospitality occupations:

- **Bartender:** May feel disheartened by customer complaints and slow service. Can recover but might let small mistakes affect their confidence.
- **Catering:** Can be impacted by critical feedback but tends to regain composure after a while. Stress may occasionally affect performance.
- **Tour Guide:** Feels discouraged after negative feedback, affecting confidence. Struggles to stay emotionally composed under pressure.



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Typical Behaviours

Interview Questions

Tell me about a time when you felt uncomfortable meeting new people at work.
To what extent do you like to make your views known in meetings?
Thinking about a time at work when you found yourself in the spotlight, tell me how you reacted.
How would you describe your levels of confidence by comparison with your colleagues?

Describe a situation where you were able to read someone effectively.
When have you been able to pick up on subtle clues in someone's behaviour that indicate what their intentions are?
Give me an example of a time when you were able to successfully communicate with another person, even when that individual did not like you.
Sometimes we can take people at face value, and be surprised afterwards about some behaviour that they displayed.
Tell me about a time when this has happened to you.

Tell me about a time when you found yourself in charge of other people.
You seem to have said that you prefer others to lead whilst you follow. Tell me more.
Tell me about a time when you had to stand up for yourself at work.
Thinking about a situation when there was conflict at work, tell me what happened.

Tell me about a time when you had to stick rigidly to a procedure.
What sort of things do you like to do to set yourself apart from others?
Routine tasks can be frustrating. What have you had to deal with lately?
Faced with sticking to the rules against trying out a new approach, how do you decide which to work on?

On a day-to-day basis, how do you organise and keep track of your work?
Please describe your current priorities at work. How did you establish these priorities?
Tell me about a time when you had to change your priorities suddenly and unexpectedly.
Thinking about a major planning activity you have undertaken, describe your specific contribution.

Describe a situation where you lost your composure at work.
What would you describe as your main stressors at work?
Tell me about a time when you found it difficult to forget about something that had happened at work.
How have you gone about keeping your emotions in check at work?



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Interview Evidence

Interview evidence - Strengths



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Interview Evidence

Interview evidence - Limitations