



## CASE STUDY (Ben – jobseeker - supervisory level)

### 1: Introduction.

- Ben De Rycke has been working as a waiter in a few restaurants
- He is currently without a job and looking to re-orient his career
- He is 27 years old and studied hotelschool and doesn't want to work in the kitchen
- He was registering himself in the Horeca Partners recruitment office to find a job
- He came back a second time in order to fill out all the questionnaires as a jobseeker
- The tester didn't get the testresults on the spot, since the first testers said the feedback was much too direct. We provided them with the results immediately after the total testing was done

### 2: Motivation for participation in the piloting phase of the How to Manage my Own Skills project.

- Since the managing director of the recruitment office asked him to participate he felt some social pressure (and didn't want to diminish his chances of being treated professionally)
- He was also eager to get to know his skills compared to what was generally expected
- The fact that the testing takes half a day was an absolute burden
- He wanted to work as a maître d'hôtel (chief waiter) in a larger restaurant or hotel

### 3: Achievements and Problems.

- He was especially interested in whether he would also be suited for a job at the reception desk.
- The results showed that he had a lot of skills needed for working at the reception (and in the restaurant).
- He was a little surprised by the results of the assertiveness test where he scored pretty low.
- The testing did convince him of applying for a reception job.
- He was happy with the confirmation of his personal opinion on his own skills.
- He suggested to fine tune the testing in the sense that no one should be



obliged to fill out ALL questionnaires. After a while he said he was somewhat unconcentrated. So he suggests that people can choose freely what skills they want to test.

Produced by: Christophe Ysewyn

## CASE STUDY (Joseph – jobseeker - management level)

### 1: Introduction.

- Joseph De Zeeuw ran his own company for more than 15 years (industrial company)
- His company went bankrupt and he was registered as an official jobseeker
- He is 48 years old and is following a 6 month full time pilot training programme aimed at turning unemployed (former) managers into maîtres d'hôtel. This pilot project is organised by the Flemish Public Employment Service (VDAB)
- We cooperated with the pilot training programme in order to increase the possibility for these participants to get a job
- The tester didn't get the testresults on the spot, since the first testers said the feedback was much too direct. We provided them with the results some time after the total testing was done

### 2: Motivation for participation in the piloting phase of the How to Manage my Own Skills project.

- The faculty of the pilot programme asked him to come and participate in the testing
- He was somewhat sceptical about the outcome but didn't refuse to participate
- The duration of the testing was not a constraint since this replaced some other training course for him
- He wanted to work as a maître d'hôtel (chief waiter) in event catering

### 3: Achievements and Problems.

- Joseph thought some questions to be pretty tough
- He was not that interested in receiving the results. That was mainly due



to the fact that his actual willingness to work in the tourism environment was low.

- The results showed that he had mainly followed the training programme out of social acceptance (in order not to disappoint the training manager) and because he was afraid to get a penalty form the unemployment office in case of refusal to participate).
- The test showed that Joseph had a few skills that were really useful for working in the tourism industry but because of his negative attitude, we do not advise him to work in this industry until he is mentally ready.

Produced by: Christophe Ysewyn

## CASE STUDY (Nancy – jobseeker - supervisory level)

### 1: Introduction.

- Nancy Van Gelder has her first experience in the hospitality industry
- She has been a waiter in the restaurant of a hotel
- She is aged 41 and is following a 6 month full time pilot training programme aimed at turning unemployed (former) managers into maitres d'hôtel. This pilot project is organised by the Flemish Public Employment Service (VDAB)
- We cooperated with the pilot training programme in order to increase the possibility for these participants to get a job
- The tester didn't get the testresults on the spot, since the first testers said the feedback was much too direct. We provided her with the results some time after the total testing was done

### 2: Motivation for participation in the piloting phase of the How to Manage my Own Skills project.

- The faculty of the pilot programme asked her to come and participate in the testing
- She was very enthusiast about participating in the testing
- The duration of the testing was not a constraint since this replaced some other training course for her
- She wanted to work as a maitre d'hôtel (chief waiter) in a trendy hospitality environment (e.g. events or trendy restaurant)





- She would also accept a job at a lower level

### **3: Achievements and Problems.**

- Nancy enjoyed filling out the questionnaires she said
- She thought she would have a pretty assessment of her own skills already
- This was confirmed by the test; she was not really surprised of any of the results that came out
- The test showed that she had a really high motivation to work in the industry
- She scored pretty low in conflict resolving skills. She knew this and asked for personal coaching possibilities in this regard.
- Partially based on the outcomes of the testing, Horeca Partners has proposed her for a traineeship at one of their clients. In case this traineeship is positive, she will be hired by this company.
- She mentioned that the testing was fun but she became pretty tired towards the end.
- Nancy suggested to clearly indicate that people would be able to fill out only one questionnaire and come back for another questionnaire on a separate moment.

**Produced by: Christophe Ysewyn**