

## CANDIDATE ASSESSMENT REPORT

## Maria Castellano

Front Desk Agent — The Grand Meridian Hotel

A  
82 Scored Out Of 100  
OVERALL FIT

Date April 4, 2026 Duration 18 min Language English Type Screening &amp; Adaptive AI Interview

Assessor CQAR AI Engine v3.2

## PRE-SCREENING VERIFICATION 7 of 7 passed

Right to work	Confirmed — valid UK work visa	✓ PASS
Hospitality experience	4 years — front desk, concierge	✓ PASS
Shift availability	All shifts including weekends & bank holidays	✓ PASS
Notice period	2 weeks from offer acceptance	✓ PASS
Languages spoken	English (fluent), Spanish (conversational), Italian (basic)	○ INFO
PMS systems experience	Opera PMS, Mews — 3+ years daily use	✓ PASS
Certifications	AHLEI Certified Front Desk Representative	○ INFO

## HOSPITALITY ASSESSMENT — 6 DIMENSIONS Avg. 82 / B+

<p><b>Service Instinct &amp; Guest Empathy</b></p> <p>Natural ability to anticipate guest needs and respond with genuine care</p> <p><i>Rationale: Demonstrated unprompted active listening techniques and genuine warmth across all guest scenarios</i></p>	88 A
<p><b>Problem Solving Under Pressure</b></p> <p>Capacity to resolve issues quickly while maintaining service quality</p> <p><i>Rationale: Identified reasonable solutions but limited evidence of managing multiple simultaneous pressure points</i></p>	76 B
<p><b>Teamwork &amp; Communication</b></p> <p>Effectiveness in coordinating with colleagues across departments</p> <p><i>Rationale: Consistently used collaborative language; described specific cross-department coordination examples</i></p>	84 B+
<p><b>Culture &amp; Values Alignment</b></p> <p>Fit with the organization's hospitality philosophy and service standards</p> <p><i>Rationale: Values align well with guest-first philosophy; limited exposure to brand-specific culture programs</i></p>	81 B+
<p><b>Safety, Trust &amp; Alertness</b></p> <p>Awareness of safety protocols, data privacy, and situational awareness</p> <p><i>Rationale: Good awareness of basic protocols; did not reference specific safety compliance frameworks</i></p>	78 B
<p><b>Composure &amp; Consistency</b></p> <p>Ability to maintain professional demeanor during high-stress situations</p> <p><i>Rationale: Maintained steady tone throughout assessment; slight hesitation under rapid-fire follow-ups</i></p>	83 B+

## HIRING RECOMMENDATION

## Advance to Final Interview

Maria shows strong service instinct and genuine warmth in guest scenarios. She articulated clear de-escalation strategies and described collaborative approaches to team coordination during rushes. Probe further on revenue awareness and loyalty programme engagement in the final round. Her PMS proficiency and multilingual capability are strong assets for the front desk role.

## STRENGTHS &amp; WATCH AREAS

## KEY STRENGTHS

- Natural empathy** — used active listening to de-escalate a noise complaint scenario unprompted
- PMS proficiency** — described specific workflows from direct experience with Opera and Mews
- Team-first mindset** — consistently used "we" over "I" when discussing accomplishments
- Multilingual** — conversational Spanish and basic Italian, valuable for international guests

## WATCH AREAS

- Revenue awareness** — understands ADR conceptually but has not managed upsell targets directly
- Loyalty programmes** — did not mention guest loyalty engagement strategies
- Team scale** — leadership capped at 4 reports; role oversees 8 — may need structured onboarding

## RESUME INTELLIGENCE ANALYSIS 6 claims verified

Unlike a keyword-matching ATS, CQAR cross-references **resume claims** against **interview responses** in real time. Each claim is scored on how well the candidate's live answers corroborate what they wrote — exposing embellishments and surfacing genuine depth that a resume alone can't reveal.

RESUME CLAIM	INTERVIEW EVIDENCE	ALIGNMENT	SCORE
<b>4 Years Hospitality</b> Front desk & concierge roles	<i>"Described specific Opera PMS daily workflows, referenced night audit procedures, named exact property management scenarios from multiple hotels"</i>	✓ Strong	92 A+
<b>Guest Complaint Resolution</b> "Expert in guest recovery"	<i>"Unprompted, articulated a full de-escalation sequence: acknowledge, investigate, offer specific remedy with timeline — not generic platitudes"</i>	✓ Strong	88 A
<b>PMS Proficiency</b> Opera PMS, Mews	<i>"Referenced specific system functions: room assignment queues, housekeeping status flags, and reservation modification workflows in both Opera and Mews"</i>	✓ Strong	90 A
<b>Cross-Dept Coordination</b> "Collaborated with housekeeping, F&B, concierge"	<i>"Named handoff protocols with housekeeping and mentioned flagging issues post-resolution, but examples were limited to front desk perspective"</i>	○ Moderate	82 B+
<b>Team Leadership</b> "Supervised front desk team"	<i>"Described supportive peer behaviours but framed leadership as informal. No evidence of managing schedules, performance reviews, or team of more than 4"</i>	⊖ Partial	74 C+
<b>AHLEI Certification</b> Certified Front Desk Representative	<i>"Approach reflects standards-based training — systematic service recovery steps, proper escalation awareness — consistent with AHLEI curriculum"</i>	○ Verified	80 B+

## INTERVIEW TRANSCRIPT &amp; SCORING 4 questions · 18 min

## 01 SERVICE RECOVERY

"A guest approaches the front desk visibly upset because their room wasn't ready despite an early arrival request. Walk me through the first 30 seconds."

I'd start by making eye contact and saying something genuine — not scripted — like "I'm really sorry about this, let me look into it right now." The key is that the guest needs to feel heard before I even touch the keyboard. Then I'd check the system for their reservation and room status. If housekeeping is close, I'd offer our lounge or a coffee and give them a specific time — not "soon." If nothing's ready, I'd look for an upgrade. I'd also flag it with housekeeping after to understand what happened.

Empathy 92 Service Recovery 88 Specificity 85

## 02 TEAMWORK &amp; COLLABORATION

"You notice a colleague struggling during a dinner rush. What do you do — and what do you not do?"

I'd jump in without making it a big deal — take a table off their section or handle the next phone call. What I wouldn't do is take over or make them feel incompetent in front of guests. After the rush, I'd check in privately — "rough one tonight, anything I can help with going forward?" It's about being a teammate, not a rescuer. If it keeps happening, that's a conversation for the manager, but in the moment you just help.

Teamwork 90 Judgment 84 Composure 86

## 03 POLICY &amp; GUEST HANDLING

"A regular guest makes a special request that technically goes against house policy. How do you navigate that?"

It depends on the request and the risk. If it's something harmless — a late checkout beyond the standard, a room preference issue — normally the guarantee — I'd try to make it work and flag it to the manager after. If it's something that could create a safety issue or set a precedent that affects other guests, I'd be honest: "I'd love to make that happen, but here's why I can't — let me see what I can do instead." The goal is that the guest walks away feeling valued, even if the answer is no.

Judgment 82 Guest Handling 86 Policy Awareness 78

## FOLLOW-UP — PROBING DEPTH

"Can you give me a specific example of when you said no to a regular and it went well?"

We had a long-stay corporate guest who wanted to keep their dog in the room — we're not pet-friendly. I explained the policy, offered to research nearby pet-sitting services, and had a list ready within the hour. He was impressed that I didn't just say no and move on. He mentioned it in his checkout feedback. Sometimes saying no well is more memorable than saying yes by default.

Service Recovery 90 Initiative 88