



# product brief





## what it measures

The LSI is a self-report questionnaire specifically designed for use in the leisure industry: hotels, catering, pubs and clubs. It allows the assessment of behavioural characteristics that are associated with high performance.

KCP has conducted extensive research into the relationship between personality and effectiveness in a broad range of leisure environments spanning major brands in food catering, pub chains and independent breweries.

Significantly, we have established that each of these environments requires similar characteristics, albeit distributed differently depending upon job role.

Our research has enabled us to develop profiles that cover a very broad range of leisure services occupations from assistant managers through bar staff, waiting staff and kitchen staff.

In one major study with a national food-based pub operator, the LSI was used to select employees for new house openings. Profitability over a 9 month period was compared with houses that had used conventional job interviews. The LSI was found to have significantly outperformed the typical interview process.



# lsiq scales

## THE LSI SCALES

**Confident**

**Empathetic**

**Assertive**

**Proactive**

**Conventional**

**Resilient**

**Self-critical**

### **The LSI Profile and Report provides:**

A full narrative report on each of the scales

Graphical representation of the scores

Tailored output for varying job roles



## suitability and training

The LSI is suitable for use with a range of occupations in the leisure industry from assistant managers through to bar staff, waiting staff, receptionists and kitchen staff.

### **Administration and scoring only training requirements**

Level A Certificate of Competence in Test Administration

### **Interpretation and Feedback training requirements**

Level B - Full or Intermediate Certificate of Competence required.

Users of other substantive questionnaires, e.g. I6PF, OPQ<sup>(R)</sup> or CPI may access LSI immediately.

## benefits

- High reliability
- Proven to predict above average performance in hotel/catering environments
- Can be administered via paper-and-pencil, PC or online
- Quick to administer (approx 10-12minutes)
- Competitively priced - no expensive leasing fees



# prices

## Administration:

- **online**
- **paper & pencil**

	£
<b>Online:</b>	
Admin/profile chart	5.00 *
Admin/report	5.00 *
<b>Paper &amp; pencil:</b>	
LSI admin & scoring	30.00 *
LSI booklets (5s)	95.00
Answer sheets (25s)	60.00 *
Profile charts (25s)	95.00 *
Scoring keys	20.00 *

\* Subject to VAT @ 17.5%

