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retail-fit

John Johnson
Retail Team Member

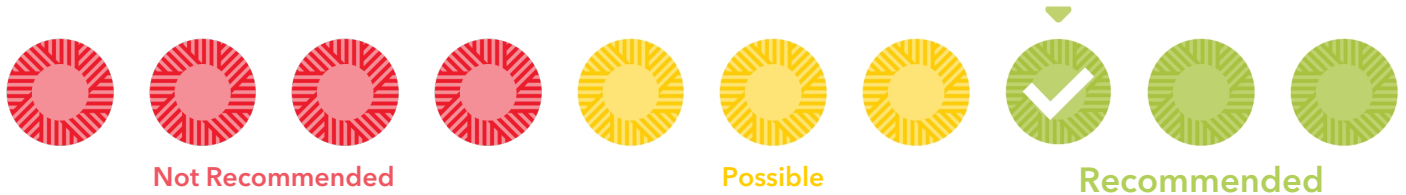
John Johnson Retail Team Member

Prevue HR Systems Inc.
Assessment Date: 2/24/2016



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personality fit



John Johnson's assessment shows a **good match** with the personality requirements for a **Retail Team Member**. An interview is recommended for this candidate.

about this report

This report provides an overview of John's personality profile and an interview guide to compare John to an effective Retail Team Member. For details on the assessment completed by this candidate and how best to use this report, please visit <http://prevue.online/retail-how>.

candidate overview

Generally self-confident, John Johnson aims to make sales. This candidate's "can do" attitude and readiness to get things done will benefit customers who know what they want. However, John may lack the sensitivity necessary to persuade less decisive customers. While this candidate will support the rest of the sales team, John may also be motivated to take a leadership role.

Sometimes impulsive and often focused on the big picture rather than day-to-day details, John Johnson may be disorganized, untidy in work habits, and less methodical than other employees. However, John will also seek new ways to solve problems and will likely react fast to changing demands for customer service.

Most people will find John Johnson to be friendly and personable. John's enthusiasm is a real advantage for upselling: the additional sale will feel like a natural progression. Though conversational and outgoing, this candidate is also self-reliant and equipped for solitary tasks such as stock-taking or completing paperwork.

Stress or unusually difficult tasks could upset John. This candidate may take setbacks personally and criticism could make John uncomfortable. Work pressures and demands will bother this candidate and John Johnson may struggle when faced with a demanding, high stress job.



This guide outlines the candidate's challenges and strengths, with two questions to explore each challenge and one question to confirm strengths. John Johnson does not match the preferred profile for the Retail Team Member position in two areas (challenges) but does match the profile in two other areas (strengths). See <http://prevue.online/retail-how> for more information on the effective use of this guide.

candidate's challenges

sales planning

requires conscientiousness and spontaneity. Conscientiousness means doing tasks methodically and predictably, adhering to company policy. Spontaneity involves less planning, more speed, and some creativity. This position requires a balanced approach. The candidate is likely to be overly spontaneous and could be less dependable.

question

During a hectic sale with many bargain-hunters, how do you ensure excellent customer service?

ideal response

Arrive early so that I'm not rushed when I start. Know the stock. Monitor sales of popular items and direct customers appropriately. If an item is out of stock, look in other Prevue HR Systems Inc. locations. If item is still unavailable, offer similar items with good value, quality, durability, easy care, etc.

notes

question

Have you ever bent the rules of company policy just to keep a customer happy?

ideal response

I try to stay within company policy and follow all rules but customer happiness is very important so I once allowed a short-term layaway without a deposit and another time I offered a discount price after the sale ended. [An ideal response should refer to a minor breach of rules for the particular business where it occurred.]

notes

section score 1 2 3 4 5



candidate's challenges

stress tolerance

describes reacting to changes in work conditions, unexpected events, and new people. Successful performance in this position requires being emotionally engaged while staying calm under pressure. The candidate may be overly stressed in this position.

question

A busy sales floor is noisy with people talking, background music, and cash registers opening and closing. It's crowded on sale days and everyone wants a bargain. They expect the sales associate to have the right item with the right specs right now. How do you cope with that stress?

ideal response

I try to stay calm. This is my job. I block out noise and distractions. I respond quickly and politely to customers, no matter how demanding they might be. I remind myself that, for every unpleasant customer, there are three good ones—and I want all four of them to buy something!

notes

question

In this business, there are always new trends, new marketing drives, and new customers. Our sales team tweaks everything on the fly. Sometimes changes work; occasionally they flop. How do you deal with fast changes and the odd setback?

ideal response

I make an effort to stay relaxed and to take problems, people, and changes as they come. I rely on a good work ethic to get through almost any difficulty.

notes

section score ① ② ③ ④ ⑤



candidate's strengths

sales drive

includes willingness to compromise self-interest as well as competitive instincts and assertiveness. A balance of tact and boldness is necessary for this position. The candidate meets this requirement.

question

Do you keep up with current trends and do your personal interests mesh with selling for Prevue HR Systems Inc.?

ideal response

View new styles and trends in websites, social media, magazines, and newspapers. Talk to family and friends about their preferences. Watch relevant television shows for new styles and trends. Shop in a variety of brick and click venues. Know and like Prevue HR Systems Inc. merchandise. [Candidate should mention specific items or categories of stock.]

notes

section score ① ② ③ ④ ⑤



candidate's strengths

interaction

with customers and staff can require a quiet, somewhat reclusive individual or a sociable, talkative, outgoing person. Someone more inclined to be an extrovert and less likely to be self-contained would be most effective in this position. The candidate meets this requirement.

question

Are you a "people" person? How does being sociable make you a better sales associate?

ideal response

I enjoy working with people, meeting new folks, and talking to anyone. I can start a conversation easily and I notice details about customers so that I can suggest the best merchandise for them.

notes

section score 1 2 3 4 5

interview summary

total score / 20

proceed

yes

no

notes
