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Carol Sample Sample Retail Fit

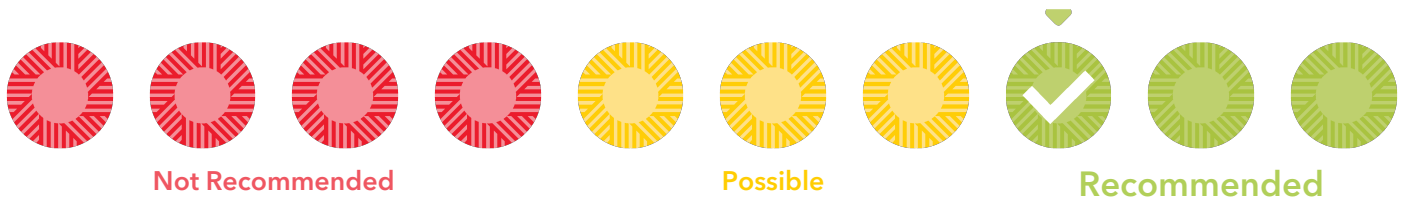
Carol Sample Sample Retail Fit

Assess to Succeed, Melbourne, Victoria, Australia
Assessment Date: 1/28/2016



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personality fit



Carol Sample's assessment shows a **good match** with the personality requirements for a **Sample Retail Fit**. An interview is recommended for this candidate.

about this report

This report provides an overview of Carol's personality profile and an interview guide to compare Carol to an effective Sample Retail Fit. 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, Carol Sample 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, Carol may lack the sensitivity necessary to persuade less decisive customers. While this candidate will support the rest of the sales team, Carol may also be motivated to take a leadership role.

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

Most people will find Carol Sample to be friendly and personable. Carol'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.

In most situations, Carol Sample is rational and calm. This candidate will usually shrug off rejection and continue working. Carol copes well with moderate stress and can deal with people openly and objectively. However, if assigned to demanding, high-pressure projects, this candidate may become anxious when tension is prolonged.



This guide outlines the candidate's challenges and strengths, with two questions to explore each challenge and one question to confirm strengths. Carol Sample does not match the preferred profile for the Sample Retail Fit position in one area (challenges) but does match the profile in three 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 Assess to Succeed, Melbourne, Victoria, Australia 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 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 Assess to Succeed, Melbourne, Victoria, Australia?

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 Assess to Succeed, Melbourne, Victoria, Australia 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



candidate's strengths

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 meets the requirement.

question

Although sensitivity to customers is very important, there is some pressure to meet sales targets. Can you still provide good customer service even when you feel a little tense about making the sale?

ideal response

For the most part, I'm able to react well to people and I don't collapse under mild pressure. I can hide my tension and still give good service to customers.

notes

section score 1 2 3 4 5

interview summary

total score / 20

proceed

yes

no

notes
