



prevueTM
retail-fit

Andrea Sample
Retail Team Member

Andrea Sample Retail Team Member

AssessAdvantage
Assessment Date: 11/13/2017



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personality fit



Andrea Sample's assessment shows a **possible match** with the personality requirements for a **Retail Team Member**. If all other screening criteria have been met, consider inviting Andrea for an interview.

about this report

This report provides an overview of Andrea's personality profile and an interview guide to compare Andrea 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

Andrea Sample will strive to achieve goals while maintaining good relationships with customers and the rest of the sales team. To support teamwork, this candidate is usually willing to share credit. Customers will benefit from Andrea's "can do" attitude and readiness to get things done.

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

Sometimes the center of attention, this candidate more often pays quiet attention to what others are saying. Andrea will usually be at ease when approaching and interacting with customers. Andrea enjoys being with people, but is also well equipped for solitary tasks such as stock-taking or completing paperwork.

Stress or unusually difficult tasks could upset Andrea. This candidate may take setbacks personally and criticism could make Andrea uncomfortable. Work pressures and demands will bother this candidate and Andrea Sample 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. Andrea Sample does not match the preferred profile for the Retail Team Member position in three areas (challenges) but does match the profile in one area (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 AssessAdvantage 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

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 is a little quieter than required, with less need for social contact.

question

Can you read people easily? Describe how you would approach an indifferent or bored customer and get that person excited about shopping at AssessAdvantage.

ideal response

I enjoy working with people. Before talking to a bored customer, I try to pick up clues about the customer's likes or needs. After greeting the customer and asking a few questions, I would make suggestions and be as enthusiastic as if I were going to buy the merchandise myself.

notes

question

When it's quiet before the doors open and maybe the weather is bad so you don't expect many customers, how do you get yourself fired up for work?

ideal response

I go over the product line; I talk to the sales team; I might run on the spot or do some other exercise to boost my energy. If it's appropriate, I send text messages to regular customers to let them know about specials that would interest them.

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 AssessAdvantage?

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 AssessAdvantage merchandise. [Candidate should mention specific items or categories of stock.]

notes

section score 1 2 3 4 5

interview summary

total score / 20

proceed

yes

no

notes
