

Date: Jul 13, 2008



Name: Tom Tester
ID: 295689



Retail Clerk Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

- When customers are attempting to ask questions or ask for help with routine problems, Tom may be seen as impatient and arrogant
- Better suited for retail roles that require a complex solution rather than those that require a simple and repetitive approach
- Many retail clerk positions can be boring for Tom if they are not intellectually challenging

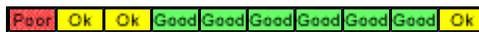
Question: Tell me about a time when a customer kept asking you the same question over and over again. What did you do?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable



- Important to have systems or procedures in place that force Tom to fill out forms or computer screens when critical details must be captured
- Easy going nature allows Tom to handle situations as they arise and deal with interruptions better than many people
- Better suited to retail clerk positions that do not require a high level of detail orientation

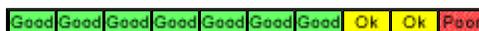
Question: Describe a time when you lost track of some details for a customer and it caused a problem. What did you do?

Tough Minded

Cooperative
Agreeable



Direct
Determined



- Tom tends to be tough minded and may be argumentative with customers particularly when there is a difference of opinion
- Customers may view Tom as pushy and confrontational
- Tom tends to be comfortable up-selling other services which may be helpful in some retail clerk positions

- Given their preference to be in control, Tom may not take direction well

Question: Tell me about a time when you became impatient with a customer because they were being unreasonable. What happened?

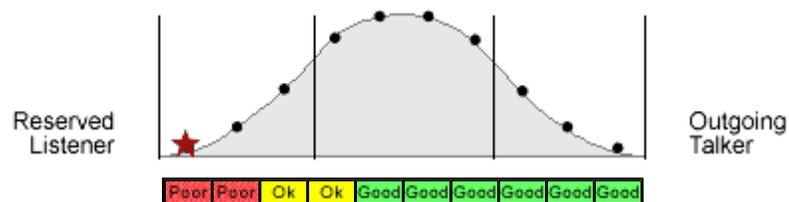
Conventional (Rules)



- Tom tends to be consistent and follow the retail procedures closely
 - Tom prefers a working environment that is structured and predictable versus those that are constantly changing

Question: Describe a time when you had to begin working and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

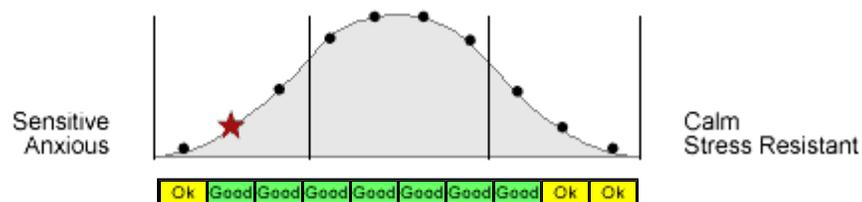
Extroversion



- Tom may not be quick to greet customers in a friendly manner
 - Tom tends to be reserved and quiet and prefers minimal interaction with people
 - Doesn't typically mind working alone for long periods of time

Question: Tell me how you handle customers who like to chat with you even though you need to move on to the next customer.

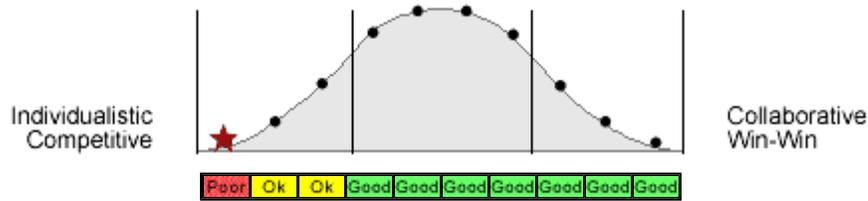
Stable



- Tom may have difficulty working in stressful retail environments
 - Tom may exhibit an exaggerated sense of urgency in stressful situations
 - Will generally be very sensitive to customer and co-worker needs which can be helpful in some retail environments

Question: Describe a time when you became very irritated with a customer and lost your cool. What happened?

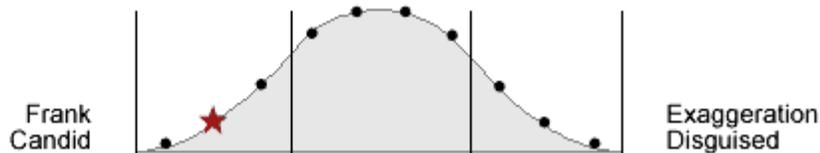
Team



- May have difficulty working in a highly team oriented retail environment
- Tom is typically self-motivated and very competitive which can be helpful in highly competitive environments where individual efforts are rewarded
- May be too quick to push customers to agree to something if they are being paid individual commissions
- Tom may not be collaborative with their store team

Question: Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

Good Impression (Social Desirability)



- Tom's responses have been frank and open

*The participant has scored in the "red zone" in 3 areas.

Overall
54% *

Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

Date: Jul 13, 2008



Name: Tom Tester
ID: 295689

Retail Clerk Interview Questions

General Reasoning (Cognitive)

Question: Give me an example of a job where you were given many simple or routine tasks to perform daily. How did you handle that?

Question: Tell me about a time when you were very motivated to do your job every day. What were you doing and what types of problems did you deal with?

Question: Tell me about a time when a customer kept asking you the same question over and over again. What did you do?

Conscientious (Organization)

Question: Tell me about a time when you were late to work and it caused a problem.

Question: Give me an example of a policy in a previous job that you thought was unreasonable or that it didn't make sense.

Question: Describe a time when you really enjoyed your job. What types of things were you doing?

Tough Minded (Assertiveness)

Question: Tell me about a time when you became impatient with a customer because they were being unreasonable. What happened?

Question: Give me an example of a time when you provided good service to a customer even though you were having a bad day. How did you do it?

Question: Tell me about a time when you disagreed with a supervisor about how a customer situation should be handled. What did you do?

Conventional (Rules)

Question: Describe a time when you had to begin working and you had not really been trained yet and didn't know what you were supposed to do. What was it like?

Question: How have you handled a situation where there was no procedure in place?

Question: Tell me about a time a good customer wanted something that was not consistent with policy. What did you do?

Extroversion

Question: Tell me how you handle customers who like to chat with you even though you need to move on to the next customer.

Question: Give me an example of a time that a customer praised you for your ability to listen to them. What was the situation?

Question: Tell me about a time at work when you needed to take a break and get away from people for a while. What was it like?

Stable

Question: Tell me about a time when a customer was very upset and was being unreasonable. What did you do?

Question: Give me an example of how you have dealt with a lot of stress in your job every day. What did you do?

Question: Describe a time when you became very irritated with a customer and lost your cool. What happened?

Team

Question: Tell me about a time when you did something extraordinary in your job but were not given credit for it. What did you do?

Question: Give me an example of a time when a coworker needed your help with a customer. What was the situation and how did you handle it.

Question: Give me an example of when you gave great service to a customer and you were actually praised for it in front of the team. How did your coworkers respond?

Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

© 2008 Psychometrics International