

Date: Jul 13, 2008



Name: Tom Tester
ID: 295689



Salon Front Desk - Retail Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

- Tom learns new information very quickly
- Better suited for beauty supply environments that require a more complex solution rather than those that require a simplistic and personal approach
- Faster processing speed may cause customers to view Tom as arrogant

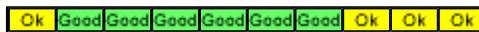
Question: Describe a period when you found your work frustrating because you had to deal with customers who asked questions about things that had obvious answers. How did you deal with this?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable



- Tom is typically comfortable and effective dealing with interruptions and the high volume of traffic found in many beauty supply environments
- Easy going nature may cause Tom to overlook details, so it is important for Tom to double check paperwork and customer orders
- Important to have processes that automatically ensure that Tom fills out forms or computer screens when details are critical and must be captured

Question: Give me an example of a time when you forgot to handle some details with an order and it caused a problem. What did you do?

Tough Minded

Cooperative
Agreeable



Direct
Determined



- Tom tends to be comfortable approaching customers and offering advice for products and services
- Tends to be tough minded, so it is important that Tom be careful not to appear pushy with customers

- Tends to be comfortable closing sales

Question: Describe a time when you were too abrupt with a customer because you had become impatient. What happened?

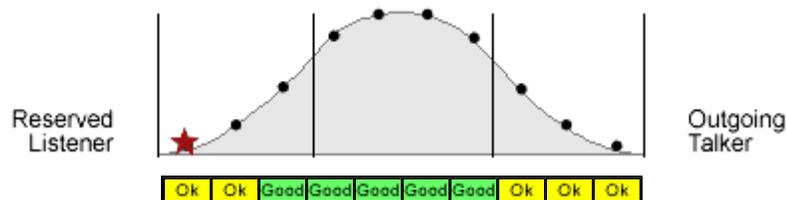
Conventional (Rules)



- Prefers a beauty supply environment that is structured and predictable
- Tom tends to be consistent and follow the procedures closely
- May find it difficult working in an environment where there is constant change

Question: Tell me a time when you became frustrated because you were expected to handle requests that you had not been trained on and didn't know the procedures. What did you do?

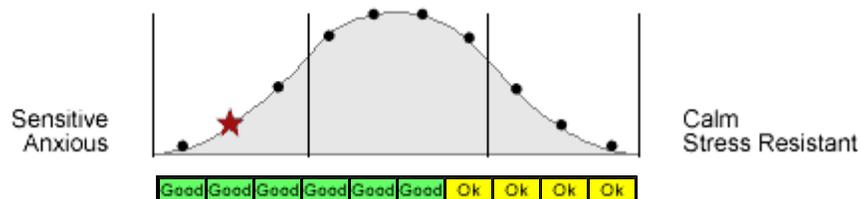
Extroversion



- Tom tends to have a more reserved approach allowing customers to browse on their own
- May not be quick to greet customers with a friendly manner or to enthusiastically present products and services
- Typically will do better when the customer is asking the questions and Tom is expected to simply respond and help them

Question: Tell me about a time when you were really energized by your work. What were you doing and how many people did you typically deal with every day?

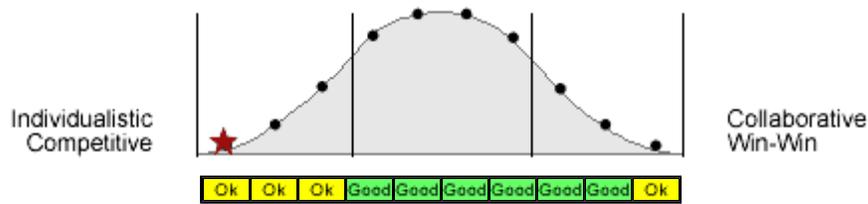
Stable



- Tends to be sensitive to others which can assist Tom in picking up on emotional buying signals that drive many of the decisions for customers in the beauty care environment
- May benefit from more frequent breaks during the day to help with the stress that can be common in some high traffic beauty care environments

Question: Give me an example of a time when you felt there was just too much to do in your job and it became very stressful. How did you deal with it?

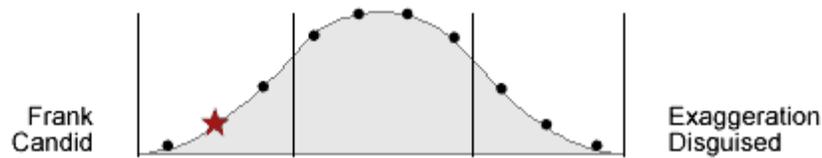
Team



- Tom is typically self-motivated and very competitive
- May have difficulty working within a team particularly if the incentives are based on team objectives
- At times, Tom may be too quick to push customers to buy something in order to get commissions

Question: Tell me about a sale that was lost when another sales associate assisted the customer and didn't handle it like you would have. What happened?

Good Impression (Social Desirability)



- Tom's responses have been frank and open

Overall
86%

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.

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Salon Front Desk - Retail Interview Questions

General Reasoning (Cognitive)

Question: Tell me about a time when you thought of a great idea to help sell more product or services, but no one seemed to be interested in hearing it.

Question: Give me an example of a job where you had to handle many simple or routine tasks during the day. What did you do?

Question: Describe a period when you found your work frustrating because you had to deal with customers who asked questions about things that had obvious answers. How did you deal with this?

Conscientious (Organization)

Question: Tell me about a time when you were about to help a customer but got distracted. What happened?

Question: Give me an example of a time when a customer asked many questions about a product and you did not know the answers. How did you handle it?

Question: Give me an example of a time when you forgot to handle some details with an order and it caused a problem. What did you do?

Tough Minded

Question: Describe a time when you were too abrupt with a customer because you had become impatient. What happened?

Question: Tell me about a time when you had to get a customer to like you before they bought a product from you. Did it work?

Question: Tell me how you have shown a customer that you are friendly.

Conventional (Rules)

Question: Can you tell me about a time when your creativity helped you gain a new customer?

Question: Give me an example of when you had to take care of a request for a customer but it was not according to store policy. What did you do?

Question: Tell me a time when you became frustrated because you were expected to handle

requests that you had not been trained on and didn't know the procedures. What did you do?

Extroversion

Question: Tell me about a time when you realized a potential customer was leaving because they didn't feel they had been taken care of properly. What happened?

Question: Describe what you have done in the past to show a customer that you are happy to see them. How has it worked for you?

Question: Tell me about a time when you were really energized by your work. What were you doing and how many people did you typically deal with every day?

Stable

Question: Tell me about a time when your sensitivity has helped you understand what a customer wanted and you were able to help them as a result.

Question: Give me an example of a time when you lost your temper with a customer. What happened?

Question: Can you tell me how you have managed to appear friendly and helpful to customers even when you were having a bad day?

Team

Question: Tell me about a time in a job when you were not very motivated to sell. What was the compensation plan and what would have made it more motivating to you?

Question: Tell me about a sale that was lost when another sales associate assisted the customer and didn't handle it like you would have. What happened?

Question: Describe a time when you really enjoyed your job and felt that you were rewarded well for your accomplishments. What was the job and how were you paid?

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