

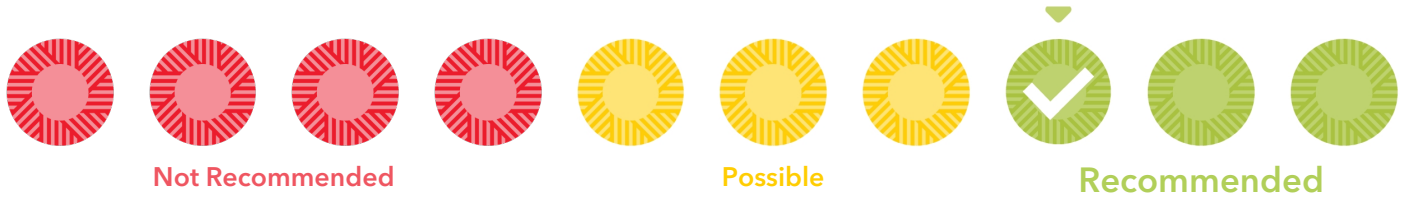


prevue[™]
retail-fit

Jane Sample
Sample Retail Fit



personality fit



Jane 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 Jane's personality profile and an interview guide to compare Jane 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

Jane Sample will try for good relationships with customers and the rest of the sales team. To support teamwork, Jane usually shares credit and only occasionally puts personal wishes ahead of others' goals. This candidate will sometimes push to get their own way, especially if it means satisfying a customer's request.

Reasonably tidy in work habits and attentive to detail, Jane Sample can provide dependable customer service. This person will aim to do a good job quickly. While trying to serve customers, Jane may be a little careless or less orderly in some transactions but, generally, this candidate follows company policy.

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

In most situations, Jane Sample is rational and calm. This candidate will usually shrug off rejection and continue working. Jane 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. Jane Sample does not match the preferred profile for the Sample Retail Fit 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 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 is more tactful than required.

question

Your manager and other consultants are unavailable. A customer, who regularly buys high end merchandise, comes onto the floor and begins complaining loudly about a recent purchase. What do you do?

ideal response

Greet customer; offer assistance in a low voice. Guide customer to a quiet corner. Listen to complaint. If issue cannot be fixed at once, exchange contact data; promise to resolve problem ASAP. Emphasize that we value the customer and want to regain their trust. If appropriate, draw attention to merchandise that the customer might like.

notes

question

When a customer is interested but cannot decide on a purchase, how do you close the sale?

ideal response

Suggest exploring the item more fully and how customer would use it. Ask if currently-owned items would work with the purchase. Figure out what this person likes best about the item and stress the item's quality, durability, ease of use, price point, or whatever seems most attractive.

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 Zekerlife Pty Ltd.

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 strengths

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 meets this requirement.

question

It's a year-end sale. Your department runs out of loss leaders and customers are demanding bargains. What do you do?

ideal response

Call my manager to ask if we have any loss leaders in storage. If we are out of stock, ask if I can make allowances on other merchandise. If that's a no-go, try to persuade customers that other items are good value because of their quality, durability, ease of use, etc.

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
