

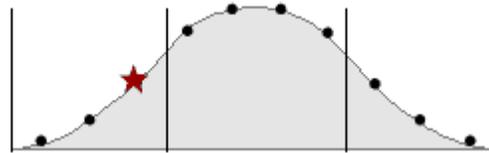
Date: Oct 3, 2006

Name: Julie Testing
ID: 137903

Retail Clerk Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

- Julie's more methodical nature tends to require more time to learn and implement new concepts
- Better suited to retail roles that are fairly routine and do not require complex or quick problem solving

Question: Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and what did you do?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable

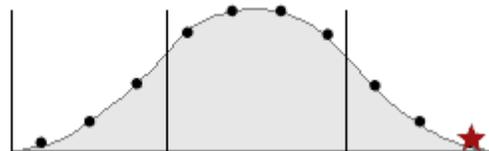


- Important to have systems or procedures in place that force Julie to fill out forms or computer screens when critical details must be captured
- Easy going nature allows Julie to handle situations as they arise and deal with interruptions better than many people
- Better suited to retail clerk positions 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



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

Open to New Experience
Flexible



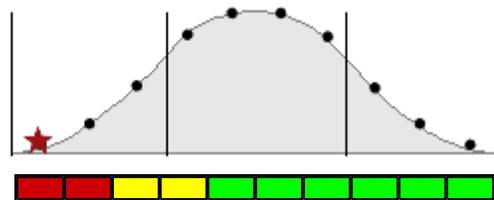
Consistent
Structured

- Julie tends to be consistent and follow the retail procedures closely
- Julie 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

Reserved
Listener



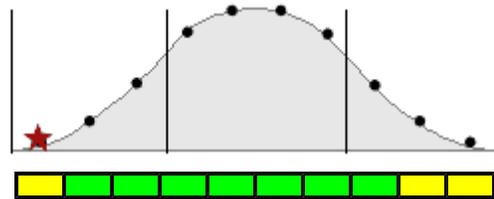
Outgoing
Talker

- Julie may not be quick to greet customers in a friendly manner
- Julie 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

Sensitive
Anxious



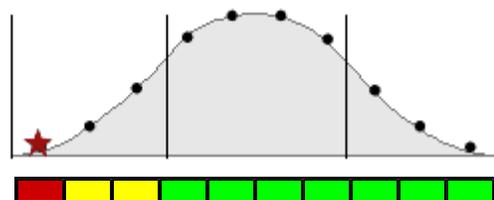
Calm
Stress Resistant

- Julie may have difficulty working in stressful retail environments
- Julie 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

Individualistic
Competitive



Collaborative
Win-Win

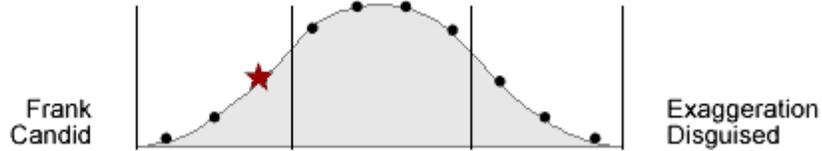
- May have difficulty working in a highly team oriented retail environment
- Julie is typically self-motivated and very competitive which can be helpful in highly competitive

environments where individual efforts are rewarded

- May be too quick to push customers to agree to something if they are being paid individual commissions
- Julie 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)



- Julie's responses have been frank and open

*The participant has scored
in the "red zone" in 4 areas.

Overall
39% *

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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Name: Julie Testing
ID: 137903

Retail Clerk Interview Questions

General Reasoning (Cognitive)

Question: Tell me about a time when you were expected to solve problems for customers even though you had not been properly trained. How did you deal with it?

Question: Give me an example of when you have been able to think quickly to solve a problem for a customer.

Question: Tell me about a time when you were frustrated because you didn't think you were given enough time to learn your job. What was the situation and 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?

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