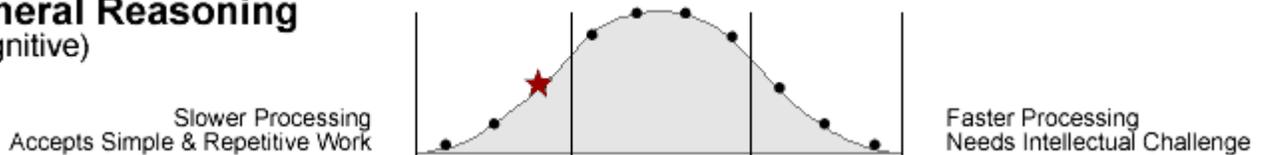


Date: Mar 22, 2006

Name: Julie Testing
ID: 137903

Retail Sales Summary

General Reasoning (Cognitive)



- Julie's methodical nature tends to require more time to learn and implement new concepts
- Better suited for retail environments and products that are simplistic and don't require complex or quick problem solving
- Julie may benefit from a hands-on training approach

Question: Describe a time when you were asked to jump in and start working in a job without any real training. How did it work out?

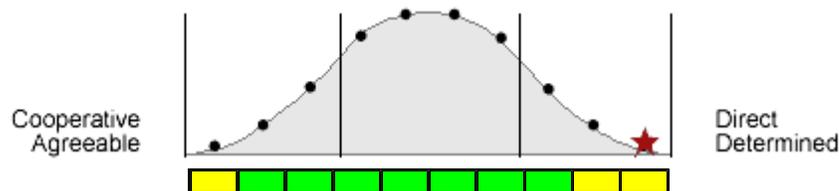
Conscientious (Organization)



- Easy going nature may cause Julie to overlook details
- Julie is typically better at dealing with interruptions which can be beneficial in many retail environments
- Better suited to retail situations that call for reaction and handling situations as they arise
- Important to have processes that automatically ensure that Julie fills out forms or computer screens in order to capture critical details

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

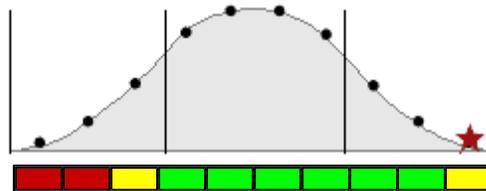


- Customers may view Julie as pushy at times due to Julie's direct and assertive nature
- Tends to be tough minded and will typically be comfortable up selling customers and closing new sales
- Given the preference to be in control, Julie may not take direction well

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

Conventional (Rules)

Open to New Experience
Flexible



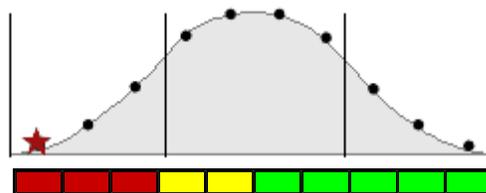
Consistent
Structured

- Prefers a retail environment that is structured and predictable
- Julie tends to be consistent and follow the procedures closely
- Difficulty working in a retail environment where there is constant change and flexibility

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

Reserved
Listener



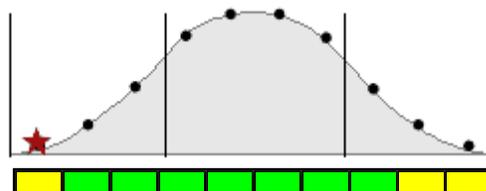
Outgoing
Talker

- Tends to be reserved and quiet
- May not be quick to greet customers with a friendly manner
- Doesn't typically mind working alone for long periods of time
- Better suited to a retail environment with less traffic and where a more reserved approach to the customer is more suitable and expected

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

Sensitive
Anxious



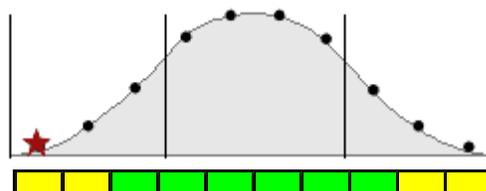
Calm
Stress Resistant

- Tends to be sensitive to others which can assist Julie in picking up on emotional buying signals
- May have difficulty dealing with the day to day stress that can be a normal part of retail sales environments

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

Team

Individualistic
Competitive



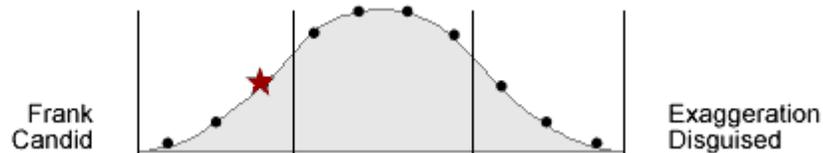
Collaborative
Win-Win

- Julie is typically self-motivated and very competitive

- May have difficulty working within a team particularly if the incentives are based on team objectives
- Will be motivated by commission based sales environments
- May not be collaborative with internal team or co-workers

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)



- Julie's responses have been frank and open

*The participant has scored
in the "red zone" in 1 area.

Overall

68% *

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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Date: Mar 22, 2006



Name: Julie Testing
ID: 137903

Retail Sales Interview Questions

General Reasoning (Cognitive)

Question: Describe a time when you were asked to jump in and start working in a job without any real training. How did it work out?

Question: Tell me about a time when your company seemed to be changing its policies all the time. What was it like?

Question: Tell me about a training program that you have been involved in that you thought was very effective for you. What was it like?

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?

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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