

Entry Level Cashier 7.1 (Americas) Candidate Report

Candidate name:

Sample Candidate

Disclaimer

Information enclosed on these pages is confidential in nature and is intended only for the person(s) to whom it pertains or other authorized individuals.

You must not rely on the information in the report as an alternative to certain advice from an appropriately qualified professional. If you have any specific questions about any specific matter you should consult an appropriately qualified professional.

Instructions

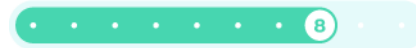
This report is designed to give you information about your relative strengths and weaknesses on the competencies known to be important for success in this type of job. In addition, the report provides valuable on-the-job tips and suggestions to help you excel in the workplace.

The score that you receive describes how your responses compared against our database of responses consisting of your peers. The assessment that you have taken has been scientifically validated by up to 30 years of statistical data collection and analysis. People who score higher on the dimensions tend to perform better on the job in the key areas outlined in the report.

The developmental tips that you receive are intended to help you improve your skills for each specific competency. All of us, regardless of our scores, can improve our job performance by following appropriate developmental solutions and strategically focusing on areas that may require improvement. A commitment to personal improvement signifies initiative and developmental planning, both of which are important to job performance. Try using this feedback to formulate specific development plans that relate to your work goals and objectives. Don't try to do everything at once, as personal development does not happen overnight. If you score in the 'Purple Zone', this may be an area where you want to focus your developmental efforts. Even if you score well it is still important for you to use the developmental tips to leverage your strength in this competency.

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. Please note that the assessment components included in this solution report are not weighted equally. Some of the components are broad measures of behavior and some are more narrow. Competencies denoted by an asterisk (*) are measures of narrow behaviors. While these behaviors are important to the overall score, they are not weighted as heavily when compared to other components in this solution. Our research indicates this weighting best predicts job performance. If you would like more information about this report (including scoring) or other products that SHL offers, please contact your account representative.

Customer Focus



This is a measure of the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences; being patient; tolerating rude customers calmly; and searching for information or products for customers.

You are likely to be competent and courteous by communicating effectively, showing persistent enthusiasm in customer interactions, and giving customers full attention. You are also likely to tolerate rude customers calmly, find solutions for customer problems, and remain cheerful throughout the workday.

- **Be knowledgeable about your organization and its products, policies, practices, and procedures.**
- **Be enthusiastic about serving customers and always 'go the extra mile' to meet their needs.**
- **When you are a customer at other businesses, try to understand and analyze your own experiences as a customer and use this information to improve your customer service skills.**
- **Listen to what sales people are saying about customer trends to anticipate new service requirements.**
- **Learn what marketing campaigns are planned for the next period.**
- **Read books and articles on customer service skills.**
- **Volunteer to mentor or train new staff members.**
- **Understand how your organization measures service quality and work to excel in those areas.**

Understands others*



This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.

You are likely to try and understand the behavior of others and show some awareness of others' points of view.

- **When interacting with someone else in a difficult situation, pay close attention to the behaviors they display. Think about how the situation the person is facing is leading to their behavior. Show you understand by listening to what they have to say.**
- **When you are trying to understand another's behavior, try to think of a similar situation in the past that you've experienced and how you reacted. If you are struggling to come up with a similar experience, it's okay to just listen and say you are trying to understand.**

Shows courtesy*



This measures the extent to which the candidate is patient, polite and respectful.

You are likely to treat almost everyone with courtesy, patience, politeness and respect.

- **Try not to judge others. Work on paying attention to your inner thoughts and feelings to catch yourself on those times you are being judgmental. Instead of judging someone, try instead to understand the person. Think of a time when you've been in a similar situation and how you reacted.**
- **Use positive language when you disagree with someone. Rather than saying "you are wrong" or "how could you think that?" say "I understand your point, but I do not agree." Work to speak positively on issues even when you personally disagree with them.**

Maintains good working relationships*



This measures the extent to which the candidate puts effort into developing good relationships with others.

You are likely to feel energized by change and adapt your approach easily and quickly to meet new expectations.

- **Change only what you need to. Variety and change are important parts of working, but in some situations, a more traditional and straightforward approach may yield better results. Examine a current project you are working on and find two or three ways in which you could improve your performance or the outcome by taking a more standard approach to working.**
- **While you enjoy change, others may be a bit more cautious about new experiences. When presenting new ideas and/or changes that are taking place, temper excitement with the understanding that some individuals may not adapt well to change and may be nervous about it.**

Creates a positive impression*



This measures the extent to which the candidate manages own behavior to create a positive impression.

You are likely to be concerned about your appearance and make a good impression.

- **Learn from someone else. Identify a colleague or a friend who appears to be effective in maintaining a professional demeanor with all types of people. Watch how this person works with others. How can you enhance your own behaviors based on what you learned?**
- **Maintain a positive attitude. Especially when speaking with customers, it is important to remain positive. Whenever you are starting to feel frustrated or impatient, learn to calm down, think about your body language and tone of voice, and aim to compose yourself.**

Works to high quality standards*



This measures the extent to which the candidate completes every task with a high degree of quality.

You may not be conscious of the quality of your work, and may be satisfied with a task even if everything is not done properly.

- **Think about your organization's approach to quality and aim to meet those standards. Discuss with your manager the reasons why these standards are in place. Even if you disagree with one, consider how the standard benefits the organization.**
- **Think about your process for submitting completed work. Do you take time to review how closely your work meets the requirements? Make sure your work meets expectations by carefully reviewing it prior to considering it done.**

Accepts direction*



This measures the extent to which the candidate accepts direction from others willingly.

You are likely to accept direction willingly and cooperate with a manager's requests without complaint.

- **While it is important to accept direction, don't be afraid to ask questions such as "Why do we complete the task in this way?" or "What would happen if we tried this a different way?" Accepting direction without offering your own thoughts for improvement may result in performing tasks in a sub-optimal way. Be willing to speak up and make suggestions, but do so respectfully.**
- **Think about how the people you most respect ask others to do things. What language do they use? How much detail do they go into? Do they check to see if their directions were followed? Try to incorporate some of those behaviours into your own when you have to give direction to others.**

Complies with rules and regulations*

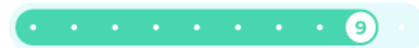


This measures the extent to which the candidate adheres to rules, guidelines and procedures.

You are likely to follow rules and regulations precisely, even when inconvenient. You can be relied on not to break rules, no matter how minor.

- **When you face a rule-breaking issue that falls into a grey area, seek guidance from your manager. Ask to work through the problem together to see how they develop possible solutions.**
- **Review some of your organization's policies and procedures. Ensure that they provide clear guidance and rules to employees. Consider whether they are in conflict with current practice or could be improved in some way.**

Adapts to change*

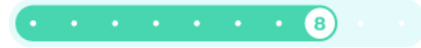


This measures the extent to which the candidate accepts and adapts to changes without difficulty.

You are likely to feel energized by change and adapt your approach easily and quickly to meet new expectations.

- **Change only what you need to. Variety and change are important parts of working, but in some situations, a more traditional and straightforward approach may yield better results. Examine a current project you are working on and find two or three ways in which you could improve your performance or the outcome by taking a more standard approach to working.**
- **While you enjoy change, others may be a bit more cautious about new experiences. When presenting new ideas and/or changes that are taking place, temper excitement with the understanding that some individuals may not adapt well to change and may be nervous about it.**

Works energetically*



This measures the extent to which the candidate keeps busy at work and enjoys taking on new responsibilities.

You may prefer to keep busy at all times, generating a lot of activity, and may be willing to take on extra work.

- **Think of your current situation and list six aspects you find motivating and six you find demotivating that have impact on your energy levels at work. Think of ways to focus more on the things that motivate you to work harder and less on those that sap your energy.**
- **When you have a lull in your work, use your extra energy and think about what you can do to keep busy. Perhaps volunteer to take on additional tasks for someone who is very busy and could use some assistance, or get going on tasks that were supposed to be done tomorrow.**