

# Entry Level Cashier 7.1 (Americas) Detailed Report

**Candidate name:**

Sample Candidate



**Percentile: 89%**

 **Recommended**

**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 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.



**The candidate will usually meet customer needs and solve basic problems. However, he/she may also sometimes interrupt or fail to pay attention when customers speak. The candidate may also forget to give customers special information, or fail to communicate clearly with customers.**

### Understands others\*

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



**This candidate is likely to try and understand the behavior of others and show some awareness of others' points of view.**

### Shows courtesy\*

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



**This candidate is likely to treat most everyone with courtesy, patience, politeness and respect.**

### Maintains good working relationships\*

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



**This candidate is likely to put effort into developing good work relationships and act in ways that will strengthen work relationships.**

### Creates a positive impression\*

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



**This candidate is more likely to make a good first impression, dress appropriately for any situation, and appear professional at all times.**

### Works to high quality standards\*

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



**This candidate is likely to take pride in their work and pay attention to every detail, making sure that the work is as good as it can be.**

### Accepts direction\*

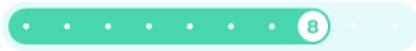
This measures the extent to which the candidate accepts direction from others willingly.



**This candidate is likely to accept direction without complaint, but may at times challenge a request they believe to be unreasonable.**

### Complies with rules and regulations\*

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



**This candidate is likely to follow rules and regulations precisely, even when inconvenient. They can be relied on not to break rules, no matter how minor.**

### Adapts to change\*

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



**This candidate is likely to feel energised by change and adapt their own approach easily and quickly to meet new expectations.**

### Works energetically\*

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



**This candidate may prefer to keep busy at all times, generate a lot of activity, and be willing to take on extra work.**