

Precise Fit 初级收银员岗位解决方案

测评简介

概述

Precise Fit 初级收银员岗位解决方案为初级零售工作类型设计，考察候选人是否能有效处理顾客付款，包括现金、支票和信用卡。工作内容包括但不限于：处理付款、服务顾客、提供收据和处理退款等。本解决方案可能适用的职位有：收银员、销售员、包装员、检查员、店员以及文员等。

职位级别	初级
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职位类别	零售
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详细信息

平均测试时间 (分钟)	19 分钟
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形式	电脑、手机
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问题类型	单选题、最符合 / 最不符合
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所衡量的知识、技能、能力和胜任力

顾客为中心：用于衡量候选人是否能在与顾客沟通时保持热情。这种特质具体表现为：为带来的不便真诚道歉、能够耐心、冷静地应对粗鲁的顾客以及为顾客提供信息或产品。

接受指令：用于衡量候选人主动接受他人指令的程度。

适应变化：用于衡量候选人是否能毫无困难地接受和适应变化。

遵从规章制度：用于衡量候选人遵守规则、准则和程序的程度。

创造积极印象：用于衡量候选人管理自己的行为、给人留下积极印象的能力。

保持良好的工作关系：用于衡量候选人努力发展与他人的良好关系的程度。

礼貌待人：用于衡量候选人是否有耐心、有礼貌并能够尊重他人。

理解他人：用于衡量候选人通过观察和分析来了解他人的行动和想法的程度。

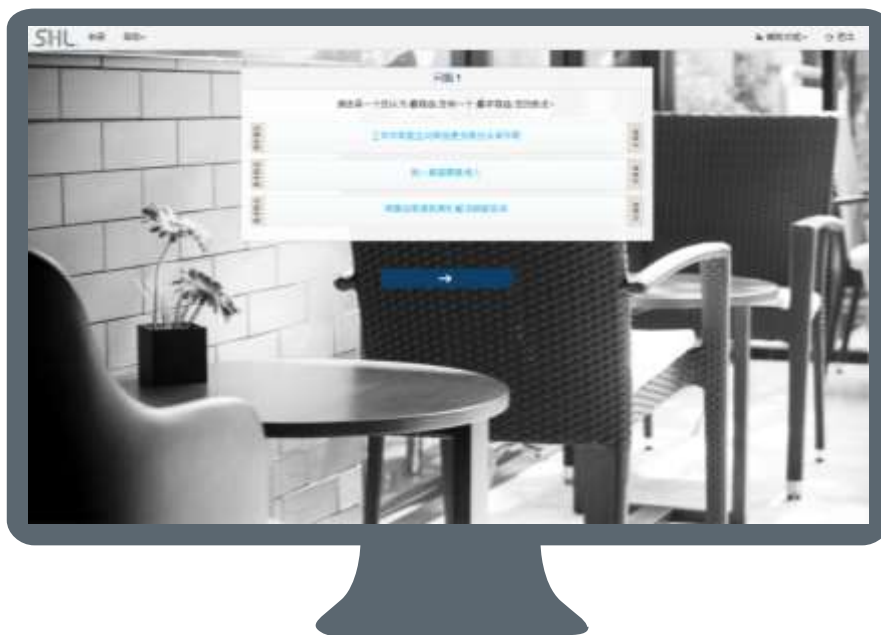
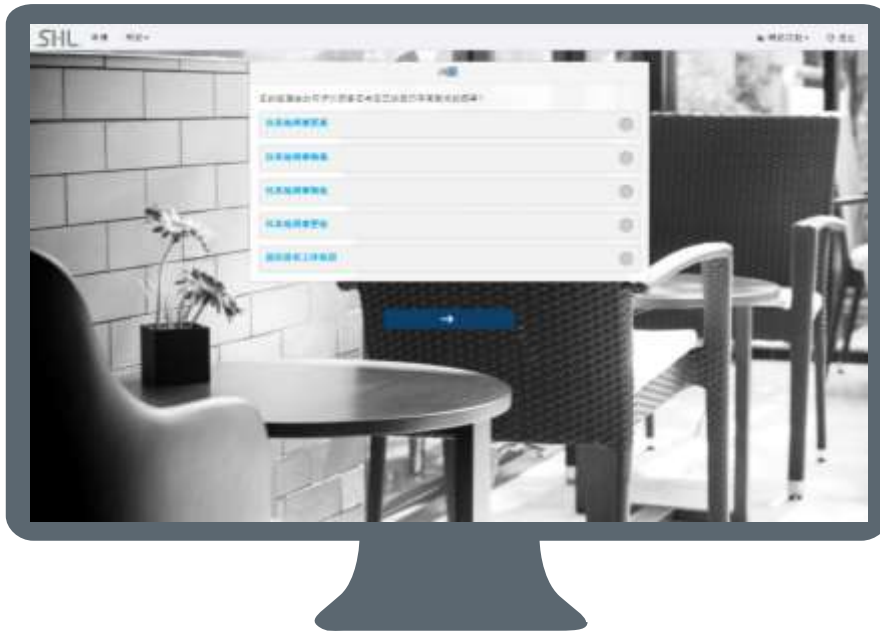
努力工作：用于衡量候选人保持忙碌工作和乐于承担新责任的程度。

力求质量：用于衡量候选人是否能高质量完成每项工作。

示例问题 - 手机版



示例问题 - 电脑版



示例报告

Candidate Information:

Candidate : Test Candidate
 Template Selected: Precise Fit Entry Level Cashier
 Job role: Cashier

Email : Test@testcandidate.com
 Project Name: Cashier - Retail
 Candidate Location(s): Washington, DC

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.

PF Entry Level Cashier Sift Out

Instructions

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that SHL offers, please contact your account representative.

Overall Score



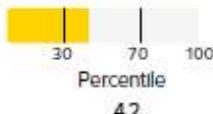
Percentile

86

Recommended

Details

<p>Customer Focus</p>	<p>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.</p>
<p>Percentile 82</p>	<p>The candidate is likely to be competent and courteous by communicating effectively, showing persistent enthusiasm in customer interactions, and giving customers full attention. The candidate is also likely to tolerate rude customers calmly, find solutions for customer problems, and remain cheerful throughout the workday.</p>
<p>Understands others</p>	<p>This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.</p>
<p>Percentile 74</p>	<p>This candidate is likely to understand the motives, behavior and perspectives of others.</p>
<p>Works energetically</p>	<p>This measures the extent to which the candidate keeps busy at work and enjoys taking on new responsibilities.</p>
<p>Percentile 45</p>	<p>This candidate will likely prefer a full workload or schedule that keeps them busy most of the time, and will take on new responsibilities as long as they do not become too taxing or demanding.</p>

Shows courtesy	This measures the extent to which the candidate is patient, polite and respectful.
 <p>30 70 100 Percentile 63</p>	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.
 <p>30 70 100 Percentile 42</p>	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.
 <p>30 70 100 Percentile 90</p>	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.
 <p>30 70 100 Percentile 60</p>	This candidate is likely to complete tasks with a high degree of quality.
Accepts direction	This measures the extent to which the candidate accepts direction from others willingly.
 <p>30 70 100 Percentile 70</p>	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.
 <p>30 70 100 Percentile 77</p>	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.
 <p>30 70 100 Percentile 78</p>	This candidate is likely to feel energized by change and adapt their own approach easily and quickly to meet new expectations.