

Retail Manager with Sales – One Sitting

Assessment Fact Sheet

Overview

The Retail Manager with Sales solution is an assessment used for job candidates applying to entry-level leadership positions who tend to supervise hourly employees but also have a significant portion of their job performance based on sales and customer service. Sample tasks for these jobs include, but are not limited to: planning and preparing work schedules, assigning employees to specific duties; promoting products to customers; training subordinates; building ongoing customer relationships; and making day-to-day decisions with minimal guidance from others. Potential job titles that use this solution are: Assistant Manager, Sales Supervisor, Retail Manager, and Floor Leader.

| | |
|------------------|-------------------------------------|
| Job Level | Front Line Supervisor / Team Leader |
| Job Family/Title | Retail |

Details

| | |
|--------------------------------------|---|
| Average Testing Time (minutes) | 43 minutes |
| Maximum Number of Questions | 185 items (145 items on average) |
| Number of Sitzings | One |
| Designed for Unproctored Environment | Yes |
| Question Format | Multiple choice, Multiple choice - adaptive |

Knowledge, Skills, Abilities and Competencies Measured

Management Potential: This measures a candidate's tendency to make good judgments about how to effectively respond to work situations. This is determined by scores derived from the candidate's responses to questions regarding situations one would likely encounter as a manager.

Persistence: This measures the tendency to be influential, confident, and persistent when working towards sales goals. This trait is characterized by suggesting solutions to meet customer needs, demonstrating confidence in the sales process, and persisting and displaying resiliency when faced with challenges or setbacks.

Sales Potential: This is a measure of the tendency to have a combination of sales skills and experiences that predict success in sales positions. This is characterized by: showing alternative solutions based on customer needs; directing conversations toward a commitment/order/sale; showing confidence even after a hard refusal/rejection; and striving to close a transaction every time. This is demonstrated by answering questions on a multifaceted measure relating to background, experience, and opinions.

Retail Professionalism: This component measures the tendency to have potential for success in the retail industry. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

Thoroughness: This measures a candidate's tendency to be thorough and precise in approaching work and personal activities. This trait is characterized by: being accurate; finding and correcting errors; and maintaining order in work and personal affairs.

Reliability: This measures a candidate's responsibility for his/her own actions and a commitment to performing assigned tasks. This trait is characterized by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.

Achievement: This measures a candidate's tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.

Innovation: This measures the tendency of the candidate's creativity in working through problems and making decisions. This trait is seen as: producing novel solutions to problems; using imagination to create unique ideas or products; and logically applying multiple and inventive strategies when considering alternatives.

Influence: This component measures the tendency of a candidate's effectiveness in directing and influencing others. This trait is characterized by: persuading and negotiating effectively with others; influencing others' decision-making; and coordinating others' efforts to accomplish work.

Independence: This component measures the tendency of a person's willingness to take action and to make decisions independently. This trait is revealed in: working effectively without immediate supervision; not being overly dependent on help from others; and being resourceful in the face of challenges.

Example Questions

How many sales courses or sales training programs have you attended?

- a) none
- b) one or two
- c) three or four
- d) five or more

Compared to the general public, I think that my potential or actual ability to supervise others is in the:

- a) top 5%
- b) top 20%, but not in the top 5%
- c) top half, but not in the top 20%
- d) lower half

In the last six months, the number of times I've been late for work or an appointment is:

- a) none
- b) 1
- c) 2
- d) 3
- e) 4 or more

Choose which of the two statements below is more true of you.

- a.) I am fairly effective at proofreading.
- b.) When I am overloaded with work, I find that I make more mistakes than usual.

Example Reports

Detailed Report: Retail Manager with Sales - Short Form - Sample Report

Recruiter Interview Development

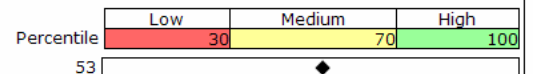
Applicant Information

Name: Retail Tester
Application Date: Wed Jun 17 10:43:00 EDT 2009
Applicant ID: 3481
Session ID: 40457643162170
Library: Selection

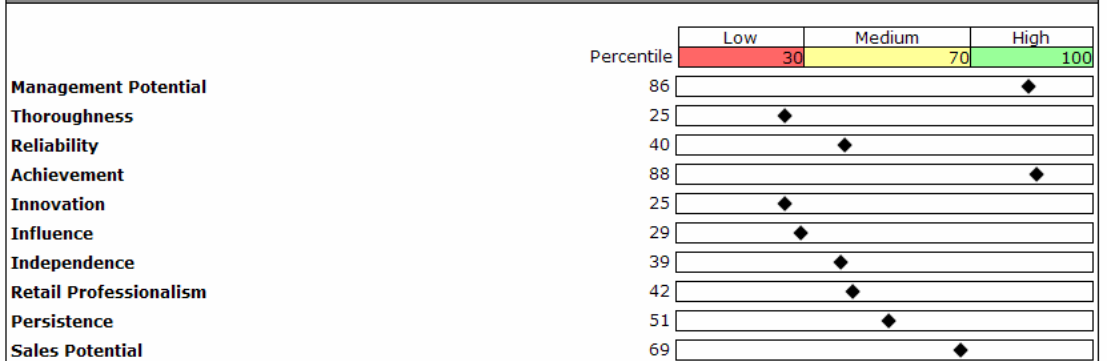
This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that PreVisor offers, please contact your account representative.

Overall Score

Recommended ✓



Detailed Results



Score Interpretation

Management Potential

This component measures the tendency to make good judgments about how to effectively respond to work situations. This is determined by scores derived from the candidate's responses to questions regarding situations one would likely encounter as a manager.

This candidate's response profile concerning judgments about how to manage staff communication, employee development, and employee motivation is similar to judgments made by highly effective managers. The good match between the profiles suggests that the candidate is likely to be a successful manager.

Thoroughness

This component measures the tendency to be thorough and precise in approaching work and personal activities. This trait is characterized by: being accurate; finding and correcting errors; and maintaining order in work and personal affairs.

This candidate will likely appear to work in a haphazard and disorganized manner. The candidate does not value a thorough and precise approach to his/her work, often resulting in careless errors, failure to recognize important details, or losing track of important information. His/her work area may be unorganized and sloppy, adding to concerns over his/her ability to maintain efficiency in his/her work.

Reliability

This component measures the tendency of a person's responsibility for his/her own actions and a commitment to performing assigned tasks. This trait is characterized by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.

This candidate is likely to approach interesting work with careful planning and preparation. However, the candidate may avoid mundane or boring tasks, preferring to find work that is more stimulating or more easily accomplished without extensive planning. When working on difficult assignments, this candidate may procrastinate and fail to prioritize important elements.