

Retail Sales Associate – One Sitting

Assessment Fact Sheet

Overview

The Retail Sales Associate solution is for entry-level retail positions in which employees proactively sell products to customers and have their pay and/or performance based on sales revenue. Sample tasks for these jobs include, but are not limited to: promoting products to customers, persuading customers to buy products, and completing a transaction with a customer. Potential job titles that use this solution are: Sales Representative, Retail Sales Associate, and Sales Clerk.

Job Level	Entry Level
Job Family/Title	Retail

Details

Average Testing Time (minutes)	29 minutes
Maximum Number of Questions	153 questions
Number of Sitzings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple Choice

Knowledge, Skills, Abilities and Competencies Measured

Conscientiousness: This measures the tendency to be aware of and follow company policies and procedures, including: working in an organized manner, returning from meals and breaks on time, and working when co-workers are not working.

Sales Focus: This measures the tendency to suggest or show alternative solutions based on customer needs. This trait is characterized by: directing conversation toward a commitment/order/sale, showing confidence even after a hard refusal/rejection, and striving to close a transaction every time.

Professional Potential: This measures a candidate's tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

Customer Focus: This measures 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.

Example Questions

Which of the following is most important for making a successful sale?

- a) Treating customers with kindness and respect
- b) Communicating effectively with customers
- c) Matching products/services with the customers' needs
- d) Being resilient to customer objections

Most places don't care much if employees take a few things home with them from work.

True

False

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

Example Reports

Detailed Report: RSA - Short Form Sample Report

Recruiter
Interview
Development

Applicant Information

Name: Sample Report
Application Date: Mon Apr 20 13:06:00 EDT 2009
Applicant ID: 3449
Session ID: 07634621425568
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 ✓

	Low	Medium	High
Percentile	30	70	100
Overall	53		

Detailed Results

	Low	Medium	High
Percentile	30	70	100
Conscientiousness	73		
Professional Potential	33		
Sales Focus	96		
Customer Focus	16		

Score Interpretation

Conscientiousness

This measures the tendency to be aware of and follow company policies and procedures, including: working in an organized manner, returning from meals and breaks on time, and working when coworkers are not working.

The candidate is likely to be dependable and responsible on the job. He/she is likely to adhere to rules and show self-control and stability in behavior. The candidate has a tendency to be careful while performing tasks and takes responsibility for his/her work.

Professional Potential

This component measures the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

This candidate's response profile concerning past achievements, social orientation, and work orientation is moderately similar to the profiles of highly effective professionals. The moderate match between the profiles suggests that this candidate is somewhat likely to be successful in a professional position.

Sales Focus

This is a measure of the tendency to suggest or show alternative solutions based on customer needs. This trait is characterized by: directing conversation toward a commitment/order/sale, showing confidence even after a hard refusal/rejection, and striving to close a transaction every time.

The candidate is more likely than other candidates to prefer challenging tasks. The candidate will usually work quickly and get more done than others. He/she tends to be a self-starter, continually set new, higher goals, and be rated above average on 'sales-skills.'

Customer Focus

This measures 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 is more likely than other candidates to act irritated by customers' requests. He/she may have a tendency to argue with customers if the customers do not agree with him/her. The candidate is likely to take a long time processing customers' transactions and finding information for customers.