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## **Retail Store Non-Commission Sales Assessment Report**

Candidate: David Lee

Date: 06/18/2008



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Prepared For: Employers

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The following pages represent a report based on the results of a psychological assessment. The profile presented below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (indicated by the shaded areas). The candidate's score is indicated by the diamond symbol: ◆

## ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

	Low	Below Average	Average	Above Average	High
Agreeableness			◆		
Company Loyalty				◆	
Conscientiousness			◆		
Customer Service / Responsiveness		◆			
Emotional Stability / Resilience			◆		
Optimism			◆		
Teamwork				◆	
Work Drive				◆	



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**Cashier Related Math**

**94% Correct**

### Personality Assessment

#### Strengths:

- He will usually be agreeable and congenial in his interactions with other people. Unless he is particularly upset about something at work, you can expect him to avoid arguments and contentious interactions.
- Most of the time, David believes that the company has his best interests at heart, so when concerns arise, he usually feels that things will turn out well. Being loyal to the company and its management is fairly easy for him, so "bad apples" in the workforce are not likely to have a great deal of impact on him.
- David is generally conscientious in the way he performs his job. David also uses a fair amount of personal discretion and judgment in deciding how he will meet his obligations and duties.
- He is about average in terms of emotional stability and coping skills. David can deal effectively with most normal forms of job stress and strain and not let his emotions undermine his job performance.
- Guardedly optimistic in his approach to work, David not only will look for positive qualities in most situations and people, but he also has a healthy amount of skepticism.
- David has a solid teamwork orientation. He likes working cooperatively with others to achieve common objectives.
- David has an above average work drive. He invests considerable time and energy into meeting the demands of his job and career.

#### Developmental Concerns:

- He can occasionally come across to others as stubborn and argumentative. David could be more consistently agreeable and amiable when interacting with other people on his job.
- David sometimes acts in ways that others see as undependable or of unacceptable quality. He may need to reduce the gap between his job performance and what is expected by his boss or employer.
- Scoring below-average on customer service orientation, David could be more attentive to the needs and preferences of customers. He could be more willing to give tailored service and personalized attention to them.
- David may have trouble coping with extensive or intensive job stress. He may not bear up as well under heavy pressure as many others who hold this job.



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### INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. You should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions when interviewing the candidate. You will probably want to customize these questions to best fit your style and what you already know about the candidate as well as the job for which s/he is being considered. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. Some additional probes which you might want to use with individual questions are:

- \* When did this take place?
- \* What factors led up to it?
- \* What were the outcomes?
- \* What did others in the organization say about this?
- \* How often has this type of situation arisen?
- \* How would you handle it differently in the future?

#### AGREEABLENESS

- Tell me about a project that required everybody to get along smoothly and harmoniously. What did you do to help promote harmony and cohesion?
- Sometimes it is good to question or challenge the ideas or decisions of the people you work with, even if it leads to disagreement or an argument. Tell me about a time when you have done so.
- Describe a situation where you took a stand on something that was not necessarily popular with other people, but where you felt it was the correct thing to do?
- Tell me about a situation where you went along with the group (or with individual coworkers) just to keep the peace, preserve harmony, or show support, even though you did not agree with them.
- Conflict seems to be inevitable in most work settings as business competition increases and more demands are made on all employees. Tell me about a conflict or disagreement you had with another employee? [Probes: What was the nature of the problem? What did you do to help resolve it? How often has this occurred?]

#### CUSTOMER SERVICE

- No matter how hard you try, some customers are rude, annoying, or impossible to please. Describe the most difficult customer you have had to deal with and what efforts you made to accommodate him or her.
- Describe a situation where you went above and beyond your job description to make a customer satisfied. [Probes: What did you do? What was the outcome? How often has this type of thing happened in the last year?]
- Tell me about a time when you had to reconcile competing demands from the customer with company demands or needs.
- Tell me about a time when a customer gave you a difficult problem to solve.



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- There are limits to how far an employee should go to try to satisfy customer demands and requests. Describe the criteria you use to decide when that limit has been reached.

### EMOTIONAL STABILITY/RESILIENCE

- Tell me about a time when you had to keep on working despite having some problem or concern weighing on your mind. [Probes: How long did it go on? How was it resolved? How often has this kind of thing happened in the last six months?]
- Stress is a natural part of most work environments these days. Describe a situation where some significant form of stress has impacted you on your job and how you dealt with it.
- Describe a situation where you learned to live with something stressful at work.

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