

Cashier – One Sitting

Assessment Fact Sheet

Overview

The Cashier solution is for entry-level retail positions in which employees receive payment in the form of cash, check, or credit cards for goods purchased. Sample tasks for these jobs include, but are not limited to: handling payments, offering customer service, and issuing receipts and refunds. Potential job titles that use this solution are: Cashier, Sales Associate, and Clerk.

Job Level	Entry-level
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Job Family/Title	Retail
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Details

Average Testing Time (minutes)	21 minutes
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Maximum Number of Questions	108 items
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Number of Sitzings	One
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Designed for Unproctored Environment	Yes
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Question Format	Multiple choice
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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.

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.

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

False

True

You often wish that people would mind their own business.

False

True

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

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: Cashier - Short Form - Sample Report

Recruiter

Interview

Development

Applicant Information

Name: Retail Tester
Application Date: Tue Jun 16 16:15:00 EDT 2009
Applicant ID: 3481
Session ID: 60040642562802
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

Not Recommended ✖

	Low	Medium	High
Percentile	30	70	100

Overall Score 22

Detailed Results

	Low	Medium	High
Percentile	30	70	100

Conscientiousness 46

Retail Professionalism 42

Customer Focus 9

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.

At times the candidate may show a slight tendency toward disruptive work behavior. He/she may occasionally demonstrate low work motivation or minor violations of the rules.

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.

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

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.