

# Retail Consultant – One Sitting

## Assessment Fact Sheet

### Overview

The Retail Consultant solution is for entry to mid-level retail positions in which employees proactively sell products to customers, develop relationships with repeat customers, and have their pay and/or performance heavily 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 building ongoing customer relationships. Potential job titles that use this solution are: Sales Consultant, Sales Representative, and Retail Sales Associate.

Job Level	Mid-Professional
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Job Family/Title	Retail
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### Details

Average Testing Time (minutes)	45 minutes
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Maximum Number of Questions	244 items (204 items on average)
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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, Multiple Choice - Adaptive
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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.

**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.

**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

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

True  False

You often wish that people would mind their own business.

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

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

## Example Reports

**Detailed Report: Retail Consultant - Short Form - Sample Report**

Recruiter
Interview
Development

**Applicant Information**

**Name:** Retail Tester  
**Application Date:** Wed Jun 17 10:01:00 EDT 2009  
**Applicant ID:** 3481  
**Session ID:** 20712642916540  
**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 Score	36		

**Detailed Results**

	Low	Medium	High
Percentile	30	70	100
Conscientiousness	46		
Retail Professionalism	42		
Persistence	51		
Sales Potential	69		
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 professional success across functional areas 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 professionals. The moderate match between the profiles suggests that this candidate is somewhat likely to be successful in a retail professional position.

**Persistence**

This is a measure of the tendency to set specific goals and work hard to achieve these goals. This trait is characterized by: suggesting the best solution for customer needs; being able to direct conversations towards a commitment/order/sale; and continuing to try if not successful the first time.

The candidate may have a slight tendency to work at a slow, steady pace. The candidate is likely to be satisfied with average job performance and may not always set the most challenging goals. He/she may sometimes fail to persist after a client says 'no.'