

# Retail Sales Executive Job Fit Report for Lauren Roberts

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Overall: 96%

## General Reasoning (Cognitive)

Slower Processing  
Accepts Simple & Repetitive Work

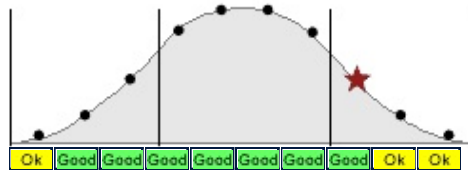


Faster Processing  
Needs Intellectual Challenge

- Lauren learns new information very quickly
  - Better suited for Sales situations that require a complex solution rather than those that require a simple approach
  - Lauren may be seen as arrogant by others
  - Can easily become bored if the product or service does not require continual learning and complex problem solving
- Question: Describe a period when you found your work frustrating because you had to deal with customers who asked questions about things that had obvious answers. How did you deal with this?
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## Conscientious (Organization)

Carefree  
Impulsive



Detail Oriented  
Dependable

- May not enjoy the continual interruptions from higher levels of Sales traffic
  - Enjoys planning and situations that require attention to details as long as the detail is related to the bigger picture rather than just dealing with routine details all day
  - Better suited to Sales environments that allow for planning during the day and for Lauren to be thorough and precise rather than just reacting to situations that come up
- Question: Can you tell me about a time when your attention to detail made a difference with a customer?
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## Tough Minded

Cooperative  
Agreeable

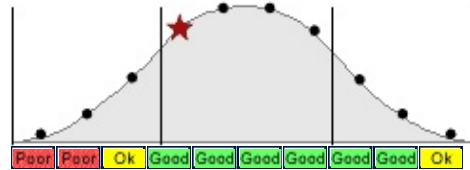


Direct  
Determined

- Customers will view Lauren as very likeable and pleasant
  - Lauren will likely build rapport with customers
  - May have difficulty with up-selling efforts unless those efforts are very low key and gentle
- Question: Tell me about a time when a customer bought a product from you because you had developed a good relationship with them. How did you accomplish this?
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## Conventional (Rules)

Open to New Experience  
Flexible

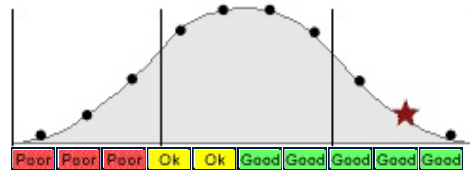


Consistent  
Structured

- Balanced sense of need for structure and for variety
  - Lauren can be consistent and follow procedures, but also able to make exceptions when necessary
  - Important to make sure that Lauren knows which store policies can be flexible and which cannot
- Question: Can you tell me about a time when your creative thinking assisted in the sale to a customer?
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## Extroversion

Reserved  
Listener



Outgoing  
Talker

- Will quickly greet customers as they enter
- Tends to be very enthusiastic and friendly
- Typically a cheerful talker who enjoys interacting with the customers
- If the sales process requires Lauren to capture critical details from conversations with customers, they should take notes

Question: Tell me about a time when your outgoing manner helped you be successful in getting a customer to buy.

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## Stable

Sensitive  
Anxious



Calm  
Stress Resistant

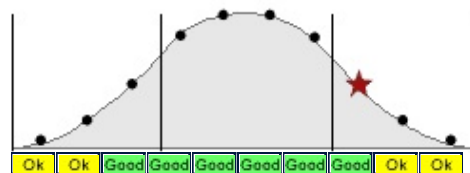
- Lauren usually handles pressure well unless it is extreme
- Typically has a balanced sense of urgency with customers
- Able to handle most difficult customers unless these situations are highly stressful and frequent

Question: Tell me about a customer who was particularly difficult to deal with. How do you handle them?

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## Team

Individualistic  
Competitive



Collaborative  
Win-Win

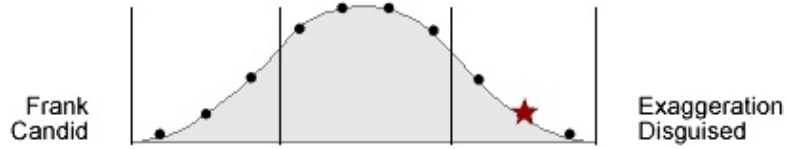
- Tends to be team oriented and anxious to see that customers are happy
- Lauren prefers team rewards and is generally not motivated by individual sales rewards
- May have difficulty working outside of a team environment
- May be quick to try to make customers happy even when it is not appropriate, causing the store to give up profit margins

Question: Describe a time when you were able to help out a co-worker when they needed you, but they did not seem

grateful. What happened?

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## Good Impression (Social Desirability)



Note: Lauren's responses have been exaggerated and therefore some of the information contained in this report may not be an accurate reflection of Lauren's core personality traits. There is no way to determine if this exaggeration is intentional or subconscious. There are some positions where a higher level of exaggeration is considered more normal such as Persuasive Sales or Marketing types of positions. There are other positions such as Bank Teller and Financial type positions where a high level of exaggeration would be considered to be more of a concern. If Lauren is a solid candidate in terms of skills, experience and attitudes, it may be important for you to spend additional time reviewing the background and references and interviewing Lauren to add additional clarification of the core traits to make sure they are a good match for your position requirements.

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**Note:** This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.

Report Generated On 11/07/2019 by Gavin Ewing  
ParticipantID #833527

# Retail Sales Executive Interview Questions for Lauren Roberts

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## General Reasoning

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1. Tell me about a time when you thought of a great idea to help sell more product or services, but no one seemed to be interested in hearing it.

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

2. Give me an example of a job where you had to handle many simple or routine tasks during the day. What did you do?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

3. Describe a period when you found your work frustrating because you had to deal with customers who asked questions about things that had obvious answers. How did you deal with this?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

## Conscientious

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4. In order to provide quality retail service, it often takes extra effort. Would you give me an example of when you went the extra mile for a customer?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

5. Can you tell me about a time when your attention to detail made a difference with a customer?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

6. Tell me about a potential customer that was lost because you were busy and didn't have time to help the person. What happened?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

## Tough Minded

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7. Tell me about a time when your friendly nature helped close a sale.

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

8. Tell me about a time when a customer bought a product from you because you had developed a good relationship with them. How did you accomplish this?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

9. Give me an example of when your personality increased the success of your team.

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

## **Conventional**

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10. Can you tell me about a time when your creative thinking assisted in the sale to a customer?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

11. Tell me about a time when you went around a store procedure in order to take care of a customer. What did you do?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

12. Tell me about a situation where you were given a script or structured procedure to follow when greeting customers. How did that work for you?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

## **Extroversion**

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13. Tell me about a time when you were overly optimistic and made an unrealistic promise to a customer. What happened?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

**14.** Give me an example of when a coworker was servicing a customer but you stepped in to help. Who took credit for the sale?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

**15.** Give me an example of when you were not listening well and realized that you didn't capture the customer's needs correctly.

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

**16.** What happened?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

## **Stable**

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**17.** Tell me about a customer who was particularly difficult to deal with. How do you handle them?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

**18.** Give me an example of a time when you lost your temper during a rush. What happened?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

**19.** How have you dealt with several customer requests at once? How has it worked for you?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

## **Team**

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**20.** Describe a time when you were able to help out a co-worker when they needed you, but they did not seem grateful. What happened?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

**21.** Tell me your experiences meeting sales quotas on your own. Has it been difficult?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

**22.** Describe a time when you were very motivated to do your job and help customers. How were you paid and did you work with a group of people or alone?

*Please rate the Participant's response: 1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent*

**Note:** *This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.*

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