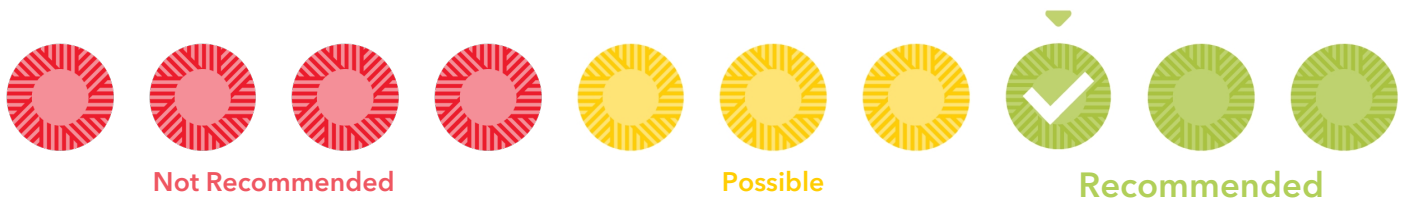




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retail-fit

Shreya Gupta
Retail Team Member

personality fit



Shreya Gupta's assessment shows a **good match** with the personality requirements for a **Retail Team Member**. An interview is recommended for this candidate.

about this report

This report provides an overview of Shreya's personality profile and an interview guide to compare Shreya to an effective Retail Team Member. For details on the assessment completed by this candidate and how best to use this report, please visit <http://prevue.online/retail-how>.

candidate overview

Shreya Gupta will try for good relationships with customers and the rest of the sales team. To support teamwork, Shreya usually shares credit and only occasionally puts personal wishes ahead of others' goals. This candidate will sometimes push to get their own way, especially if it means satisfying a customer's request.

Reasonably tidy in work habits and attentive to detail, Shreya Gupta can provide dependable customer service. This person will aim to do a good job quickly. While trying to serve customers, Shreya may be a little careless or less orderly in some transactions but, generally, this candidate follows company policy.

Most people will find Shreya Gupta to be friendly and personable. Shreya's enthusiasm is a real advantage for upselling: the additional sale will feel like a natural progression. Though conversational and outgoing, this candidate is also self-reliant and equipped for solitary tasks such as stock-taking or completing paperwork.

In most situations, Shreya Gupta is rational and calm. This candidate will usually shrug off rejection and continue working. Shreya copes well with moderate stress and can deal with people openly and objectively. However, if assigned to demanding, high-pressure projects, this candidate may become anxious when tension is prolonged.



This guide outlines the candidate's challenges and strengths, with two questions to explore each challenge and one question to confirm strengths. Shreya Gupta does not match the preferred profile for the Retail Team Member position in one area (challenges) but does match the profile in three other areas (strengths). See <http://prevue.online/retail-how> for more information on the effective use of this guide.

candidate's challenges

sales drive

includes willingness to compromise self-interest as well as competitive instincts and assertiveness. A balance of tact and boldness is necessary for this position. The candidate is more tactful than required.

question

Your manager and other consultants are unavailable. A customer, who regularly buys high end merchandise, comes onto the floor and begins complaining loudly about a recent purchase. What do you do?

ideal response

Greet customer; offer assistance in a low voice. Guide customer to a quiet corner. Listen to complaint. If issue cannot be fixed at once, exchange contact data; promise to resolve problem ASAP. Emphasize that we value the customer and want to regain their trust. If appropriate, draw attention to merchandise that the customer might like.

notes

question

When a customer is interested but cannot decide on a purchase, how do you close the sale?

ideal response

Suggest exploring the item more fully and how customer would use it. Ask if currently-owned items would work with the purchase. Figure out what this person likes best about the item and stress the item's quality, durability, ease of use, price point, or whatever seems most attractive.

notes

section score 1 2 3 4 5



candidate's strengths

sales planning

requires conscientiousness and spontaneity. Conscientiousness means doing tasks methodically and predictably, adhering to company policy. Spontaneity involves less planning, more speed, and some creativity. This position requires a balanced approach. The candidate meets this requirement.

question

It's a year-end sale. Your department runs out of loss leaders and customers are demanding bargains. What do you do?

ideal response

Call my manager to ask if we have any loss leaders in storage. If we are out of stock, ask if I can make allowances on other merchandise. If that's a no-go, try to persuade customers that other items are good value because of their quality, durability, ease of use, etc.

notes

section score ① ② ③ ④ ⑤



candidate's strengths

interaction

with customers and staff can require a quiet, somewhat reclusive individual or a sociable, talkative, outgoing person. Someone more inclined to be an extrovert and less likely to be self-contained would be most effective in this position. The candidate meets this requirement.

question

Are you a "people" person? How does being sociable make you a better sales associate?

ideal response

I enjoy working with people, meeting new folks, and talking to anyone. I can start a conversation easily and I notice details about customers so that I can suggest the best merchandise for them.

notes

section score 1 2 3 4 5



candidate's strengths

stress tolerance

describes reacting to changes in work conditions, unexpected events, and new people. Successful performance in this position requires being emotionally engaged while staying calm under pressure. The candidate meets the requirement.

question

Although sensitivity to customers is very important, there is some pressure to meet sales targets. Can you still provide good customer service even when you feel a little tense about making the sale?

ideal response

For the most part, I'm able to react well to people and I don't collapse under mild pressure. I can hide my tension and still give good service to customers.

notes

section score 1 2 3 4 5

interview summary

total score / 20

proceed

yes

no

notes
