

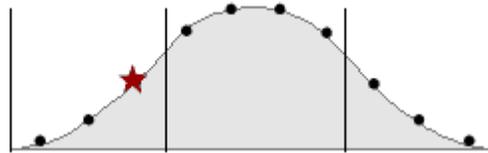
Date: Oct 3, 2006

Name: Julie Testing  
ID: 137903

## Salon Front Desk - Retail Summary

## General Reasoning (Cognitive)

Slower Processing  
Accepts Simple & Repetitive Work



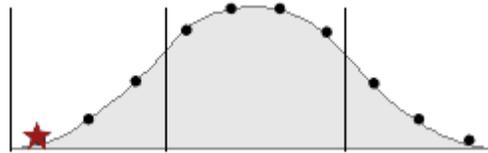
Faster Processing  
Needs Intellectual Challenge

- Julie learns new information slower than average which can be challenging for learning the products and services found in many beauty supply environments
- Julie should be allowed additional time to learn the product or service including significant hands-on training

**Question:** Describe a time when you were asked to jump in and start working in a job without any real training. How did it work out?

## Conscientious (Organization)

Carefree  
Impulsive



Detail Oriented  
Dependable

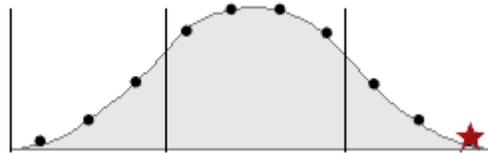


- Julie is typically comfortable and effective dealing with interruptions and the high volume of traffic found in many beauty supply environments
- Easy going nature may cause Julie to overlook details, so it is important for Julie to double check paperwork and customer orders
- Important to have processes that automatically ensure that Julie fills out forms or computer screens when details are critical and must be captured

**Question:** Give me an example of a time when you forgot to handle some details with an order and it caused a problem. What did you do?

## Tough Minded

Cooperative  
Agreeable



Direct  
Determined

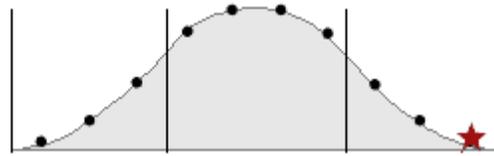


- Julie tends to be comfortable approaching customers and offering advice for products and services
- Tends to be tough minded, so it is important that Julie be careful not to appear pushy with customers
- Tends to be comfortable closing sales

**Question:** Describe a time when you were too abrupt with a customer because you had become impatient. What happened?

## Conventional (Rules)

Open to New Experience  
Flexible



Consistent  
Structured

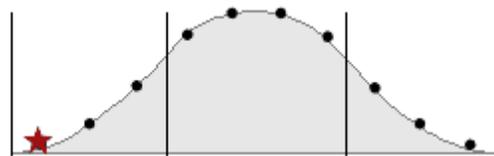


- Prefers a beauty supply environment that is structured and predictable
- Julie tends to be consistent and follow the procedures closely
- May find it difficult working in an environment where there is constant change

**Question:** Tell me a time when you became frustrated because you were expected to handle requests that you had not been trained on and didn't know the procedures. What did you do?

## Extroversion

Reserved  
Listener



Outgoing  
Talker

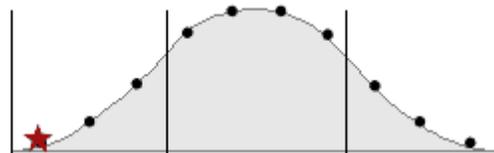


- Julie tends to have a more reserved approach allowing customers to browse on their own
- May not be quick to greet customers with a friendly manner or to enthusiastically present products and services
- Typically will do better when the customer is asking the questions and Julie is expected to simply respond and help them

**Question:** Tell me about a time when you were really energized by your work. What were you doing and how many people did you typically deal with every day?

## Stable

Sensitive  
Anxious



Calm  
Stress Resistant



- Tends to be sensitive to others which can assist Julie in picking up on emotional buying signals that drive many of the decisions for customers in the beauty care environment
- May benefit from more frequent breaks during the day to help with the stress that can be common in some high traffic beauty care environments

**Question:** Give me an example of a time when you felt there was just too much to do in your job and it became very stressful. How did you deal with it?

## Team

Individualistic  
Competitive



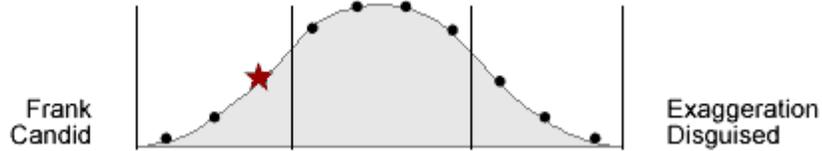
Collaborative  
Win-Win



- Julie is typically self-motivated and very competitive
- May have difficulty working within a team particularly if the incentives are based on team objectives
- At times, Julie may be too quick to push customers to buy something in order to get commissions

**Question:** Tell me about a sale that was lost when another sales associate assisted the customer and didn't handle it like you would have. What happened?

### Good Impression (Social Desirability)



- Julie's responses have been frank and open

Overall  
**82%**

**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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Name: Julie Testing  
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## Salon Front Desk - Retail Interview Questions

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### General Reasoning (Cognitive)

**Question:** Describe a time when you were asked to jump in and start working in a job without any real training. How did it work out?

**Question:** Tell me about a time when your company seemed to be changing its policies all the time. What was it like?

**Question:** Tell me about a training program that you have been involved in that you thought was very effective for you. What was it like?

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### Conscientious (Organization)

**Question:** Tell me about a time when you were about to help a customer but got distracted. What happened?

**Question:** Give me an example of a time when a customer asked many questions about a product and you did not know the answers. How did you handle it?

**Question:** Give me an example of a time when you forgot to handle some details with an order and it caused a problem. What did you do?

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### Tough Minded

**Question:** Describe a time when you were too abrupt with a customer because you had become impatient. What happened?

**Question:** Tell me about a time when you had to get a customer to like you before they bought a product from you. Did it work?

**Question:** Tell me how you have shown a customer that you are friendly.

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### Conventional (Rules)

**Question:** Can you tell me about a time when your creativity helped you gain a new customer?

**Question:** Give me an example of when you had to take care of a request for a customer but it was not according to store policy. What did you do?

**Question:** Tell me a time when you became frustrated because you were expected to handle requests that you had not been trained on and didn't know the procedures. What did you do?

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**Extroversion**

**Question:** Tell me about a time when you realized a potential customer was leaving because they didn't feel they had been taken care of properly. What happened?

**Question:** Describe what you have done in the past to show a customer that you are happy to see them. How has it worked for you?

**Question:** Tell me about a time when you were really energized by your work. What were you doing and how many people did you typically deal with every day?

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**Stable**

**Question:** Tell me about a time when your sensitivity has helped you understand what a customer wanted and you were able to help them as a result.

**Question:** Give me an example of a time when you lost your temper with a customer. What happened?

**Question:** Can you tell me how you have managed to appear friendly and helpful to customers even when you were having a bad day?

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**Team**

**Question:** Tell me about a time in a job when you were not very motivated to sell. What was the compensation plan and what would have made it more motivating to you?

**Question:** Tell me about a sale that was lost when another sales associate assisted the customer and didn't handle it like you would have. What happened?

**Question:** Describe a time when you really enjoyed your job and felt that you were rewarded well for your accomplishments. What was the job and how were you paid?

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