

RETAIL SALES ASSOCIATE APPLICATION PART TWO.

Name _____ Today's Date _____

Instructions: Take up to 30 minutes to complete the following. There are 55 questions total. Choose ONE answer for each question. If you decide to choose a 2nd answer than your original choice, make it obvious.

Use this space to add any comments that you would like to share after completion.

Start Time: _____ End Time: _____

	Strongly agree	Agree	Somewhat agree/disagree	Disagree	Strongly disagree
	1	2	3	4	5
1. If a customer started an argument with me, I would feel very uncomfortable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I find repetitive tasks boring.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I work well under pressure.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I have a knack for tasks that require good attention to detail.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Opinionated clients make me uncomfortable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. If a client was very forceful with me (e.g. demanding a rebate for a small imperfection on an item, demanding to be served ahead of other clients, etc.), I would stand my ground.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I dislike having to answer to someone who has more authority than me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I would feel shy or awkward trying to convince a customer to buy something.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Working on the same set of tasks day-in-and-day-out would bother me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Always	Often	Sometimes	Rarely	Never
	1	2	3	4	5
10. I misplace work-related items.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I break big projects down into smaller steps.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I manage to complete everything on my "to-do" list at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. I put things back in their place when I'm done using them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. I prioritize my tasks when I have a lot to get done.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. I am able to be assertive with clients if necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I am able to resolve problems at work without losing control of my emotions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I tidy up my workspace to keep piles from accumulating.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I give my time, skills, and knowledge freely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I find it easy to talk to complete strangers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I make friends easily.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I would make sure to have a response ready for any reason a client may give not to buy something.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. I get really frustrated when I have a lot of tasks to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. I dislike being told what to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I am comfortable putting a lot of pressure on customers in order to make a sale.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I am good at controlling my temper.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. I am comfortable dealing with conflict when it arises.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Having my performance closely monitored makes me uncomfortable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. When I talk to someone, I put myself in his/her shoes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. I will do whatever I can to make a sale.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Exactly like me	A lot like me	Somewhat like me	A little like me	Not at all like me
	1	2	3	4	5
30. Even when I know I may have missed some of the fine points, I finish a task just to be done with it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. I strive to work well with all my colleagues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. I am good at convincing people to see things my way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. I strive to be pleasant with customers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. If I know I have a lot to get done, I try to arrive at work a little earlier than usual.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. When I really want to make a sale, I will not give up until I get it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. No matter what I'm working on, I will spend the time and effort I need to make it look perfect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. I can easily build a good rapport with others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. I speak with confidence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. I manage my time well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. I pay careful attention to small things when I'm completing a task.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

41. Once I've completed a task:
- I tackle another one immediately.
 - I start to contemplate the next task to tackle.
 - I tend to take it easy for a while.
 - My break time tends to linger.
42. When I am told that my performance at work needs improvement, I:
- Feel motivated to do better.
 - Feel de-motivated or upset.
 - Might feel either of the above, it depends on the situation.

43. When I am wrong, I am not afraid to admit it.

- Always true
- Often true
- Sometimes true
- Rarely true
- Never true - admitting a mistake would be a sign of weakness.
- I am rarely, if ever, wrong.

44. I prefer making a sale with:

- Low pressure
- Some pressure
- High pressure
- Extremely high pressure

45. A co-worker who is often nasty to you and your other colleagues is making more sales than you are at the store you work in. One day, you notice that she hasn't claimed the commission from a sale that you know she made last week. What would you do?

- I would try to hide the sale by throwing away the receipt or erasing it from the computer.
- I would claim the sale as my own and pocket the commission.
- I wouldn't say anything. I don't want to get in trouble, but I wouldn't want her to get the commission either.
- I would tell her about the commission.

46. You've been assigned to train a new recruit at your work. He/She is pretty young and inexperienced, so you do your best to explain everything to him/her as slowly and clearly as possible. After a week of intensive training and note-taking, you leave the new recruit to his/her own devices. Not even two hours into it, he/she has come to ask you for help 3 times - and on the same task! What do you do?

- I sit down with him/her again and go through the task step by step, leaving him/her time between each step to write everything down.
- I tell him/her to pay close attention and to write notes as I explain it step by step - again.
- I run through a quick explanation of the task and hope it sticks this time.
- I tell him/her to go through his/her notes - I have my own work to do.

47. It's Friday afternoon and some of your co-workers have started chatting. You have an important task that you need to finish before your shift is over but you can't help overhearing their conversation. What would you do?

- I'd quit what I'm doing and join in.
- I'd take a break from the task at hand to join in, and then get back to work.
- I'd try hard to concentrate on my business, but would listen in if it became interesting.
- I'd find a way to drown out the distraction and get my work finished.
- I'd ask them to keep it down and "keep my nose to the grindstone".

48. A client has asked for your opinion on a really expensive outfit. She really seems to like it, but is hesitant because of the price - it's a little more than she can afford. You're well aware that if you can convince this client to make the purchase, it will really impress your co-workers and boss - it's one of the priciest articles of clothing the store sells! How would you proceed?

- I'd tell the client that if she's not 100% sure she wants to buy it, then she shouldn't. I wouldn't want to force her to buy something she may not really be able to afford.
- I'd tell her to put it on layaway for 24 hours, and take the next day to think about it.
- I'd tell her that if she really likes it and can see herself wearing it often, it would be worth the investment.
- I'd encourage her to buy it as a treat for herself - and tell her that if she doesn't she'll regret it!
- I'd push her to buy it, telling her everything I can to convince her ("It's a once in a lifetime opportunity"; "Buy it now because there won't be any left soon".).

49. A customer has come to your store to return a dress that you sold to her yesterday. She claims that she changed her mind and decided she didn't really like it, but upon inspecting the dress, you're not very convinced of her story. It clearly looks worn - and you happen to know that it was in perfect condition when she bought it. You calmly tell the client that you cannot return her money because of the condition of the dress, and she immediately starts yelling at you, calling you names, and causing a scene. How would you respond?

- I'd calmly show her the evidence that the dress has been worn, and explain clearly that according to the store's return policy, I cannot return her money.
- I'd call the manager and have him/her deal with this customer.
- I'd tell her point blank that I know she wore the dress - I would probably be a little angry when I said it, but I would do my best to control my temper.
- I'd tell her off. I'm not going to pull any punches - if she wants to start an argument, she picked the wrong person to mess with!
- I'd keep my mouth shut and return her money.

50. One of your colleagues is preparing a display for a new product that recently arrived in the store. She really needs to get it done by the end of the day, but from the looks of it, she is nowhere near to finishing and she's starting to look anxious. You have your own tasks to complete, but your manager suggests putting them aside so you can give her a hand. How would you respond?

- I wouldn't mind at all giving her a hand. In fact, I probably would have approached the manager on my own and offered my help.
- I'd be happy to give her a hand.
- I'd help her out, but only because I was asked.
- I'd help her out, but I wouldn't be happy about it. If she's behind in her tasks, that's her problem.
- I'd refuse to help. I have my own work to do.

51. Two inexperienced employees are assigned to work with you on an important task with a tight deadline. How do you feel?

- Glad, I enjoy mentoring others.
- Angry, I don't have time to baby-sit.
- Annoyed, I can work faster on my own.
- Indifferent, I'll teach them what I can within the deadline.

52. Sarah and Anita are discussing a situation one of their friends was in last week. On Monday, the cash registers at the store she was working in were short \$50 dollars, and she and her co-workers had to make up the money from out of their paychecks. On Friday, however, she found the extra money in one of the cash registers. She turned in the extra money to her boss.

Sarah: She was crazy to turn in that money! She should have taken it or divided it among her co-workers to make up for the cash they had to pay on Monday.

Anita: I disagree - it is not the same situation at all. The extra money isn't hers to take. That's just the way it works.

Sarah: Well, I think it would only be fair if she did take the cash. If her boss makes her pay when cash is missing, she should share the money when there is extra. I think it's ok to level the playing field, especially for someone who is paid poorly.

- I agree almost entirely with Anita.
- I agree with Anita, but I think Sarah makes some good points.
- I agree equally with Sarah and Anita.
- I agree with Sarah, but I think Anita makes some good points.
- I agree almost entirely with Sarah.

53. Danny recently found out that his co-workers at the music store he works at make much more money than he does. He was angry at this realization, especially since he hardly makes enough money to get by, but he knows that his manager won't listen to reason and that he just has to live with the situation. When his boss was away one afternoon, he decided to try to "level the playing field" by bringing home a couple of CDs he didn't pay for to give as Christmas presents. He would never have been able to afford the presents he wants to give on his salary! Was he wrong to take the CDs?

- He wasn't wrong per se, but he definitely wasn't right.
- No, he has to make up for his poor salary somehow.
- Yes, his situation may be bad, but he was wrong to take those things.

54. Jill works in a clothing store. She has been working there several years without promotion or any substantial pay raise. She knows she brings in lots of money for her employer and feels that she deserves to make a better salary. One day she notices that the cash register has more money in it than the receipts for the day suggest. What should she do?

- She should take the extra money to buy something for herself. She deserves it after all that hard work!
- She should take the extra money and give it to someone who really needs it.
- She should wait to see if anyone else notices, and if they don't, she should keep it.
- She should tell her supervisor about the money.

55. Should she be punished if she decides to take the money and gets caught?

- She should be arrested.
- She should be fired.
- She should have to make up the money from her paychecks.
- She should be given a formal warning that goes on her record.
- She should get a warning, but nothing that will go into her permanent record.
- She shouldn't be punished - many people would do the same thing in her position.

Please enter END TIME on the first page, then add any comments you care to on the first page as well.