



RETAIL CUSTOMER SERVICE SCENARIO BASED TEST



OVERVIEW

Designed to assess an individual's ability to prioritise the most appropriate response to a customer's requests in a customer focused Retail setting. Candidates are presented with a series of scenarios and a list of possible responses to rank according to which they believe would be the most ineffective to the most effective for the given situation.

Candidates are presented with 10 questions to complete in 15 minutes. The candidate's responses are automatically marked and a point awarded for each correctly ranked response to a maximum sum of four for each question. Skipped questions or those that are not taken will result in no point being awarded.

SKILLS MEASURED: CUSTOMER SERVICE | PRIORITISATION | REASONING | ETIQUETTE

TEST DETAILS



PRACTICE TEST AVAILABLE



RANDOMISED PRESENTATION



15 MINUTES ALLOWED



13 MINS AVERAGE COMPLETION TIME



10 QUESTIONS PRESENTED



15 QUESTIONS IN POOL

COMPLEMENTARY TESTS: CULTURE | VALUES & ATTITUDE | HEALTH & SAFETY | IN-TRAY EXERCISE | STOCK CONTROL

SAMPLE QUESTION

RETAIL CUSTOMER SERVICE SJT (QID:02240)

Q: A colleague is new to the store and is finding it difficult to remember how the till works when processing an exchange. You have shown them on two occasions, but the colleague is still asking each time a customer requires this action. What action do you take?

A: Advise the colleague you have shown them before how to do it. Ask them what they don't understand as you cannot keep showing them.

B: Offer to help whilst the customer is present. Once the action has been taken advise the colleague to ask their line manager for training.

C: Take over from the colleague and process the exchange whilst the colleague serves other customers.

D: Go over to the colleague's till and greet the customer, advise you will assist with the exchange. Provide step by step help to your colleague.



RETAIL HEALTH & SAFETY TEST



OVERVIEW

Designed to test an individual's knowledge of how to prevent personal injury and select appropriate equipment for health & safety in a retail environment. Candidates are presented with multiple choice questions where they will select the most appropriate action to take on the given situation.

Candidates are presented with 10 questions to complete in 10 minutes. The candidate's responses are automatically marked and a point awarded for each correctly answered question. Skipped questions or those that are not taken will result in no point being awarded.

SKILLS MEASURED: ACCIDENT PREVENTION | KNOWLEDGE | ATTENTION | COMMON SENSE

TEST DETAILS



PRACTICE TEST AVAILABLE



RANDOMISED PRESENTATION



10 MINUTES ALLOWED



8 MINS AVERAGE COMPLETION TIME



10 QUESTIONS PRESENTED



15 QUESTIONS IN POOL

COMPLEMENTARY TESTS: CULTURE | VALUES & ATTITUDE | RETAIL CUSTOMER SERVICE SCENARIO BASED TEST | IN-TRAY EXERCISE | STOCK CONTROL

SAMPLE QUESTION

RETAIL HEALTH & SAFETY (QID:03636)

Q: The cleaning team has been round this morning on the shop floor, ready for opening. You notice that the surface is still wet but no-one has put signs up on the shop floor.
What do you do?

- A: Nothing, the floor will dry soon
- B: Leave it until a customer makes a complaint or slips
- C: Put a chair over the slippery part of the floor
- D: Notify the floor manager and then put signs up in all places needed



RETAIL IN-TRAY EXERCISE



OVERVIEW

This test simulates an everyday working environment by testing an individual's ability to recognise priority tasks and organise their workload and work flow within the retail sector. Candidates are required to multitask by prioritising the correspondents, writing a free text draft response and providing reasoning for prioritising the tasks in their respective positions.

Candidates answers are subjective to an organisations requirement. Each question is marked by an administrator in context. Therefore, you have the ultimate control over what constitutes an appropriate response and score to the given scenario. Candidates are presented with 7 questions to complete within 45 minutes. Skipped or those that are missed will result in no points being awarded.

SKILLS MEASURED: PLANNING | ORGANISATION | COMMUNICATION SKILLS | CUSTOMER SERVICE | PERSUASIVE WRITING

TEST DETAILS



PRACTICE
TEST AVAILABLE



RANDOMISED
PRESENTATION



45 MINUTES
ALLOWED



45 MINS AVERAGE
COMPLETION TIME



7 QUESTIONS
PRESENTED



7 QUESTIONS
IN POOL

COMPLEMENTARY TESTS: CULTURE | VALUES & ATTITUDE | RETAIL CUSTOMER SERVICE SCENARIO BASED TEST | STOCK CONTROL | HEALTH & SAFETY

SAMPLE QUESTION

RETAIL INTRAY (QID:03629)

Q: You have recently been appointed as the Store Manager of a busy shop in the town centre. Please read the following document for further information:
Job Role Background Information

You have several tasks which need to be completed. The information is contained in the five documents below. You will need to prioritise the documents and give an appropriate response to each of the scenarios. The documents are presented in a variety of formats as you would expect to find in a retail environment.

- Customer Complaint
- Floor Plans/Delivery
- Team Meeting
- Staff Absence
- Voicemail from Area Manager



RETAIL STOCK CONTROL TEST



OVERVIEW

Designed to test an individual's ability to recognise difference and match information across a range of number and letter sequences which can be used in a store or warehouse stock take environment. Candidates are required to identify the matching value presented in a multiple choice question style.

Candidates are presented with 30 questions to complete in 15 minutes. The candidate's responses are automatically marked and a point awarded for each correctly answered question. Skipped questions or those that are not taken will result in no point being awarded.

SKILLS MEASURED: OBSERVATION | ATTENTION TO DETAIL | CONCENTRATION | REASONING

TEST DETAILS



PRACTICE TEST AVAILABLE



RANDOMISED PRESENTATION



15 MINUTES ALLOWED



12 MINS AVERAGE COMPLETION TIME



30 QUESTIONS PRESENTED



60 QUESTIONS IN POOL

COMPLEMENTARY TESTS: CULTURE | VALUES & ATTITUDE | RETAIL CUSTOMER SERVICE SCENARIO BASED TEST | IN-TRAY EXERCISE | HEALTH & SAFETY

SAMPLE QUESTION

