



## 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 | 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