



Candidate Information
Name: Sample Person Telephone: test Email Address:
Address:
Desired Location: ~ Test Simulation - Retail Simulation

Results	
<h2>Retail SimulationPro™</h2> <p>This report provides an overall assessment of the candidate's suitability to perform the necessary skills for a retail position.</p>	
<p>Overall Score An average of Procedural Compliance, PC Skills, and Cognitive Skills.</p> <div style="text-align: center;">  <p>3.78</p> </div> <div style="text-align: center;">  </div>	
<p>1. Procedural Compliance An evaluation of ability to follow store, integrity, and customer service policies.</p>	<div style="border: 1px solid black; background-color: green; color: white; padding: 2px 10px; display: inline-block;">3 / 5</div>
<p>2. PC Skills An evaluation of keyboarding and computer navigation.</p>	<div style="border: 1px solid black; background-color: green; color: white; padding: 2px 10px; display: inline-block;">4 / 5</div>
<p>3. Cognitive Skills An evaluation of cognitive abilities based on the simulation exercise.</p>	<div style="border: 1px solid black; background-color: green; color: white; padding: 2px 10px; display: inline-block;">4 / 5</div>

Results	
<p>1. Procedural Compliance An evaluation of ability to follow store, integrity, and customer service policies.</p>	
<p><u>Store Policies</u> The simulation contains a number of situations where the candidate must demonstrate the ability to follow store policies. This skill is measured by:</p> <p>Correct number of tabs clicked on when requested: No (0/5) Followed hold policies: Yes Addressed customer by name: Yes Checked Inventory tab for more information: No</p>	<p>3 / 5</p>
<p><u>Integrity Policies</u> Recognized situation of moral reasoning and responded accordingly. This skill is measured by:</p> <p>Followed cell phone policy: Yes Correct response to situation: Yes (Yes he is often late)</p>	<p>5 / 5</p>
<p><u>Customer Service Policies</u> This skill is measured by assessing whether or not the candidate chose the appropriate greetings, reacts properly, and handles objection well:</p> <p>First greeting: Hello, what brings you into our location today? Second greeting: How can I help you with that product in your hand? Reacted in a proper manner/ensured customer satisfaction? No Did the candidate handle objection well? Yes</p>	<p>5 / 5</p>
<p>2. PC Skills An evaluation of keyboarding and computer navigation.</p>	
<p><u>Keyboarding</u> There is a clear keyboarding exercise where the skills are measured as follows:</p> <p>Speed and accuracy when entering information using computer keyboard: WPM=66 Accuracy=90% #Errors=4 NWPM=58</p>	<p>4 / 5</p>
<p><u>Navigation Time</u> Time taken on simulation exercise (mm:ss): 0:25</p>	<p>4 / 5</p>

Results**3. Cognitive Skills**

An evaluation of cognitive abilities based on the simulation exercise.

Basic Mathematics

There are number of math exercises in the simulation. This skill is measured by:

5 / 5

Identify product cost with discount: Yes
 Identified number of units in stores: Yes
 Value of units in stores: Yes
 Used calculator efficiently: Yes
 Time taken on this competency (mm:ss): 0:18

Attention to Detail

The simulation rates candidates on how well the candidate applies information throughout the customer interaction. This skill is measured by:

3 / 5

Shipping label errors corrected: 1/2
 Identified incorrect shipping errors: 1/6
 Clicked on incorrect words: 5/6
 Identify the customer's name: Yes
 Time taken on this competency (mm:ss): 0:03

Memory & Recall

The simulation rates candidates on how well the candidate recalls information throughout the customer interaction. This skill is measured by:

5 / 5

Identify the customer's phone number in first attempt: Yes
 Identify the customer's phone number in the second attempt: N/A
 Checked inventory: Yes
 Identified store hours: Yes
 Verified store hours in tab: Yes