

Select Assessment for Retail Associates

Your Challenge

Does your organisation face any of these common challenges?

- High turnover, absenteeism, tardiness
- Employee theft and other aberrant behaviours, such as substance abuse and workplace violence
- Customer complaints and decreased repeat business
- Sales quotas not met due to ineffective influencing skills and poor client impact
- Goals unmet due to poor attitudes and conflict among employees

If you answered “Yes” to any of the above, Russell Consulting International has the solution - the **Select Assessment for Retail Associates**.

Our Solution

This assessment measures the key competencies for frontline retail positions. It is fast, convenient, and takes little time to administer. Delivery formats are flexible and include phone, paper and pencil, and computer. The candidate’s applicant information and test results are automatically entered into a database and then uploaded and scored on the web. The results are available within minutes.

A few of the competencies that can be assessed include:

- Customer Focus
- Sales Focus
- Workplace Risk
- Work Ethic
- Competitive Drive
- Interpersonal Skills
- Problem Solving

Benefits

The assessment measures basic competencies for retail positions and may include any of the following options:

- Retail Assess - Russell Consulting International’s powerful evaluation of service competencies that can be delivered by phone, computer, or paper & pencil.
- EZ App Recruiting – Russell Consulting International’s fast and convenient web-based application system.
- SelecTrak - our powerful web-based applicant tracking and reporting database.
- Select Interviewing - Russell Consulting International’s efficient and structured behavioural based interview process.

The **Select Assessment for Retail Associates** also includes the “Risk Reliability Index”. This index measures a candidate’s tendency to engage in high risk behaviours that may have negative consequences such as poor attendance and shrinkage, as well as the propensity toward workplace violence and other deviant behaviours.

Why use the Russell Consulting International assessment process?

- Reduce the risks associated with poor hiring
- Enable sustainable high performance and greater profitability
- Free-up HR resources
- Bring the best people on board faster and at a lower cost per hire



"We were able to have a professionally designed and implemented hiring approach tailored to our needs. Using this recruiting and selection process enabled us to meet our staffing needs on time and within budget. Our turnover was well below the industry average. I would highly recommend this company to all HR professionals seeking a customised, yet affordable solution to their staffing needs."

Irene Fostyk,
Director of Human Resources
Levin Furniture

Russell Consulting™
leadership – safety – people



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