

Cashier Sample Project

Service & Support

▶ Candidate Work Style

They should be dependable and hardworking. In addition, they may not appear interested in learning new skills. This candidate will tend to be pleasant and engaging dealing with others.

▶ Service & Support Overall Score



This candidate seems to be a good fit for this job. They are a service-oriented person with excellent people skills: they should be warm, friendly polite and considerate, and never rude or abrasive. In addition, they should be steady and dependable, a good organizational citizen who upholds proper standards of behavior and a good role model for others. In addition, they seem to be smart, analytical, and a good problem solver. Finally, the candidate should be calm and composed and manage their own emotions properly, even under stressful conditions and heavy workloads.

▶ Service & Support Competencies

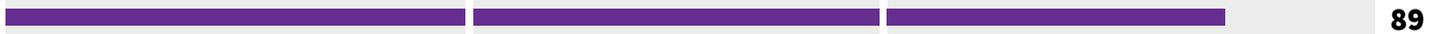


▶ People With Similar Scores

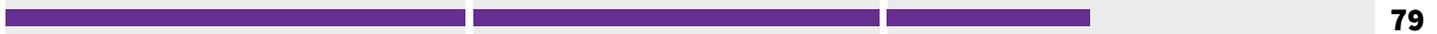
- Seem cynical, fault-finding, and vindictive under pressure
- Rarely think about past mistakes
- Rarely complain about anything
- Are pleasant and easy-going
- Seem stable, calm, and predictable under pressure
- Are steady and stable
- Seem skeptical of authority
- Respect rules

Additional Competencies

Anticipating Problems



Detail Focus



LOW

MODERATE

HIGH

▶ Interview Questions

- Describe a time when someone asked you to do something that went against your moral or ethical principles. How did you respond and what was the outcome?
- Describe a time when you saw a coworker violate policy or ignore supervisor instructions. What actions did you take and what was the result?
- Think back to an interaction you've had with a difficult customer or coworker. Describe the situation, the actions you took, and the outcome.
- Think back to a time where someone depended on you in order for them to complete their job. How did you approach the situation and what was the outcome?
- Think back to a time when you were under time pressure or were otherwise dealing with a stressful work situation. How did you respond and what was the outcome?
- How do you balance the demands for speed and quality at work while attending to safety protocols and procedures?