



Appraisal guide

Sample - Retail Salesperson

Candidate name:

Assessor name:

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Task

1. How do you rate the employee's competency as someone who prepares sales slip or sales contract?

poor good

1 2 3 4 5

2. How do you rate the employee's competency as someone who computes sales price of merchandise?

poor good

1 2 3 4 5

3. How do you rate the employee's competency as someone who describes merchandise and explains use, operation, and care of merchandise to customers?

poor good

1 2 3 4 5

4. How do you rate the employee's competency as someone who sells or arranges for delivery, insurance, financing, or service contracts for merchandise?

poor good

1 2 3 4 5

5. How do you rate the employee's competency as someone who totals purchases, receives payment, makes change, or processes credit transaction?

poor good

1 2 3 4 5

6. How do you rate the employee's competency as someone who recommends, selects, and obtains merchandise based on customer needs and desires?

poor good

1 2 3 4 5

7. How do you rate the employee's competency as someone who demonstrates use or operation of merchandise?

poor good

1 2 3 4 5

8. How do you rate the employee's competency as someone who greets customer?

poor good

1 2 3 4 5

9. How do you rate the employee's competency as someone who fits or assists customers in trying on merchandise?

poor good

1 2 3 4 5

10. How do you rate the employee's competency as someone who estimates quantity and cost of merchandise required, such as paint or floor covering?

poor good

1 2 3 4 5

11. How do you rate the employee's competency as someone who tickets, arranges, and displays merchandise to promote sales?

poor good

1 2 3 4 5

12. How do you rate the employee's competency as someone who maintains records related to sales?

poor good

1 2 3 4 5

13. How do you rate the employee's competency as someone who estimates and quotes trade-in allowances?

poor good

1 2 3 4 5

14. How do you rate the employee's competency as someone who estimates cost of repair or alteration of merchandise?

poor good

1 2 3 4 5

15. How do you rate the employee's competency as someone who wraps merchandise?

poor good

1 2 3 4 5

Task Summary

Skill

1. How do you rate the employee's oral expression?

The ability to communicate information and ideas in speaking so others will understand.



2. How do you rate the employee's oral comprehension?

The ability to listen to and understand information and ideas presented through spoken words and sentences.



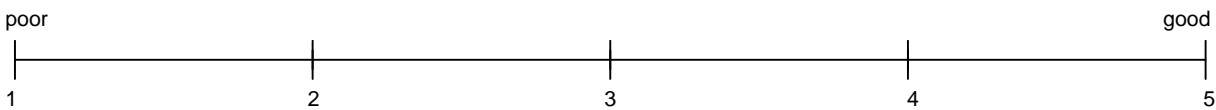
3. How do you rate the employee's speech clarity?

The ability to speak clearly so others can understand you.



4. How do you rate the employee's number facility?

The ability to add, subtract, multiply, or divide quickly and correctly.



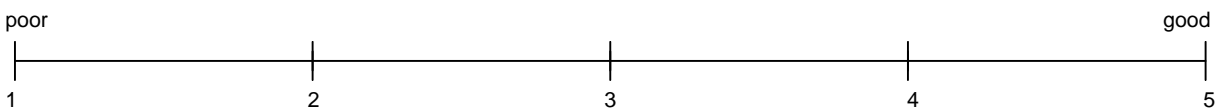
5. How do you rate the employee's information ordering?

The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).



6. How do you rate the employee's memorization?

The ability to remember information such as words, numbers, pictures, and procedures.



7. How do you rate the employee's written comprehension?

The ability to read and understand information and ideas presented in writing.



8. How do you rate the employee's written expression?

The ability to communicate information and ideas in writing so others will understand.



9. How do you rate the employee's near vision?

The ability to see details at close range (within a few feet of the observer).

poor |-----| good
1 |-----| 2 |-----| 3 |-----| 4 |-----| 5

10. How do you rate the employee's speech recognition?
The ability to identify and understand the speech of another person.

poor |-----| good
1 |-----| 2 |-----| 3 |-----| 4 |-----| 5

11. How do you rate the employee's visual color discrimination?
The ability to match or detect differences between colors, including shades of color and brightness.

poor |-----| good
1 |-----| 2 |-----| 3 |-----| 4 |-----| 5

Skill Summary _____

Knowledge

1. How do you rate the employee's knowledge of service orientation?
Actively looking for ways to help people.

poor |-----| good
1 |-----| 2 |-----| 3 |-----| 4 |-----| 5

2. How do you rate the employee's knowledge of speaking?
Talking to others to convey information effectively.

poor |-----| good
1 |-----| 2 |-----| 3 |-----| 4 |-----| 5

3. How do you rate the employee's knowledge of social perceptiveness?
Being aware of others' reactions and understanding why they react as they do.

poor |-----| good
1 |-----| 2 |-----| 3 |-----| 4 |-----| 5

4. How do you rate the employee's knowledge of active listening?
Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

poor |-----| good
1 |-----| 2 |-----| 3 |-----| 4 |-----| 5

5. How do you rate the employee's knowledge of mathematics?
Using mathematics to solve problems.

poor |-----| good
1 |-----| 2 |-----| 3 |-----| 4 |-----| 5

Knowledge Summary