



DDI SKILLS TESTS

RETAIL SALES TESTS TO ASSESS KEY RETAIL SKILLS

Retail sales associates are the face of your company. Consequently, a poor hire for a retail sales position can damage your reputation, contribute to high turnover, and cost you both sales and customers.

With DDI's Retail Sales Assessments*, you can quickly and easily test both permanent and seasonal applicants for retail sales positions at the point of hire to determine whether they have the knowledge, skills and abilities required for success in a retail sales environment.

All tests are based on National Retail Foundation (NRF) and National Skills Standard Board (NSSB) standards, and are available for both Internet-based and CD-based testing.

AVAILABLE TESTS

- > Retail Sales-Customer Service
- > Retail Sales-Learning Products
- > Retail Sales-Learning and Promotion
- > Retail Sales-Store Security
- > Retail Sales-Inventory Checking
- > Retail Sales-Inventory Coding
- > Retail Sales-Inventory Sorting
- > Retail Sales-Retail Teamwork
- > Retail Sales-Retail Reading
- > Retail Sales-Retail Math

RELATED SOLUTIONS

DDI also offers a number of off-the-shelf, configurable and/or customizable tests and inventories that target various industries, measuring such items as work-related judgment, work style and disposition, and background experience. Multiple delivery modalities (online, IVR, paper and pencil, fax service) provide options that are tailored to suit your organizational needs. Specific roles and job types include:

- > Team members/associates
- > Professionals/individual contributors
- > Team leaders/supervisors
- > Managers and leaders (including executives)
- > Sales representatives (professional and entry-level)
- > Retail sales
- > Customer service and call center associates
- > Retail customer service
- > Health care provider and support roles

In addition, for each job family, DDI has drawn upon its extensive research base to develop Screening & Testing content sets that measure a candidate's personal attributes, work-related experience, job-specific competencies, and motivational fit. These content sets have been pre-configured to minimize adverse impact against protected groups (i.e. on the basis of race, gender, and age) while maximizing validity for predicting job performance.

CONTACT INFORMATION

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