

Selection Assessments that Contribute to Your Bottom Line



What would the impact be on your business if you could avoid bad hires?

What would a 6 - 10% improvement in sales mean to your bottom line?

What does early job turnover cost you in terms of money, time and resources?

The **Select**[™] platform provides a wide array of pre-employment assessments for associate and entry-level jobs designed to evaluate the fit of the candidate with the job role. Each survey measures characteristics that lead to successful performance in a given position and provides hiring recommendations and interview questions.

- ➔ Developed by organizational psychologists
- ➔ Validated for specific jobs and industries
- ➔ Operates as a stand-alone system or can integrate into your selection process

Optional modules important to success: willingness to do specific job tasks; attitudes toward theft, drug use and safety; basic skills; and targeted interview probes.

Loss of productivity, cost to rehire, cost to train, loss of opportunity (sales), loss of repeat business, and damage to the morale of the existing team all make the cost of turnover very high. Identifying the best candidates with the right fit for a role reduces turnover, improves productivity, increases service levels and can significantly impact the bottom line.

Restaurant Server

In a recent research study, **Select**[™] clearly predicted which employees were the most successful on the job:

- ➔ 93% of those who were rated as star employees scored in the "Best" range on **Select**[™].
- ➔ 75% of those who were rated as poor employees scored an "Avoid" on **Select**[™].













Airline Reservation Agents

Sales revenue improvement of 7 - 9%, an estimated impact of \$210 - \$230 million per year.

Convenience Store Sales Associates

Turnover reduced by 6%, saving \$1.5 million per year.

Specific Surveys for Specific Job Roles and Industries

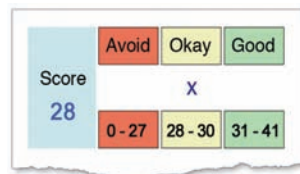
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|---|--|--|
|  Administrative Support |  Customer Service |  Leasing Agents |
|  Banking - service / teller, sales, br manager |  Entry-Level Managers |  Personal Services - spa, salon, etc. |
|  Call Centers - sales, service, help desk |  Healthcare |  Production & Distribution |
|  Convenience Stores |  Hospitality |  Retail - clerk / cashier, sales, manager |

Integrity Index



Measures the candidate's attitudes about personal integrity and work ethic.

Performance Index



Indicates the candidate's potential for success in the role.

Performance Sub-scale Analysis

Subscale	Okay	Flag*
Positive Sales Attitude (positive attitude about the customer & sales)		X
Persuasiveness (persuade, influence customers & associates)	X	
Energy (activity level; action orientation)		X
Initiative (take personal responsibility)		X

Displays characteristics critical to the specific job. Flags areas of concern and generates related interview probes.

Interview Questions

NEGATIVE SALES ATTITUDE

This candidate scored low on a measure of positive sales attitude. This low score suggests that he/she may have a defensive or negative attitude about selling, serving the customer or assisting others.

Interview Probes:

- Ask him/her to describe what he/she feels are the pluses and minuses of a sales job. Listen for suggestions that dealing with people day in and day out may be a drawback.
- Ask for descriptions of the type of customers and co-workers he/she likes best and least. Listen for feelings of being diminished or disrespected in a service or sales role or other indications of defensiveness or a lack of confidence.

Provides a structured interview guide with additional probes based on flags.

Job Task Responses

How willing are you to...	Would do it and enjoy it	Would do it?	Would do it, but not like it.	Would not want to do it.	Would not do it.
Serve or assist customers?	X				
Handle rude customers?			X		
Convince others to buy things?		X			
Meet daily performance goals?				X	

Reports willingness to do tasks specific for the job.