



Retail Staff Profiler

Assessment Report

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Introduction to the Report

RSP is a self-report questionnaire designed to measure fundamental characteristics that are important in service occupations including retail and other customer facing roles.

The characteristics that have been found to be important are:

- Confident – mixes easily with others
- Empathetic – is patient, tolerant, helpful
- Systematic – prioritises, organises, orderly
- Reliable – conscientious, perseveres
- Detailed – spots errors, checks work
- Resilient – calm, deals with pressure
- Energetic - active, keeps going

This report is based solely on the respondent's answers to the RSP questions. The statements in this report are included on the basis that they are generally true for someone who has given similar answers to this respondent but **CANNOT** be guaranteed to be accurate in every detail. No questionnaire is infallible. Although the results are generally very reliable, either the respondent or the assessor may disagree with some of the following descriptions.

When using this report you should also remember that the questionnaire is a self-report instrument and therefore provides an indication of how the respondent perceives their own personality and values. The questionnaire has been developed to highlight typical behaviours and preferences but does not provide measures of ability. Furthermore, there are no rights or wrongs in personality. Different profiles can be linked with success and job satisfaction in particular occupational roles, but there is no such thing as a profile that is generally good or generally bad.

The scores which are indicated graphically in this report, and the statements derived from these scores, are based on comparisons of results with a very large sample of bar, catering and events staff (NOT the general population).

The report contains:

Section One – Typical Behaviours

- Narrative describing core interpersonal, emotional and task related personality traits

Section Two – Interview Questions

- Potential Strengths
- Potential Limitations



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Typical Behaviours

Interpersonal Style

Frequently anxious or avoidant in social situations. Struggles with speaking up and may go to great lengths to avoid social or public situations. Highly uncomfortable in the spotlight and may prefer to remain invisible.

Work Implications for typical retail environments:

- **Small Store:** Generally unsuitable for customer-facing positions. If placed in a small store, they would need a very supportive and non-demanding role, like back-end stock management, with minimal customer interaction.
- **Large Store:** Low-confidence individuals would likely struggle in a large store environment, particularly in any role requiring customer interaction or decision-making. They may be better suited to roles with minimal social engagement or under strong supervision.
- **Supermarket:** A supermarket's busy and dynamic nature would likely be overwhelming. They could work in areas with minimal customer contact, such as the stockroom or inventory management, though they would require significant support and supervision to succeed.

Able to understand basic emotions or concerns but may not always express deep empathy or provide emotional support. Generally tolerant of others, but they may struggle to provide assistance beyond the basic level. May prefer to focus on their own tasks and not get overly involved in others' issues.

Work Implications for typical retail environments:

- **Small Store:** They may be able to handle customer service roles, though their interactions may be more transactional than emotional. They can manage basic customer needs but might not connect with customers on a deeper level.
- **Large Store:** In a large store, they can work effectively in roles where empathy isn't the primary focus, such as stock control, or administrative positions. They may struggle in positions that require a deep understanding of customers' emotional needs, like complaint handling.
- **Supermarket:** Suitable for routine tasks or roles that require less emotional engagement, such as stocking shelves or working in inventory management. They can provide basic assistance to customers but may not excel in roles requiring emotional intelligence, like customer service or managing complaints.



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Typical Behaviours

Structure

Often disorganised and struggles with long-term planning. Takes a more reactive, crisis-driven approach to work, often addressing problems as they arise rather than anticipating them. May struggle to maintain systems or stick to procedures, leading to inefficiencies.

Work Implications for typical retail environments:

- **Small Store:** Likely to face difficulties in a small store where attention to detail, organisation, and planning are crucial. Roles that require less structure and allow for more flexibility (such as informal customer service) might suit them better, but they will need constant support and guidance.
- **Large Store:** May struggle in more structured roles where planning and systems are key. They may be more successful in roles that involve handling immediate customer needs or reactive situations, like frontline customer service, but they would not excel in back-office or management roles requiring organisation.
- **Supermarket:** Will likely find fast-paced roles such as checkout or floor staff more manageable, as these positions offer clear tasks with little need for detailed planning. However, they may struggle with operational roles, stock management, or logistics, which require more organisation and forward planning.

Frequently loses interest in tasks and leaves them unfinished. Tends to neglect deadlines and may only complete tasks when externally pressured or when there is a sense of urgency. Can be distracted and frustrated by routine work, often preferring tasks that involve novelty or change.

Work Implications for typical retail environments:

- **Small Store:** Likely to struggle in a small store environment where consistency and attention to detail are important. They might find customer service roles challenging, particularly those that require a lot of repetition or sustained focus. They may be more successful in informal or less structured roles with frequent changes.
- **Large Store:** They might do better in more flexible roles that do not require strict adherence to systems or long-term focus. They could be successful in customer-facing positions that offer variety, but roles requiring consistent task completion or strict deadlines would be difficult for them.
- **Supermarket:** Would struggle in most supermarket roles that require routine, consistency, and meeting deadlines. They might perform better in roles that allow for movement or change throughout the day, such as assisting customers or working in more dynamic positions but would need significant supervision to meet expectations.



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Typical Behaviours

Attention to Detail

Generally careful with their work, checking for mistakes but may occasionally overlook minor errors. Prefers to keep things tidy and organised but may let things slip occasionally if under pressure. Is often reliable when it comes to ensuring the details are correct but may sometimes require extra time to double-check work.

Work Implications for typical retail environments:

- **Small Store:** Well-suited for roles like customer service or stock management where organisation and accuracy are needed but where occasional oversight may not have a large impact. They are capable of handling tasks with good attention to detail but may need occasional reminders to maintain organisation.
- **Large Store:** Suitable for roles that require accuracy, such as in sales, stock management, or assistant management. They may need some support in highly detail-oriented tasks, but their reliability in keeping things organised makes them a valuable asset to the team.
- **Supermarket:** Can handle roles like cashier, stock replenishment, or inventory control with good results. They may occasionally miss minor details but are generally reliable and focused on ensuring things are running smoothly.

Response to Stress

Sometimes takes criticism personally but is generally able to reflect on it and learn from feedback. May occasionally feel stressed or emotionally affected by certain events but is usually able to manage and regain focus with time. Can worry about what others think, but this often drives them to work hard and ensure they meet expectations. They may occasionally overthink but are open to self-improvement.

Work Implications for typical retail environments:

- **Small Store:** Can perform well in customer service roles, especially with some guidance and support. In more stressful situations, they may occasionally need help staying focused, but they are able to learn and adapt, especially in a calm, supportive environment.
- **Large Store:** Suitable for roles where the pace is moderate and the pressure is manageable. They could thrive in positions such as sales or stock assistance, where their attention to detail and desire to do well are real assets. While they may not initially be suited for high-pressure roles, their willingness to learn and grow would make them a good fit for roles that require steady progress and emotional resilience.
- **Supermarket:** Likely to prefer structured, routine roles like cashier or stock assistant. They are dependable and reliable, with a strong work ethic that ensures tasks are completed efficiently. While customer-facing tasks like handling complaints may present a challenge during particularly busy times, their desire to help would make them an asset with supportive guidance and a structured environment.



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Typical Behaviours

Energy

Frequently fatigued, struggles to maintain focus or motivation, and becomes tired quickly. Prefers very low-energy tasks and may avoid positions that require physical exertion or a high level of engagement. Often avoids activity, becoming demotivated or disengaged if required to do tasks that require sustained effort or attention.

Work Implications for typical retail environments:

- **Small Store:** Extremely unsuitable for roles that involve customer service, physical work, or multitasking. They would need a highly supportive environment, likely working in back-office or administrative roles that are very low-energy. Even then, they may struggle with meeting the demands of a store environment.
- **Large Store:** Likely to perform poorly in most roles, especially those that require energy or constant activity. They may only manage roles that are non-physical, such as basic administrative support, and would need a very low-energy and non-stressful environment.
- **Supermarket:** Highly unlikely to succeed in any roles that require physical activity, customer interaction, or sustained effort. They would likely be unable to cope with the demands of a busy supermarket environment and would only be suitable for positions with minimal energy requirements, with a high level of supervision and support.



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Interview Questions

Please describe a recent situation where you had to work with unfamiliar people.
Under what circumstances do you find it more difficult to speak up in meetings?
Tell me about a time when you found yourself at the centre of attention.
In what ways might I notice that you are confident when dealing with people?

Describe a situation where you were able to read someone effectively.
When have you been able to pick up on subtle clues in someone's behaviour that indicate what their intentions are?
Give me an example of a time when you were able to successfully communicate with another person, even when that individual did not like you.
Sometimes we can take people at face value, and be surprised afterwards about some behaviour that they displayed.
Tell me about a time when this has happened to you.

On a day-to-day basis, how do you organise and keep track of your work?
Please describe your current priorities at work. How did you establish these priorities?
Tell me about a time when you had to change your priorities suddenly and unexpectedly.
Thinking about a major planning activity you have undertaken, describe your specific contribution.

Describe a time when you had to go that extra mile to ensure goal achievement.
What has happened recently to distract you from a task in hand?
Under what circumstances have you failed to meet a deadline?
Give me an example of a situation where you have been more effective at getting results than your colleagues.

Tell me about a complex, detailed task that you have had to do recently.
When it comes to checking your own work, how do you avoid making mistakes?
Please describe a circumstance when you spotted a serious error at work.
How has your boss assessed your ability to pay attention to detail?

What is the most stressful situation you have faced at work recently?
What kinds of things make you anxious at work?
To what extent are you able to switch off from work?
When have you felt threatened in your job?

What has been the most tiring thing for you at work recently?
Thinking of a time when you had to put in long hours, what kept you going?
After a hard day at work, how do you spend your time?
When have you felt physically or emotionally drained by work?



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Interview Evidence

Interview evidence - Strengths



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Interview Evidence

Interview evidence - Limitations