

Vervoe Interview Guide

Sales Assistant

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score

HIGH

MEDIUM

LOW

Assessment Skills

Sales Assistant,
Customer Centricity, Sales, Communication

Competency/Skill	Candidate with this will display
Sales Assistant	<ul style="list-style-type: none"> Strong interpersonal skills that enable them to build rapport quickly Quick learner who has the ability to remember product changes, promotions and details for stock Works as a team player but able to be unsupervised
Questions	
	How would you familiarise yourself with a new product when it comes into stock?
	How would you work as a team player in this role?
	How would you manage priorities with having to serve customers, clean the store, manage stock and stock the shelves?
Comments	

Competency/Skill	Candidate with this will display
Customer Centricity	<ul style="list-style-type: none"> Takes the time to understand what customers are looking for without interruption Finds ways to help customers Puts customer needs first
Questions	
	How do you display active listening with customers?
	Describe your approach to customer service.
	How do you help a customer when the company doesn't have the exact product / service they are looking for?
Comments	

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Competency/Skill	Candidate with this will display
Sales	<ul style="list-style-type: none">• Identifies sales cues for up or cross selling products• Takes the time to understand customer's requirements and matches appropriate products or services to align
Questions	
	Describe a time where you have successfully upsold a product / service.
	What is your sales philosophy?
	Tell me about your experience working towards KPIs.
Comments	

Competency/Skill	Candidate with this will display
Communication	<ul style="list-style-type: none">• Professional and friendly communication to build rapport with customers• Speak concisely and clearly for customers from various backgrounds• Actively listens to customers to understand needs
Questions	
	How would you communicate with someone who's first language is not English? Have you had to do this before in a work scenario?
	Describe a time where someone has misunderstood you. How did you rectify this?
	How would you build rapport with customers?
Comments	