



Profession **Sales assistant for retail services** Results Summary MYSKILLS

Name:

Date of birth:

Test date: 12.02.2018

Test language: English

The test captures professional practical knowledge of the salesperson, in five central areas of expertise. The testing is completed by asking questions relating to typical occupational situations, via a PC. The areas of expertise and situations are derived from the prescribed training regulations and curricula. The results follow:

Practical professional knowledge

High
 Average to high level

Average
 Not provable, to average

Not provable

Working at the till



Working at and around the point of sale (including use of the checkout system, checking youth protection or disclosure requirements, processing payment transactions).

Serving, advising and selling



Serving and advising potential customers and visitors to the store as part of a sales conversation, and selling products.

Implementing promotional activities



Preparing product presentation and marketing measures and promotional activities in and around the sales area.

Performing retail management processes



Preparing and conducting inventories and receiving, storing and inspecting goods.

Handling customer service



Assisting customers after they have made a purchase, advising and supporting them, and processing customer complaints and goods exchanges.



Profession Salesperson

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Notes on test content

The test consists of 100 questions on typical practical on-the-job situations. At least 20 questions are posed in a closed question format, per field of expertise. The test may take up to 4 hours. The test was developed by experts in various fields. The sub-division into various fields of expertise is oriented along the curricular content of the professional education and training, as well as occupational situations in practice. Practical job situations are represented via text, pictures and videos.

Notes on the interpretation of the results

The test covers practical professional knowledge, by posing questions regarding typical on-the-job situations and challenges.

This cannot be tested:

- Practical application and methodological competence
- Problem-solving skills
- Motivation, self-motivation and/or social skills
- German language skills

More information is available at:

<https://www.arbeitsagentur.de/MYSKILLS>

