

Specific tests, solutions and industry expertise for retail and hospitality

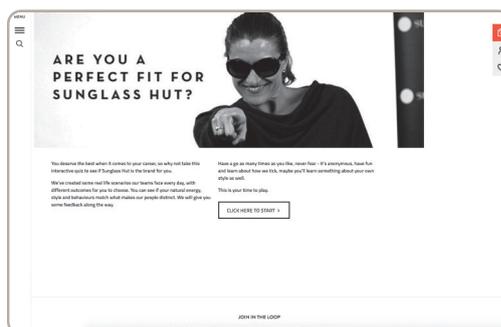
The best talent for your business

Recruiting and retaining the best people for the retail and hospitality industry requires proven and sustainable assessment tools and processes. These tools need to be: accessible online, via mobile devices and offered in many languages; tailorable to reflect the companies language and corporate brand; supported by a proven assessment supplier; capable of integration with HRIS software. *cut-e* offers this.

The best match between applicants, job and culture

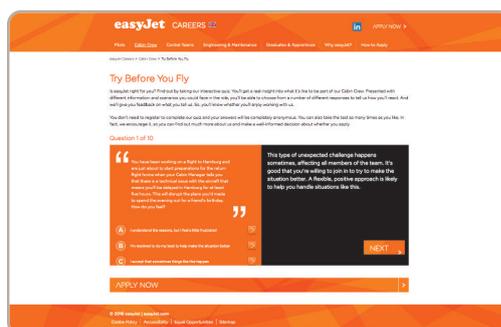
Realistic Job Previews: offering an insight into the job itself

You want to make sure that your candidates know the type of work they'll be doing when they join you and what you, as a company, expect. Help them by offering a Realistic Job Preview (RJP) early in the application process so that you know those who choose to apply have a better understanding of the role and are less likely to leave the recruitment process or job shortly after hire.



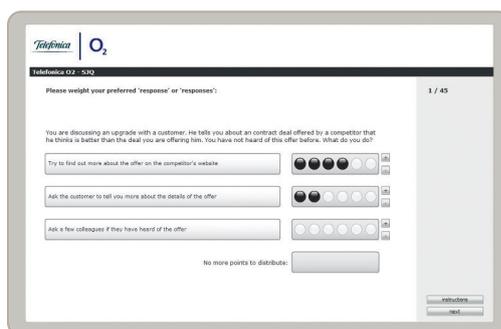
Situational judgement: understand how applicants will approach your specific scenarios

Every business is different with different challenges and a different approach to managing situations. So, it's important to know how each of your candidates will handle and manage those challenges and situations.



A bespoke Situational Judgement Questionnaire (SJQ) looks at specific real-life situations that your employees face with the scoring reflecting how these situations are best managed. Ideal for those in customer-facing roles, Situational Judgement Questionnaires add a further dimension to ability and personality assessment.

cut-e is an expert in developing context-specific questionnaires using robust psychometrics to ensure that you measure what really matters in your business.



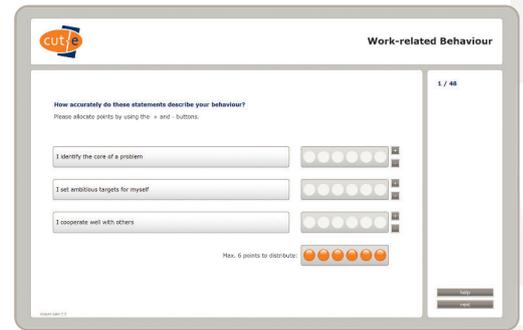
RJP Sunglass Hut, RJP easyJet and SJQ Telefónica / O₂

Assessing personality

What makes your people great?

You know that your high performers and sales 'stars' have a blend of the right personality traits, skills and attitudes for your business. But what are the specific ingredients that make this blend; what are the attributes that you should look for in new applicants?

We can help you identify the characteristics that your people need to succeed in your organisation, and then signpost you to the right tool from our range of personality questionnaires *shapes*. Recognising the very specific language and competencies of those working in a sales environment or with direct customer contact, *shapes sales* reflects this in its item format. *shapes basic* is designed for those working in a more technical area, so it is suitable for selecting apprentices, specialists and service professionals.



shapes

Check on the willingness to follow the rules – ideal for compliance or safety-conscious roles

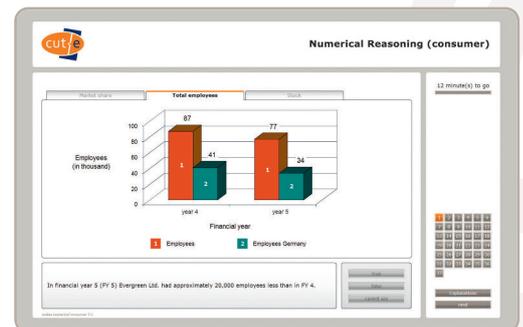
For some roles, there is a strong need to be cautious, compliant and to act with integrity, perhaps where appliances or heavy machinery are used or where safety is a key concern. For these roles, consider our *squares* assessment measuring counterproductive work behaviour to provide valuable information when making selection decisions.

Specific tests

Assess numeracy and verbal skills quickly and objectively

You will no doubt want to check on the numeracy and verbal skills required of applicants to be sure they meet the job requirements – whatever the level.

scales eql, our short online numerical test, measures basic arithmetic skills. *scales numerical consumer* measures the ability to draw logical conclusions from numerical information presented in tables and charts. It uses language and numerical situations more suited to senior roles in a consumer environment. *scales verbal consumer* measures the ability to draw logical conclusions from complex verbal information.



scales numerical consumer

All *scales* tests are built by an item generator during run-time. This means that each test is different and this helps prevent cheating. *scales* tests can be completed without the need for supervision in 7–17 minutes.

Assess the ability to multitask – for those in customer service or call centres

Inevitably, the fast-moving environments of retail and hospitality mean that the ability to multitask and perform several tasks simultaneously is often a key skill.

scales mt and *scales mt-sales* measure this ability and, due to the structure, the gradient of multitasking performance can also be measured. The test taker needs to solve multiple tasks at the same time. As each test is generated by an item generator at run-time, cheating through answer sharing is eliminated and so the test can be administered online and unsupervised.



scales numerical consumer

