

Problems in Store group

For the assessor:

This exercise is designed to assess the candidate's ability to prioritise, their customer service, and team work focus. Communication can be measured during stage 2 of the exercise when the group discussion takes place.

Candidates should be provided with blank paper and pens for this exercise.

Firstly brief the candidates on the exercise and explain timings:

Their task:

Stage 1: Initially for 10 minutes the candidates work on their own to identify the order in which they would deal with the issues, and any actions, if any, they would take for each item.

Stage 2: 25 minutes (maximum) as a group they discuss and agree the priority order for the issues and the actions they would take to resolve the problems

Stage 3: 5 minutes the group present their priority order and actions to the assessors.

Assessors' role

Observe your nominated candidate/s noting their contribution to the debate, questions they raise, how they work within the team, their desire to achieve the goal and any behaviours exhibited.

In the scoring section, you will be asked to provide a score relating to what the candidate has demonstrated. To do this you will need to look at your evidence and use the rating scale 0 – 3, to allocate a score.

The 0 – 3 rating is defined as:

- 3 Meets and demonstrated all of the desired indicators
- 2 Meets and demonstrated more than half of the desired indicators
- 1 Meets and demonstrated less than half of the desired indicators
- 0 Meets and demonstrated almost none of the desired indicators

The exercise:

It is 1.00 pm. you have just arrived at the Midcounties store where you work. You are due to attend a meeting with some of your colleagues at 1.30, when the Store Manager will be briefing you on the results of the latest colleague survey. As you enter the store you notice the following problems:

- There are no baskets at the entrance to the store.
- Sue, one of your colleagues is the only person on a checkout, there are six customers in her queue.
- One of the freezers is leaking, a puddle of water is forming in one of the aisles.
- You notice a customer who has tripped over a floor mat by the fruit and vegetables.
- The 2ltr Coca Cola, which is on promotion has sold out.
- There are some mouldy and badly damaged apples on sale.
- One of your colleagues on the cigarette kiosk is asking for help as the lottery terminal has stopped working.
- You are stopped by a customer who asks you where the tinned salmon is.
- The delivery door in the warehouse has been left open, no colleagues are in the area.

Notes

Candidate Name:

Behaviour	Positive Indicators	What went well	Areas for development	Contra Indicators	Score
Customer Service	Identifies issues that impact on the customer Availability, quality, service. Offers to take customer to the product. Assists the customer who has tripped over. Seeks to provide excellent customer service			Fails to recognise the importance of issues that affect the customer. Places these low on the priority list.	
Team Work	Understands the need to support colleagues. Offers assistance or makes arrangements with other members of staff to help. Works with the group to achieve the task Brings quieter members of the group into discussion Works collaboratively			Does not recognise the need to support colleagues. Fails to contribute Works in isolation Pulls in a different direction	
Communication	Communicates clearly and with confidence. Is not 'phased' or put off by the exercise. Remains calm when challenged. Listens to others Asks questions Clarifies information Checks for understanding			Is put off by the exercise. Is unable to communicate their plan clearly. Becomes flustered when challenged. Talks over others	
Personal Effectiveness	Demonstrates a desire to resolve a large number of issues personally. Has well thought out action plan for the issues. Is not 'phased' or put off by the exercise. Seeks to deliver the best overall plan			Fails to achieve the exercise within time. Ignores or fails to act on issues. Is put off by the exercise. Accepts 'poor' quality solutions	

Candidate name:

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