

# SALES QUESTIONNAIRE

**Private & Confidential**

**16/08/2006**

**Scott Smyth**

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## CHARACTERISTICS

Friendly, persuasive, participative, self-starter, direct, assertive, active, mobile, logical, systematic, sometimes careful, communicative, forceful, competitive, eager and alert.

## SALES COMPATIBILITY

Scott Smyth's profile suggests that he is probably better suited to a technical area of expertise where he can give a specific presentation which is based on technical training and product education. The indicators are that he is likely to be a good opener due to his ability to communicate with others and his closing skills are likely to be fair.

The potential sales weaknesses which are showing in Scott Smyth's profile are that because of his precise nature he may give too many facts and figures, which could ultimately lead to prospects/clients being confused with too much information. This may result in unnecessary objections to both the person and the product. He may not ask for the order, preferring his technical presentation to close the deal for him. He also has a fear for trouble and hassle, may have difficulty with cold calling and could take rejection personally.

He has the ability to service old accounts, may have some potential in direct selling, but is likely to be better suited to a technical/specialist or soft sell sales role.

## INTERVIEW HINTS

Allow Scott Smyth to feel relaxed and comfortable during the early stage of the interview. Assess his behavior at first meeting, he may talk too much and could because of his need for detail search for more and more questions to ask. As the meeting progresses start to place more pressure on this person in order to assess his ability to deal with more assertive individuals and whether his fear of rejection, trouble and hassle would affect the job role.

## INTERVIEW QUESTIONS

We recommend that you follow your usual interview technique with regard to Resume, education, experience, knowledge and other special needs. The following questions have been selected to assess Scott Smyth's

potential shortfalls in relation to the selected type of role. The full battery of questions should be used.

Discussion objective "D"

Will Scott Smyth keep going in order to win his way or is he likely to give in too soon?

- What are the essential characteristics of a sales person.
- Which of these characteristics do you possess.
- Do you think a sales person has to drive hard in order to be successful.
- How do you overcome your weaknesses. Give me some practical examples.
- Tell me about the way you close a deal.
- Do you ever wish you were a bit more assertive.

Notes:

Discussion objective "i"

Can Scott Smyth modify his behavior in order to accommodate others and could his dislike of rejection get in the way of results?

- If you are selling to a slow and unemotional person, how do you feel.
- How do you create a quick relationship with such people.
- Do you change your style with such people.
- If yes, what do you do.
- What about selling to a very aggressive person, how do you feel.
- Do you ever feel rejected.
- If yes, how do you overcome it.
- Have you ever felt demotivated by a manager.
- If yes, describe that manager to me.

Notes:

Discussion objective "S"

How easily does Scott Smyth become bored?

- Tell me about the most boring job you have ever had.
- How long did you stay in that job.

How quickly did you know it was going to bore you.

- Can you tell me why you failed to assess that you would be bored with the job before you took it on.

- Do you think this job will bore you.
- Explain how you have come to that conclusion.

Notes:

Discussion objective "C"

Is Scott Smyth flexible enough for a sales role?

- Do you enjoy coping with a variety of things at the same time.
- Tell me about the variation you think you would find in this job.
- Do you think sales people have to make quick decisions to gain sales.
- Give me some instances of how and when a sales person would decide to try to close a deal.
- Are you a quick decision taker.
- Give me some occasions when you had to take quick decisions.
- Have you decided if you want this job.
- If yes, why. If no, why not.

Notes:

### **User Guidance**

It should be noted that these questions are specifically designed for first interview stage only, i.e. initial screening. Further useful information for initial interviews can be obtained from a "Strengths and Limitations" report.

If this candidate is to be considered further, the PPA Profile report will provide additional detail. It includes information about likely behavior under pressure, frustrations, how Scott Smyth is best motivated and the ideal style for his supervisor.

# MANAGEMENT QUESTIONNAIRE

## CHARACTERISTICS

Friendly, persuasive, participative, self-starter, direct, assertive, active, mobile, logical, systematic, sometimes careful, communicative, forceful, competitive, eager and alert.

## MANAGEMENT COMPATIBILITY

Scott Smyth is likely to manage others through his knowledge and expertise. He has the ability to absorb and impart information to others and as such will clearly define tasks and responsibilities. He prefers standard operating procedures to work from, but once these guidelines are in operation he will work to achieve an end result. Decision making is likely to be based on facts and figures and there may be a reluctance to take action until these are produced. He is a person who plans in a detailed manner but may become bored with routine or repetitive administrative duties.

Potential weaknesses in terms of a management role are likely to be if Scott Smyth is in a position that lacks rules, procedures and set guidelines to work from. He may become uncomfortable in such a role, preferring one that is more specific by nature and one where the adherence to rules and procedures are important aspects. His need for accuracy and reluctance to make impulsive decisions may frustrate colleagues who wish to move quicker than himself. He may not enjoy disciplining others but will not hesitate to do so if he feels that rules and procedures have not been adhered to.

Scott Smyth is likely to be better suited to a role within a specific area of expertise where a logical and systematic approach are integral to the function. There is a tendency for Scott Smyth to be cautious at times, especially in areas outside his area of expertise. As such there should be the opportunity to seek support and reassurance if necessary.

## INTERVIEW HINTS

Begin the interview in an easy going manner. Let this communicative and logical person feel at ease and ask questions. Assess at this stage how rules oriented and specific he is likely to be and whether this could enhance or deter his performance in the role. At a later stage in the interview begin to take over, become much more assertive and challenge his observations. Test his decision making, could he cope with everyday general decisions or purely ones that are relevant to his area of expertise.

## INTERVIEW QUESTIONS

We recommend that you follow your usual interview technique with regard to Resume, education, experience, knowledge and other special needs. The following questions have been selected to assess Scott Smyth's potential shortfalls in relation to the selected type of role. The full battery of questions should be used.

Discussion objective "D"

Will Scott Smyth keep going in order to win his way or is he likely to give in too soon.

- What do you think are the essential characteristics of a manager within a company such as this.
- Which of these characteristics do you possess.
- Do you think a manager has to drive hard in order to be successful.
- What are your main weaknesses as a manager.
- How do you overcome your weaknesses. Give me some practical examples.
- Tell me about the way you manage people.
- Do you ever wish you were a bit more assertive.
- If yes, how could you achieve that without training.

Notes:

Discussion objective "i"

Can Scott Smyth modify his behavior in order to accommodate others and could his dislike of rejection get in the way of results?

- If you are managing a slow and unemotional person, how do you feel.
- How do you create a quick relationship with such people.
- Do you change your style with such people.
- If yes, what do you do.
- How do you feel when you have to manage a very aggressive person.
- Do you ever feel rejected.
- If yes, how do you overcome it.
- Have you ever felt demotivated by either your team or a manager.
- If yes, describe that person to me.

Notes:

Discussion objective "S"

How easily does Scott Smyth become bored?

- Tell me about the most boring job you have ever had.
- How long did you stay in that job.
- How quickly did you know it was going to bore you.
- Can you tell me why you failed to assess that you would be bored with the job before you took it on.
- Do you think this job will bore you.
- Explain why you have come to that conclusion.

Notes:

Discussion objective "C"

Is Scott Smyth flexible enough for a management role?

- Do you enjoy coping with a variety of things at the same time.
- Tell me about the variation you think you would find in this job.
- Do you think managers have to make quick decisions in order to achieve results.
- Give me some instances of when you had to make quick decisions and tell me about the result.
- Are you usually a quick decision maker.
- Have you decided if you want this job.
- If yes, why. If no, why not.
- Do you think I am likely to offer you the job.
- Why do you think that.

Notes:

### **User Guidance**

It should be noted that these questions are specifically designed for first interview stage only, i.e. initial screening. Further useful information for initial interviews can be obtained from a "Strengths and Limitations" report.

If this candidate is to be considered further, the PPA Profile report will provide additional detail. It includes information about likely behavior under pressure, frustrations, how Scott Smyth is best motivated and the ideal style for his supervisor.

# GENERAL QUESTIONNAIRE

## CHARACTERISTICS

Friendly, communicative, persuasive, inquisitive, assertive, active, eager, restless, sometimes careful, systematic, logical, driving, forceful and competitive.

## GENERAL REVIEW

Scott Smyth likes to achieve results in a friendly, logical and accurate manner. He is specific by nature and has the ability to both absorb and impart information to others. His innate need to get things right makes him a detailed problem solver and as a result of his ability to communicate both verbally and in writing can usually convey his finding to others. He prefers to be given standard operating procedures to work to and enjoys an environment where the adherence to rules and the maintaining of quality and standards are of the utmost importance. Scott Smyth dislikes making impulsive decisions and may be reluctant to take action until he is confident he is making the right move. Because of his need for variety and change, he may become frustrated by nitty-gritty administrative duties.

Scott Smyth is likely to be best suited to a position where he can achieve results in an environment that is of a specialist/technical nature. There should be the opportunity to work with people while at the same time maintaining quality and standards.

## INTERVIEW HINTS

During the initial stages of the interview allow Scott Smyth to feel relaxed and comfortable. This is important if the job requires a person who can communicate with others. Encourage him to talk about himself and to ask you questions. He should have the ability to talk freely within his area of expertise, but may be cautious if he feels unsure.

If however the role in question is likely to be extremely pressurized or requires Scott Smyth to deal with people who are stronger than himself, you should begin to speed up the interview. Start to challenge his observations and question what he is saying. He will either face you head on or alternatively he may back off in order to avoid trouble and hassle. Could this affect job performance?

## INTERVIEW QUESTIONS

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Discussion objective "D"

Will Scott Smyth keep going in order to win his way or is he likely to give in too soon?

- What do you think are the essential characteristics of a person within a company such as this.
- Which of these characteristics do you possess.
- Do you think a person has to drive hard in order to be successful.
- What do you think are your main weaknesses.
- How do you overcome your weaknesses. Give me some practical examples.
- Tell me how you have in the past related to your work colleagues.
- Do you ever wish you were a bit more assertive.
- If yes, how could you achieve that without training.

Notes:

Discussion objective "i"

Can Scott Smyth modify his behavior in order to accommodate others and could his dislike of rejection get in the way of results?

- If you are dealing with a slow and unemotional person, how do you feel.
- How do you create a quick relationship with such people.
- Do you change your style with such people.
- If yes, what do you do.
- How do you feel when you have to cope with a very aggressive person.
- Do you ever feel rejected.
- If yes, how do you overcome it.
- Have you ever been demotivated by either your work colleagues or your manager.
- If yes, describe what happened.

Notes:

Discussion objective "S"

How easily does Scott Smyth become bored?

- Tell me about the most boring job you have ever had.

- How long did you stay in that job.
- How quickly did you know it was going to bore you.
- Can you tell me why you failed to assess that you would be bored with the job before you took it on.
- Do you think this job will bore you.
- Explain how you have come to that conclusion.

Notes:

Discussion objective "C"

Is Scott Smyth flexible enough for the role?

- Do you enjoy coping with a variety of things at the same time.
- Tell me about the variation you think you would find in this job.
- Do you think people have to make quick decisions in order to achieve results.
- Give me some instances of when you had to make quick decisions and tell me about the result.
- Are you usually a quick decision taker.
- Have you decided if you want this job.
- If yes, why. If no, why not.
- Do you think I am likely to offer you the job.
- Why do you think that.

Notes:

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