



SELECT for **Convenience Stores**

Select for Convenience Store
contributes to:

A Reliable Workforce With Integrity

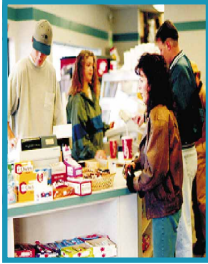
Better Customer Relations

Improved Sales

Increased Customer Loyalty



SELECT for Convenience Stores



IDENTIFY

top performing:

- ▶ Convenience Stores Associates
- ▶ Clerks
- ▶ Gas Station Attendants

MEASURES

the key dimensions of the service personality:



Positive Service Attitude

Favorable view of customers and the service role

Energy Level

Active and productive

Frustration Tolerance

Emotionally optimistic and resilient

Accommodation to Others

Willing to meet the needs of other people

Acceptance of Diversity

Tolerates others different from self

Self-Control

Refrains from impulsive behavior

Integrity

Strong work ethic

Retail Math

A test of basic arithmetic, making change and doing simple price markdowns

Counterproductive Behaviors

Attitudes toward drug use, reliability and theft

Willingness To Do Common C-Store Tasks

The Survey is....

Simple to administer and score

Short (15 minute administration time)

Easy to customize and validate for your organization

Internet Ready for greater flexibility



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