

**Comparability Form**  
**AccuVision Supermarket System**

**Comparability Form**

<i>Names of group members</i>	<i>Titles</i>
_____	
_____	
_____	
_____	

<i>Job/job family for which evaluation is being made</i>

<i>Date</i>

**Comparability Form**  
**AccuVision Supermarket System**  
**Part One**  
**Customer Service / Sales**

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**Interacting with Others - Customer Service:**

- Does the position require optimizing customer satisfaction and increasing customer retention through positive interactions with customers (e.g., accurately perceiving customer needs and/or problems and choosing a course of action that will promote a positive store image)?
- Is taking action to ensure the quality of work performed by self and peers (i.e., commitment to quality) necessary for the position?
- Does the position require an individual to exercise sound judgment and reason in determining courses of action to pursue (e.g., referring sensitive or difficult customer situations to management)?

**Interacting with Others - Sales:**

- Does the position require clarifying customers' needs, concerns and potential receptivity to additional sales efforts?
- Does the position require an individual to actively influence customers to make specific purchases?

**Learning-to-Learn:**

- Does the position require recognizing, using, learning, applying, and/or adapting new knowledge and skills in both familiar and changing situations?

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The Resource Connection  
525 Sheridan Blvd.  
Orlando, FL 32804  
407-426-0511 / 888-426-0511  
[leilani@resourceconnection.com](mailto:leilani@resourceconnection.com)

**Comparability Form**  
**AccuVision Supermarket System**  
**Part Two**  
**Customer Service**

**Interacting with Others - Customer Service:**

- Maintains customer satisfaction by providing specific product information in response to perceived or stated needs.
- Increases customer loyalty by addressing concerns regarding product quality and pricing practices.
- Interacts patiently and appropriately with customers having special requirements or needs (e.g., aged customers, handicapped customers, etc.).
- Interacts with demanding or dissatisfied customers in a polite and helpful manner.
- Explains store policies and procedures to customers for the purpose of managing customers' future expectations.
- Proactively assists customers in order to make their shopping experiences pleasant and easy.
- Seeks to find alternative solutions to customers' requests when the customer's direct request cannot be performed.
- Proactively assists peers for the purpose of increasing the overall quality of store operations.
- Recognizes when to personally handle customer concerns versus when to refer customers to store management personnel.
- Prioritized conflicting work activities and time demands.
- Uses sound judgment when applying store policy to individual situations.

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# Comparability Form

## AccuVision Supermarket System

### Part Two

### Sales

#### **Interacting with Others - Sales:**

- Determines when other store personnel can more effectively assist customers.
- Clarifies unusual or unique requests in order to determine best means of dealing with them.
- Clarifies needs of customers in order to determine individual products/services best suited for the customer.
- Provides useful information and products/services, suggestions/alternatives to customers in order to facilitate purchase decisions.
- Presents products in a positive manner in order to increase their attractiveness to customers.
- Influences sales by maintaining high quality service when faced with conflicting pressures (e.g., customer wait time, high workload, time constraints, etc.).
- Overcomes customers' concerns regarding pricing/quality issues relative to competitors.
- Maintains customer loyalty and goodwill by making sound decisions concerning refunds, returns, surcharge, etc.

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