

Sales Competency Assessment



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Participants will be tested on their knowledge and application of retail/transactional/direct selling techniques as well as other areas that will provide valuable insight with regard to challenges that affect performance and business goals.

Target: Sales Representatives – Retail/Transactional

Features

Participants will complete an online questionnaire that will test the following (not limited or restricted):

- Aptitude - measures problem solving ability, critical thinking, attention to detail, and learning ability
- Personality - measures behavioral traits and tendencies
- Skills - evaluates customer service and sales-related competencies, from reading and math ability to typing, Microsoft Office, computer skills

Facilitator



Carla Charles-Yee, is the Lead Facilitator and Learning Experience Specialist with Yes Careers Ltd. She has designed and facilitated training to hundreds in the fields of sales, customer service, supervision, business/telephone etiquette, team building, office administration, career management, personal branding and image.

She had also been certified by the Behavioral Science Research Press, Inc. to facilitate training and coach salespersons to eliminate their self-defeating behaviours resulting from **Sales Call Reluctance™**.

Her working experience spans 30 years in human resources, training and development, instructional design, sales and service. She is a graduate of the University of the West Indies and holds a Masters in Instructional Design Technology as well as a Post-Graduate Diploma in Instructional Design with Distinction. She has pursued studies with the University of Leicester, UK and was awarded with a Certificate in Training Practice and a Diploma in Training and Development.

Recruitment and Talent Development
Customer Service Transformation
Sales Development



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Reinventing the Future
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Workforce

Yes Careers Limited
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difference



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