

# To “Do it Best”, We “Hire The Best”

## Don’t Apply....Qualify

Most stores simply ask people to apply. To “Do it Best” we have to “Hire The Best”. Therefore, we have developed a **qualification**, which is more thorough than a typical application. Our **qualification** compares your responses with those of successful “Do it Best” team members who enjoy their work.

Our **Do it Best Qualification** is a “win-win”. It is a “win” for you because if you qualify, you will likely enjoy the work and have a good “Do it Best” career. It is a “win” for us to add team members who “Do it Best”.

Take your time on the **Qualification** and “Do it Best”!

## Do it Best Team Member Qualification

(Please fill out completely)

Name \_\_\_\_\_ Phone Number \_\_\_\_\_

Address \_\_\_\_\_  
street city state zip

# Background Information

## Part 1

How many miles from your last high school attended is it to this "Do It Best" store?  
\_\_\_\_\_ miles

How many minutes is it from your residence to this "Do It Best" store?  
\_\_\_\_\_ 10 min. or less      \_\_\_\_\_ 11 - 20 min.      \_\_\_\_\_ more than 20 min.

Have you worked weekends? \_\_\_\_\_ yes      \_\_\_\_\_ no

If "yes", give examples: \_\_\_\_\_

Have you worked retail? \_\_\_\_\_ yes      \_\_\_\_\_ no

If "yes", give examples: \_\_\_\_\_

Have you worked "off shifts"? (work other than 8 am-5 pm Monday through Friday)?

\_\_\_\_\_ yes      \_\_\_\_\_ no

If "yes", give examples? \_\_\_\_\_

### **Past Work Experience (list most recent job first)**

Name of Company	Job Responsibilities	Wage	Dates	
			From	To

May we contact your supervisor? \_\_\_\_\_ yes      \_\_\_\_\_ no

If "yes", list supervisor's name and phone number: \_\_\_\_\_

Name of Company	Job Responsibilities	Wage	Dates	
			From	To

May we contact your supervisor? \_\_\_\_\_ yes      \_\_\_\_\_ no

If "yes", list supervisor's name and phone number: \_\_\_\_\_

If this will be your **first full-time job**, please furnish a high school transcript. (Your high school can tell you how to obtain.)

\_\_\_\_\_ Yes, I will furnish      \_\_\_\_\_ No, I cannot furnish

I am responsible for supporting:

myself     myself and 1 other     myself and more than 1 other

I learned that Do It Best was hiring from:  advertisement     banner

current Do It Best team member (please provide name of current team member \_\_\_\_\_ and if  friend or  relative)

"word of mouth"     other (please explain): \_\_\_\_\_

Before I was interested in a job here, I had been in the store:  yes     no

If "yes", for what purpose were you in the store? \_\_\_\_\_

## Position Specific Questions

### Part 2

This section asks you to respond **only** to the questions for which you are qualifying. For example, if you are qualifying for a sales position, answer **only** the sales questions.

**Position qualifying for:**

cashier     sales     stocker     warehouse     delivery

### Cashier:

I have had previous jobs handling money:  yes     no

If "yes", give examples: \_\_\_\_\_

I have had previous jobs waiting on customers:  yes     no

If "yes", give examples: \_\_\_\_\_

I have had previous jobs where understanding basic arithmetic was required:

yes     no

If "yes", give examples: \_\_\_\_\_

I have had previous jobs working under pressure:  yes     no

If "yes", give examples: \_\_\_\_\_

## Sales:

I have had previous sales jobs: \_\_\_\_\_ yes \_\_\_\_\_ no

If "yes", give examples: \_\_\_\_\_

I have had previous jobs working with customers: \_\_\_\_\_ yes \_\_\_\_\_ no

If "yes", give examples: \_\_\_\_\_

### **"Do It Best" Sales Sequence**

The following are parts of the Do It Best sales process. Put them in the order they usually occur in the sales process. "1" is first to "5" is last

_____ uncovering customer's needs	_____ demonstrating product knowledge
_____ establishing a relationship	_____ answering objections
_____ asking for a commitment	

Rate your sales ability on a 1=low to a 10=high for each part of the sales process.

_____ uncovering customer's needs	_____ demonstrating product knowledge
_____ establishing a relationship	_____ answering objections
_____ asking for a commitment	

## Stocker:

I have had previous jobs stocking: \_\_\_\_\_ yes \_\_\_\_\_ no

If "yes", give examples: \_\_\_\_\_

I have had previous jobs involving repetitious tasks (same thing over and over):

\_\_\_\_\_ yes \_\_\_\_\_ no

If "yes", give examples: \_\_\_\_\_

I have had previous jobs that required me to be on my feet the entire shift:

\_\_\_\_\_ yes \_\_\_\_\_ no

If "yes", give examples: \_\_\_\_\_

## **Warehouse:**

I am able to lift 100 lbs.: \_\_\_\_\_ yes \_\_\_\_\_ no

If "yes", give examples: \_\_\_\_\_

I have had previous jobs that required bending and reaching: \_\_\_\_\_ yes \_\_\_\_\_ no

If "yes", give examples: \_\_\_\_\_

I have "picked" orders: \_\_\_\_\_ yes \_\_\_\_\_ no

If "yes", give examples: \_\_\_\_\_

I have worked in "hot and cold" temperatures: \_\_\_\_\_ yes \_\_\_\_\_ no

If "yes", give examples: \_\_\_\_\_

I can operate a forklift: \_\_\_\_\_ yes \_\_\_\_\_ no \_\_\_\_\_

If "yes", give examples: \_\_\_\_\_

## **Delivery:**

I have a valid driver's license: \_\_\_\_\_ yes \_\_\_\_\_ no

I have previous delivery experience: \_\_\_\_\_ yes \_\_\_\_\_ no

If "yes", give examples: \_\_\_\_\_

I have had experience working where I received very little supervision:

\_\_\_\_\_ yes \_\_\_\_\_ no

"If "yes", give examples: \_\_\_\_\_

I have had customer service experience: \_\_\_\_\_ yes \_\_\_\_\_ no

If "yes", give examples: \_\_\_\_\_

# Do It Best Team Member Characteristics

## Part 3

The following are groups of three characteristics that might describe you. Distribute 10 points among the three characteristics. The points may be distributed in any manner that results in the total being 10. The more points assigned, the more descriptive of you is the characteristic.

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### Examples:

			Possible Answers
Person X	(1)	Liking hamburgers	<u>3</u>
	(2)	Liking chicken	<u>3</u>
	(3)	Liking fish	<u>4</u>
	Total		10
Person Y	(1)	Liking hamburgers	<u>2</u>
	(2)	Liking chicken	<u>5</u>
	(3)	Liking fish	<u>3</u>
	Total		10
Person Z	(1)	Liking hamburgers	<u>10</u>
	(2)	Liking chicken	<u>0</u>
	(3)	Liking fish	<u>0</u>
	Total		10

All answers are acceptable because they total 10.

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Distribute points in any way so that all groups total 10 and are descriptive of you.  
(Use whole numbers only)

- A.
1. Stressing accuracy (making sure the work is precise/accurate) \_\_\_\_\_
  2. Showing initiative (doing things without waiting to be told) \_\_\_\_\_
  3. Being organized (being systematic and planful at work) \_\_\_\_\_
- 10
- B.
4. Demonstrating independence (being self-directed; doing what needs to be done) \_\_\_\_\_
  5. Providing customer service (willingness to listen and serve customers) \_\_\_\_\_
  6. Maintaining punctuality (being on time for work) \_\_\_\_\_
- 10

- |    |  |       |
|----|--|-------|
| C. | 7. Practicing teamwork (being willing to help out other Do It Best team members)   | _____ |
|    | 8. Following instructions (doing what my supervisor asks; following work rules)    | _____ |
|    | 9. Exhibiting creativity (looking for ways to improve the store)                   | _____ |
|    |  | 10    |
| D. | 10. Willingness/ability to learn (being open to better ways of performing the job) | _____ |
|    | 11. Demonstrating thoroughness (paying attention to details)                       | _____ |
|    | 12. Being dependable (showing up for work when scheduled)                          | _____ |
|    |  | 10    |

From the previous 12 characteristics, you **must list the 4 characteristics** that are “most descriptive” of you. (Use the number of the characteristics such as A-3, B-4, etc) Next, you **must list the 4 characteristics** that are “least descriptive” of you. (Again, use the number of the characteristics such as A-3, B-4, etc.) More than one characteristic could come from the same group; however, they don’t have to be from the same group.

Most Descriptive      \_\_\_\_\_      \_\_\_\_\_      \_\_\_\_\_      \_\_\_\_\_

Least Descriptive      \_\_\_\_\_      \_\_\_\_\_      \_\_\_\_\_      \_\_\_\_\_

## Do It Best Supervisory Preferences

### Part 4

As in Part 3, distribute the points so that each set totals 10.

- |    |   |       |
|----|---|-------|
| 1. | I prefer a supervisor who:                                  |       |
|    | a. provides instruction and guidance.                       | _____ |
|    | b. allows freedom to learn on my own                        | _____ |
|    | c. provides recognition.                                    | _____ |
|    |   | 10    |
| 2. | I prefer a supervisor who:                                  |       |
|    | a. is technically very competent in the task at Do It Best. | _____ |
|    | b. understands how Do It Best works.                        | _____ |
|    | c. has excellent relationship skills.                       | _____ |
|    |   | 10    |

3. I prefer a supervisor who:
- a. shares information. \_\_\_\_\_
  - b. behaves fairly. \_\_\_\_\_
  - c. accepts responsibility. \_\_\_\_\_

10

4. If my supervisor did something with which I disagreed, I would:
- a. confront my supervisor about it. \_\_\_\_\_
  - b. do nothing – after all, it is their responsibility. \_\_\_\_\_
  - c. tell my supervisor’s superior about the situation. \_\_\_\_\_

10

5. I prefer a supervisor:
- a. with whom I can discuss personal problems. \_\_\_\_\_
  - b. who separates work from personal life. \_\_\_\_\_
  - c. who I can approach on my own. \_\_\_\_\_

10

## “Fit” with Do It Best Team Members

### Part 5

The purpose of this section is to assess your ability to evaluate how your potential team members think/feel. The closer you are to the Do It Best team’s response, the better the “fit”. Circle the answer that “best” describes how you feel the “Do It Best” team feels/thinks. **SA** = Strongly Agree, **A** = Agree, **U** = Undecided/Uncertain, **D** = Disagree, and **SD** = Strongly Disagree.

1. It is “ok” to take items like pencils and paper clips home for personal use. That is part of the team orientation.

SA            A            U            D            SD

2. If a team member hears another team member “bad mouth” the owner, the team member should tell the owner.

SA            A            U            D            SD

3. A team member should cover for another team member who is a few minutes late to work.

SA            A            U            D            SD

4. A team member comes to work under the influence of alcohol. Other team members should inform the manager.

SA            A            U            D            SD

5. It is "ok" for unmarried team members to date each other.

SA            A            U            D            SD

6. After making a delivery, team members stop at a fast food restaurant for a coffee break.

SA            A            U            D            SD

7. A team member's car won't start. Another team member offers a ride, even though it is a half-hour out of the way.

SA            A            U            D            SD

8. Team members "hang out" together during non-work time.

SA            A            U            D            SD

9. An item is priced lower than what it should be. The team member tells the customer the error and informs the customer that he will have to pay the correct price – which is higher.

SA            A            U            D            SD

10. Team members take store items (such as tools) home for personal use and then return them.

SA            A            U            D            SD

11. Team members feel that the "mission" of the store is important.

SA            A            U            D            SD

12. Team members feel that management "pushes" customer service too much.

SA            A            U            D            SD

13. Team members like a “family” orientation at work.

SA            A            U            D            SD

14. A team member hears a fellow team member treating a customer poorly. The team member does nothing because it is none of his/her business.

SA            A            U            D            SD

15. A team member is always “sucking up” to the manager. Other team members inform the manager that he/she is being “conned”.

SA            A            U            D            SD

16. Team members genuinely enjoy helping customers.

SA            A            U            D            SD

17. Team members feel bad when they are late or absent because they let other team members down.

SA            A            U            D            SD

18. Team members should always put Do It Best first.

SA            A            U            D            SD

19. People over 35 years old make the best team members.

SA            A            U            D            SD

20. The best team members are capable of “putting on a happy face” when they come to work, even if they have personal difficulties.

SA            A            U            D            SD

# Do It Best Expectations

## Part 6

Hourly wage expected:     \$ \_\_\_\_\_

If hired by Do It Best, I would commit to \_\_\_\_\_ months of employment.

Qualifant signature \_\_\_\_\_ Date \_\_\_\_\_  
(applicant)

I hereby authorize this Do It Best member to make inquiries about me to schools, investigative credit agencies, prior employers, and other entities, and I authorize those entities to release information about me.

I understand that this Do It Best member may require me to undergo a pre-employment drug screen. I agree to take a drug screen at the facility designated and I authorize the release of the results of the drug screen to this Do It Best member.

I certify that all information I provided is truthful to the best of my ability and understand that inaccurate information may serve as a basis for dismissal.

Qualifant signature \_\_\_\_\_ Date \_\_\_\_\_