

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”.

Kief Hardware 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 Kief Hardware?
_____ miles

How many minutes is it from your residence to Kief Hardware?
_____ 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 - 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 Kief Hardware was hiring from: advertisement banner
 current Kief Hardware 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 **applying** for.

For example, if you are qualifying for a sales position, answer **only** the sales questions.

Position applying 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 Kief Hardware 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

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 require 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: _____

I have had experience pulling a trailer: _____ yes _____ no

If “yes”, give examples: _____

Kief Hardware 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.

Examples:

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

All answers are acceptable because they total 10

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) _____

- 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 Kief Hardware 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 _____ _____ _____ _____

Kief Hardware 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 Kief Hardware _____
 - b. understands how Kief Hardware 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

“Fit” with Kief Hardware 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 Kief Hardware team’s response, the better the “fit”. Circle the answers that “best” describes how you feel the “Kief Hardware” 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-working 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 the 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 Kief Hardware 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

Kief Hardware Expectations

Part 6

Hourly wage expected: _____

Or

Monthly wage expected: _____

Part Time: _____

Full Time: _____

If hired by Kief Hardware, I would commit to _____ months of employment.

Kief Hardware is opened from 7 AM – 7 PM 7 days a week.

Do you think there is any time that you couldn't be scheduled for work during business hours? _____ yes _____ no

If so, why? _____

Qualifant signature _____ **Date** _____
(applicant)

I hereby authorize Kief Hardware 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 Kief Hardware 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 Kief Hardware. _____ yes _____ no

I certify that all information I provided is truthful to the best of my ability and Understand that inaccurate information my serve as a basis for dismissal. _____ yes _____ no

I understand that Kief Hardware is a smoke free environment. I will be able to abide by this rule: _____ yes _____ no

I am 18 years of age or older: _____ yes _____ no

My hobbies and interest are: _____

General Comments: _____

In the event of an emergency please contact:

Name Number Relationship

Qualifant signature _____ Date _____