



Understanding Retail

Handout 2

The “Great Store Manager” Quiz

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So how good are you at managing those who work for you?

Test yourself with this quiz.

Rate yourself from one to 10 (the highest level) on each of these 10 questions.

Then calculate your score, the closer to 100 the better you are doing.

	Question	Never	Seldom	Often	Regularly
1.	"I challenge employees to set new performance goals."	1	3	5	10
2.	"I coach employees to resolve performance problems."	1	3	5	10
3.	"I encourage employees to contribute new ideas."	1	3	5	10
4.	"I take an interest in my employees' personal lives."	1	3	5	10
5.	"I delegate well."	1	3	5	10
6.	"I communicate my priorities and directions clearly."	1	3	5	10
7.	"I resolve conflicts in a productive way."	1	3	5	10
8.	"I behave in a professional manner at work."	1	3	5	10
9.	"I inspire my employees with a dynamic personality."	1	3	5	10
10.	"I am a good listener."	1	3	5	10

SCORE				
FINAL SCORE				