



product brief





what it measures

Part of the KCP Questionnaire Series, the RSP is a self-report questionnaire specifically designed for use in retail and other customer facing environments. It provides insights into a range of characteristics that are critical to successful retail sales performance.

Derived from many job analysis studies that KCP has conducted over the past 20 years, the RSP scales were selected for their ability to predict high performers in fashion sales, general retailing and supermarket environments.

Our research has enabled us to develop profiles that cover a very broad range of retail positions from sales assistants, counter assistants, checkout operators, fresh food sales people and shelf fillers.



rsp scales

THE RSP SCALES

Confident

Empathetic

Systematic

Conscientious

Detailed

Resilient

Energetic

The RSP Profile and Report provides:

A full narrative report on each of the scales

Graphical representation of the scores



suitability and training

The RSP is suitable for use with sales assistants, counter assistants, checkout operators, fresh food sales people and shelf fillers.

Administration and scoring only training requirements

Level A Certificate of Competence in Test Administration

Interpretation and Feedback training requirements

Level B - Full or Intermediate Certificate of Competence required.

Users of other substantive questionnaires, e.g. I6PF, OPQ^(R) or CPI may access RSP immediately.

benefits

- High reliability
- Proven to predict above average performance
- Can be administered via paper-and-pencil, PC or online
- Quick to administer (approx 10-12minutes)
- Competitively priced - no expensive leasing fees



prices

Administration:

- *online*
- *paper & pencil*

	£
Online:	
Admin/profile chart	5.00 *
Admin/report	5.00 *
Paper & pencil:	
RSP admin & scoring	30.00 *
RSP booklets (5s)	95.00
Answer sheets (25s)	60.00 *
Profile charts (25s)	95.00 *
Scoring keys	20.00 *

* Subject to VAT @ 17.5%

