

SEARS APPLICATION HOW TO GUIDE

If you need any sort of accommodation as you begin the application process, call 855-362-2538 or email ENABLEU@searshc.com to inquire about and access necessary accommodations.

Tangram has compiled some tips and tricks to take into consideration before beginning the application and assessment process, as well as some general ideas about how to approach crafting your answers.

BEFORE YOU BEGIN

- The Sears application is broken down into two parts: the application and the assessment. Combined, these two parts could take between **one and two hours** to complete.
- For the application portion, it may be helpful to have a copy of your resume and references handy to reference while completing the application.
- It may also be helpful to have a pen and paper to jot notes down if you feel necessary.

DURING THE PROCESS

Don't get discouraged or overwhelmed- take a deep breath and relax! Sears has a welcoming culture that is dedicated to hiring a diverse workforce.

- When filling out the initial application portion, take as much time as you need, but try to complete it in one sitting. You can exit the page and return to where you left off.
- When filling out the assessment portion, if you get frustrated, you can always close out, take a break, and pick back up where you left off at a better time.

The assessment portion of questions can be divided into a couple of different subsections- personality tests, situational judgment tests and math tests.

-**Personality questions** assess whether you would be a good fit with the company's ideals and principles.

-**Situational judgment tests** deal with employee/customer conflicts and how you would handle the given situation. For example, one situational judgment test could be how you interact with a disgruntled customer interrupting you while assisting a different customer.

-**Math questions** pertain to how well you can read and assess graphs, as well as long lists like skew numbers or product numbers.

STRATEGIES FOR TAKING THE ASSESSMENT

You will be asked questions on how long it takes you to finish tasks, as well as prioritizing them. Keep this in mind as you choose the correct answer for assessment questions.

- The assessment may challenge your task management skills. Choose options that will directly help the customer, and avoid telling the customer how to take care of it themselves.
- Always put the customer first. While you may be given many daily tasks, if a customer interrupts you as you are taking care of one, always stop and assist the customer, then return to your task.
- Avoid placing blame when answering questions. Answers like "I can't help because this is my first job" or "My manager never taught me that, so I can't help" usually are not the best choice.
- Take sufficient time to answer the question correctly, but avoid dwelling on one question or taking too long. Taking too long will aggravate the "customers".
- Take breaks as needed! Always close out of the assessment window when you need to take a break. Your progress saves automatically. So don't worry about trying to save when you need to take a break. Sears will email you with a link directing you to pick up where you left off.