

Retail Manager Interview Questions And Answers Guide.



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Retail Manager Job Interview Preparation Guide.

Question # 1

What is retail management?

Answer:-

A process of promoting greater sales and customer satisfaction by gaining a better understanding of the consumers of goods and services produced by a company. A typical retail management strategy for a manufacturing business might research the retail process that distributes the finished products created by the business to consumers to determine and satisfy what buyers want and require.

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Question # 2

What are the roles and responsibilities of Retail Manager?

Answer:-

- * Human Resources, recruiting, performance management, and schedule workplace scheduling
- * Store business operations, including managing profit and loss, facility management, safety and security and banking, reassuring bank deposits are accurate
- * Product management, including ordering, receiving, price changes, handling damaged products, and returns
- * Team Development, facilitating staff learning training, and development
- * Problem solving, handling unusual circumstances
- * To understand the customer service principles
- * To handle problems and questions to customers

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Question # 3

Who is Retail Manager?

Answer:-

A retail manager is the person ultimately responsible for the day-to-day operations (or management) of a retail store. All employees working in the store report to the retail manager. A store manager reports to a district or general manager.

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Question # 4

What is the mean of sales generation?

Answer:-

A store manager must meet the monthly, quarterly, or annual sales goals, depending on the company's fiscal cycle. This involves setting individual sales goals (quotas), holding contests for employees, or offering sales promotions.

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Question # 5

How you manage difficult customers?

Answer:-

Describing a difficult situation that you had with a customer and how you resolved the conflict is an example of a typical retail management interview question. This type of question judges your problem solving and customer service skills. When answering, use an example from your previous management or retail experience. Briefly address what the conflict was and its cause before outlining your response and the outcome of the situation.

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Question # 6

What you likes and dislikes?

Answer:-

Another typical interview question is about what you liked and didn't like about a previous position. Often when this question is asked, the interviewer specifies a particular position listed on your resume. When answering this question it is common to list the pros and cons of the position, however, avoid speaking about negative



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aspects of a previous position or employer. Use specific examples and start and end the answer on a positive note.

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Question # 7

What is Management Experience?

Answer:-

When interviewing for a retail management position it is expected that you have some sort of management training or experience. The interviewer may ask you about how you would perform for the store for which you're interviewing. This is a hypothetical situation question to probe what you may offer the store if you are hired as manager. When answering, outline a plan of action that you would implement as manager. Detail how you would manage employees, control costs and store loss, and meet or exceed store goals.

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Question # 8

How do you take tough decisions?

Answer:-

Retail managers are often faced with tough decisions, particularly when it comes to employees. Examples of these types of decisions include hiring, firing, settling disputes and scheduling conflicts. This type of question may test your integrity, ethics and leadership skills. An example of this type of question is what you would do if you caught an employee stealing. Common things to consider when answering this question are mounting an investigation, speaking with the employee and store ownership, and reprimanding or terminating the employee.

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Question # 9

What are your Problem solving skills?

Answer:-

The store manager should also possess ample problem solving skills that would ensure that the entire store workforce works in harmony and is supportive to each other. This is by far the most important responsibility of the store manager, because without a proper work force, no product can survive in the market.

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Question # 10

Tell me why did you leave your last job?

Answer:-

This should be a straightforward question to answer, but it can trip you up. Presumably you are looking for a new job (or any job) because you want to advance your career and get a position that allows you to grow as a person and an employee. It's not a good idea to mention money here, it can make you sound mercenary. And if you are in the unfortunate situation of having been downsized, stay positive and be as brief as possible about it. If you were fired, you'll need a good explanation. But once again, stay positive.

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Question # 11

What do you know about our company?

Answer:-

Do your homework before you go to any interview. Whether it's being the VP of marketing or the mailroom clerk, you should know about the company or business you're going to work for. Has this company been in the news lately? Who are the people in the company you should know about? Do the background work, it will make you stand out as someone who comes prepared, and is genuinely interested in the company and the job.

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Question # 12

Tell me why do you want to work at X Company?

Answer:-

This should be directly related to the last question. Any research you've done on the company should have led you to the conclusion that you'd want to work there. After all, you're at the interview, right? Put some thought into this answer before you have your interview, mention your career goals and highlight forward-thinking goals and career plans.

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Question # 13

Tell me what relevant experience do you have?

Answer:-

Hopefully if you're applying for this position you have bags of related experience, and if that's the case you should mention it all. But if you're switching careers or trying something a little different, your experience may initially not look like it's matching up. That's when you need a little honest creativity to match the experiences required with the ones you have. People skills are people skills after all, you just need to show how customer service skills can apply to internal management positions, and so on.

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Question # 14

Tell me what you do if your previous co-workers were here, what would they say about you?



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Answer:-

Ok, this is not the time for full disclosure. If some people from your past are going to say you're a boring A-hole, you don't need to bring that up. Stay positive, always, and maybe have a few specific quotes in mind. "They'd say I was a hard worker" or even better "John Doe has always said I was the most reliable, creative problem-solver he'd ever met."

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Question # 15

What further experience you have?

Answer:-

This could include anything from night classes to hobbies and sports. If it's related, it's worth mentioning. Obviously anything to do with further education is great, but maybe you're spending time on a home improvement project to work on skills such as self-sufficiency, time management and motivation.

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Question # 16

Tell me where else have you applied?

Answer:-

This is a good way to hint that you're in demand, without sounding like you're whoring yourself all over town. So, be honest and mention a few other companies but don't go into detail. The fact that you're seriously looking and keeping your options open is what the interviewer is driving at.

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Question # 17

How you working under pressure?

Answer:-

Once again, there are a few ways to answer this but they should all be positive. You may work well under pressure, you may thrive under pressure, and you may actually PREFER working under pressure. If you say you crumble like aged blue cheese, this is not going to help you get your foot in the door.

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Question # 18

Tell me about your biggest weakness?

Answer:-

If you're completely honest, you may be kicking yourself in the butt. If you say you don't have one, you're obviously lying. This is a horrible question and one that politicians have become masters at answering. They say things like "I'm perhaps too committed to my work and don't spend enough time with my family." Oh, there's a fireable offense. I've even heard "I think I'm too good at my job, it can often make people jealous." Please, let's keep our feet on the ground. If you're asked this question, give a small, work-related flaw that you're working hard to improve. Example: "I've been told I occasionally focus on details and miss the bigger picture, so I've been spending time laying out the complete project every day to see my overall progress."

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Question # 19

Tell me what motivates you to do this good job?

Answer:-

The answer to this one is not money, even if it is. You should be motivated by life's noble pursuits. You want recognition for a job well done. You want to become better at your job. You want to help others or be a leader in your field.

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Question # 20

Tell me about your greatest strength?

Answer:-

This is your chance to shine. You're being asked to explain why you are a great employee, so don't hold back and stay do stay positive. You could be someone who thrives under pressure, a great motivator, an amazing problem solver or someone with extraordinary attention to detail. If your greatest strength, however, is to drink anyone under the table or get a top score on Mario Kart, keep it to yourself. The interviewer is looking for work-related strengths.

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Question # 21

Are you agree to working in a team?

Answer:-

Unless you have the I.Q. of a houseplant, you'll always answer YES to this one. It's the only answer. How can anyone function inside an organization if they are a loner? You may want to mention what part you like to play in a team though; it's a great chance to explain that you're a natural leader.

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Question # 22

What irritated you about people you've worked with?

Answer:-

Of course, you have a list as long as your arm. But you can't say that, it shows you as being negative and difficult to work with. The best way to answer this one is to think for a while and then say something like "I've always got on just fine with my co-workers actually."



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Question # 23

Is there anyone with whom you just could not work with?

Answer:-

No. Well, unless you're talking about murderers, racists, rapists, thieves or other dastardly characters, you can work with anyone. Otherwise you could be flagged as someone who's picky and difficult if you say, "I can't work with anyone who's a Bronco's fan. Sorry."

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Question # 24

What issues you've had with a previous boss?

Answer:-

If you fall for this one you shouldn't be hired anyway. The interviewer is testing you to see if you'll speak badly about your previous supervisor. Simply answer this question with extreme tact, diplomacy and if necessary, a big fat loss of memory. In short, you've never had any issues.

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Question # 25

Are you rather be liked or feared?

Answer:-

I have been asked this a lot, in various incarnations. The first time I just drew a blank and said, "I don't know." That went over badly, but it was right at the start of my career when I had little to no experience. Since then I've realized that my genuine answer is "Neither, I'd rather be respected." You don't want to be feared because fear is no way to motivate a team. You may get the job done but at what cost? Similarly, if you're everyone's best friend you'll find it difficult to make tough decisions or hit deadlines. But when you're respected, you don't have to be a complete bastard or a lame duck to get the job done.

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Question # 26

Tell me why I should hire you?

Answer:-

As I'm sure you know, "because I'm great" or "I really need a job" are not good answers here. This is a time to give the employer a laundry list of your greatest talents that just so happen to match the job description. It's also good to avoid taking potshots at other potential candidates here. Focus on yourself and your talents, not other people's flaws.

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Question # 27

Is there any questions to ask me?

Answer:-

I'll finish the way I started, with one of the most common questions asked in interviews. This directly relates to the research you've done on the company and also gives you a chance to show how eager and prepared you are. You'll probably want to ask about benefits if they haven't been covered already. A good generic one is "how soon could I start, if I were offered the job of course." You may also ask what you'd be working on. Specifically, in the role you're applying for and how that affects the rest of the company. Always have questions ready, greeting this one with a blank stare is a rotten way to finish your interview. Good luck and happy job hunting.

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Question # 28

Where do you see yourself after four years?

Answer:-

* In four years time I aim to have improved my abilities and to be a leader in my field. This will mean that I can contribute more to my employers and their business.
* That really depends on how well I perform in my job and also what career opportunities come my way. However the bottom line is that I want to have improved my skill sets and be making an ongoing contribution to any organization that I happen to be working for.

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Question # 29

What is your biggest mistake?

Answer:-

* If I had a time machine I would go back to University and taken a degree in Business Studies rather than Hospitality.
* I stayed too many years in a job that was stable but didn't offer me enough challenges or opportunities for growth.

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Question # 30

What do you dislike about your present job?

Answer:-

* Sometimes it is difficult for me to get a sense of my own achievement in a big company like my present employer.
* There are very few opportunities for advancement with my present employer who are a small company.

What NOT to mention:



- * Overtime issues.
- * Salary expectations.

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Question # 31

Reasons to leave your last job?

Answer:-

- * There was no real room for growing my career.
- * The position you are advertising seems like a excellent match for my knowledge, abilities and qualifications.
- * I am keen to use my skill sets and abilities in a different capacity than I have in the past.
- * I am looking for a job that has more responsibility.
- * The reason for leaving my last job was that I wanted to spend more time with my family. I am now ready to go back into full time employment.

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Question # 32

Tell me about your main weaknesses?

Answer:-

- * Occasionally I have been told that I take longer than other colleagues to complete complicated projects or tasks. But this is only because I want to make sure the work I do is to the highest standards.
- * My MS PowerPoint skills are weak, so I have enrolled on a evening course to improve them.
- * I am sometimes accused of being over friendly.

What NOT to say:

- * You are a workaholic.

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Question # 33

Tell me about your main strengths?

Answer:-

- * I have been told that i am honest, reliable and ethical.
- * Your sense of urgency, if you know that a task is important, then you will work hard to get it done on time.
- * You are a fast learner.
- * Ability to communicate with people.
- * Flexible enough to handle changing environments.
- * Able to cope with setback and learn from my mistakes.

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Question # 34

What you like about your present job?

Answer:-

- * It provides me with constant new challenges to test my abilities.
- * Communicating and meeting with new people.
- * Able to use your initiative.
- * Working as part of a team.

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Question # 35

What not to do in a interview?

Answer:-

- * Tell jokes or try to be funny.
- * Become flustered and nervous.
- * Do not become shy, highlight relevant skills and abilities.
- * Chew gum.

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Question # 36

What you do outside of work?

Answer:-

- * Travelling.
- * Foreign languages.
- * Football.
- * Winning any competitions i.e. chess, karate.
- * Running marathons.
- * A member of any societies or charities.

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