

## REALISTIC JOB PREVIEW

- In the RJP, a CVS Health employee in the job describes what the work is like, what tasks they perform, and the challenges and rewards (the things they like and do not like) of the work.
- It also describes the working environment, such as the amount of customer interaction, the pace of the work, and the types of rules and procedures there are.
- We hope that it provides you enough information to decide for yourself if you think the job is right for you.
- You will not have to answer questions in this section.



## DRIVERS

- This exercise asks about the type of work environment that motivates you.
- You will be presented with two statements and asked to indicate which statement reflects what you would like more in a job.
- While you may see the same statement more than once, you will not see the same pair of statements more than once.

You'll be shown a series of paired statements like those you see here, and asked to indicate which statement best reflects your ideal job.

I prefer a job where...

I wear many different hats each day

or

I can be the best among my peers

## SITUATIONAL JUDGMENT TEST

- This exercise presents problem situations that a CVS Health employee could experience on the job.
- You are presented with four possible responses you could take if you were in the situation and you must indicate which response you would **most** likely take – and which response you would **least** likely take.
- Note that this is **not** a multiple choice question with one correct response. All responses are possible and you must make two selections – your **most** likely response and your **least** likely response.

A customer comes up to you and is obviously upset. She immediately asks to speak to your supervisor.

Assuming all options are feasible, what would you be most and least likely to do?

Do not risk upsetting the customer further. Go get your supervisor.

Let the customer know that you'd be happy to help her with whatever she needs.

Ask the customer if the issue is anything that you can help her with.

Ask the customer why she is upset to see if it's something you could help her with.

**Most**      **Least**

## DATA ACCURACY

- In this exercise you will be presented with different tasks related to entering and checking data, such as taking inventory or comparing prescriptions to medicine bottles.
- You will enter data correctly or verify that data presented is correct.

**Paper Towels**  
 Number of Units: 7  
 Product Number: 6948328388  
 Sale Price: \$1.92  
 Shelf Location: A2049

**Verification**

	MATCH	MISSING
<b>Paper Towels</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Detergent</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Cleaner</b>	<input type="checkbox"/>	<input type="checkbox"/>

## WORK STYLES

- This exercise asks you about your style at work.
- Like the “Drivers” section, you will read two statements and choose which statement is more like *you*. Also, you will choose how much like you it is.
- While you may see the same statement more than once, you will not see the same pair of statements more than once.
- This is the longest section. Remember, the VJT is not timed. If you feel tired, this might be a good time to take a break!

	Most Like Me	Supplement Me	Most Like Me
1 I behave fairly consistently across situations	<input type="radio"/>	<input type="radio"/>	I change my approach depending on the audience
2 I do what is expected of me at work	<input type="radio"/>	<input type="radio"/>	I try to do more than what is expected of me at work
3 I prefer to work in a relaxed environment	<input type="radio"/>	<input type="radio"/>	I enjoy working under pressure
4 When I disagree with people, I try to see things from their point of view	<input type="radio"/>	<input type="radio"/>	When I'm sure I'm right, I try to persuade others to my point of view
5 I believe that anyone can succeed if they try hard enough	<input type="radio"/>	<input type="radio"/>	Success is not guaranteed no matter how hard you try

## TELL US YOUR STORY

- This exercise asks you about your work history. If you do not have previous work experience, think about school, sports, or other memberships you are in when you answer the questions.

9 How much experience do you have in jobs in which interacting with customers has been your primary responsibility?

None  
 Less than 6 months  
 6 months-1 year  
 1-2 years  
 2-5 years  
 5-10 years  
 More than 10 years

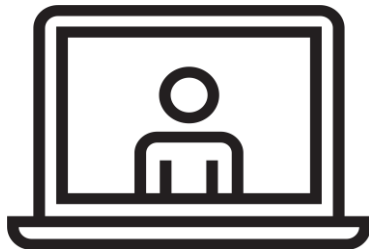
10 If contacted, how would your supervisor rate your customer service skills compared to others?

The very best  
 Among the best  
 Above average  
 Average  
 Needing some development  
 Needing substantial development  
 Not applicable

**CVS Health is an Equal Opportunity Employer**

**CVS Health screens over a million job applicants a year. To be fair and objective in making hiring decisions, we consider experience, job related skills, and interview performance. One way we evaluate applicants is by having applicants to most store roles take the Virtual Job Tryout (VJT). Some important things to remember as you take the VJT:**

- This is an online assessment that you must successfully complete to move forward in the hiring process, but it does not guarantee that you will receive a job offer
- You will learn about the job and decide if it's the right fit for you
- CVS Health learns about your skills, abilities, and experiences to see if you're a good fit for the job
- You do not need previous experience to successfully complete the VJT
- Once you complete the VJT, you cannot retake it for six months
- The VJT is untimed – some people take 20 minutes and others take an hour
- We encourage you to set aside an hour in a quiet location to take the VJT



#### **APPLICATION INSTRUCTIONS**

1. Navigate to <http://jobs.cvshealth.com/>
2. Search for a job opening by keyword and/or location.
3. Select a job from the list by clicking on it
4. Select the **Apply Now** link
5. Candidates will be prompted to create an online profile to complete job application
6. This starts the application process.
7. Upon completion of application you will be automatically redirected to the Virtual Job Tryout.

**Candidate applications are only visible upon completion of a Virtual Job Tryout**

#### **ACCOMMODATIONS REQUESTS**

Shaker Help Desk

**Phone:** 1-877-987-5352

M-F 8:00 a.m.- 8:00 p.m. ET

If you feel you need an accommodation,  
**DO NOT** take the VJT

**Once you submit the VJT, you cannot retake it or receive an accommodation for six months.**

#### **SYSTEM REQUIREMENTS**

Our system is best experienced on a PC/Laptop with a keyboard, mouse, current internet browser, with pop-ups disabled and strong internet connectivity. Most positions may include a Virtual Job Tryout (VJT) at the end of the application process. The VJT contains audio, which will require speakers or headphones or you may choose the "Text Only" option provided on the welcome page.

#### **APPLICATION TECHNICAL ISSUES**

Contact Kenexa Applicant Helpdesk

**Phone:** 1-855-338-5609

**Email:** [cvshealthsupport@usibm.com](mailto:cvshealthsupport@usibm.com)

# **VIRTUAL JOB TRYOUT SUPPORT DOCUMENT**



 **CVS**Health