



CLIENT SERVICES TEST (CLIENT-AT 04)

EVALUATION REPORT

- Candidate: Candidate
- Evaluation date: January 200X

The present report is confidential. All measures must therefore be taken to preserve the confidentiality of the data presented. Only authorized persons should have access to the content of the report.

Client Services Test

Candidate: Candidate

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Explanation note of the Client Services Test

The Client Services Test (CLIENT-AT 04) was developed to assess the candidate's ability to react appropriately to situations encountered in an employee-client relationship. This test is intended mostly for customer service agents, representatives, technicians, advisors or any other position for which client services are important. Each question is preceded by a short scenario that may occur during interactions between a client and an employee.

For this exercise, the candidate will have to provide answers to forty (40) multiple-choice questions by using the skills that match four (4) evaluation criteria below. For each of the questions, the candidate will have to analyze each scenario and make a decision on the best combination of behaviours for each specific situation.

This exercise was not developed to assess specific knowledge in a field of employment.

Rating scale

For this report, the results are presented using the following rating scale:

Excellent 5	The candidate responds to the main aspects and criteria of the evaluation and his/her responses are appropriate. The candidate has surpassed expectations.
Very good 4	The candidate responds to most of the criteria of the evaluation and there were no major deficiencies noted for the aspects evaluated. The candidate demonstrated an above-average performance.
Good 3	Some of the main and secondary criteria of the evaluation were raised. The candidate demonstrates some minor deficiencies with regards to the evaluated criteria.
Weak 2	The candidate omits important aspects and criteria of the evaluation. The candidate presents some major deficiencies and is having problems.
Poor 1	The candidate omits most of the aspects that are evaluated and presents several major deficiencies. The candidate is incapable of responding or the answers are inappropriate.
Absent 0	The candidate did not demonstrate this evaluation criterion in any way.

Client Services Test

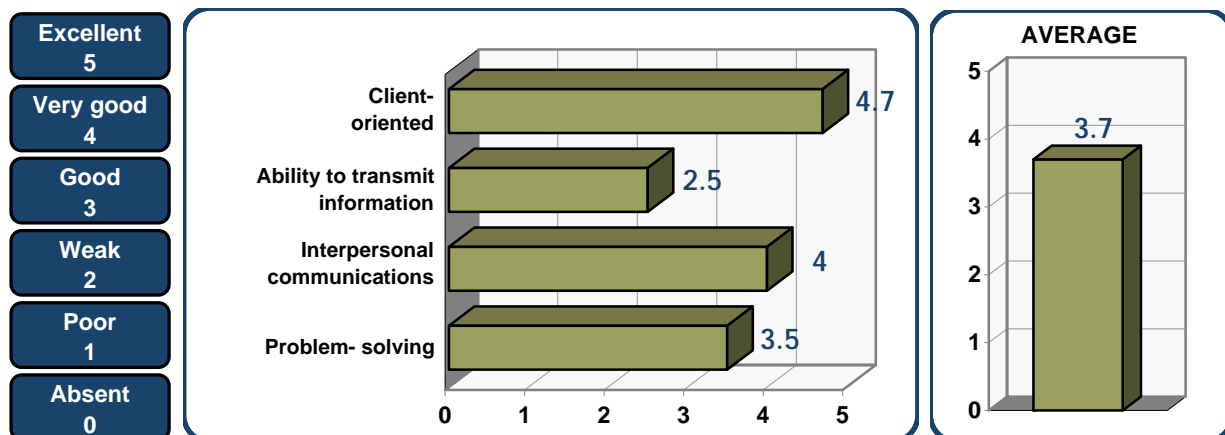
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Definition of the competencies evaluated

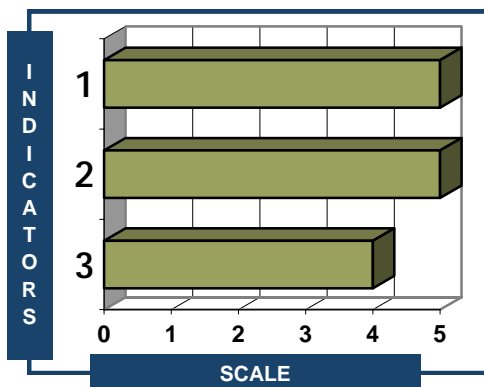
- **CLIENT-ORIENTED:** Aims to establish a long-term relationship with clients, to provide quality services that meet their needs, as well as maintaining a high level of satisfaction.
- **ABILITY TO TRANSMIT INFORMATION:** Knows how to convey information by using appropriate methods and approaches to make an impact on his/her audience.
- **INTERPERSONAL COMMUNICATIONS:** Shows consideration, understanding and respect towards people in his environment.
- **PROBLEM-SOLVING:** Identifies the problems, their possible solutions and determine the best strategies to solve them.

Results obtained



Results per competency

Client oriented



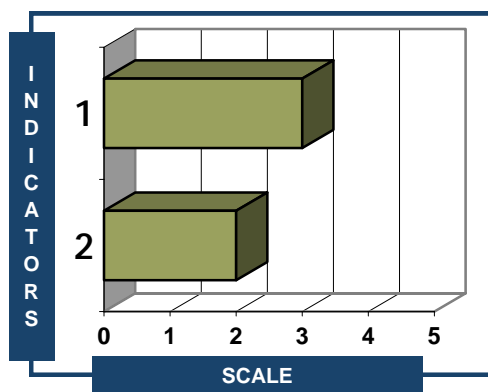
- 1 Knows how to initiate contact with the client**
Evaluates to what extent the person puts into place conditions that are favourable to initiating a good contact with the client.
- 2 Knows how to communicate and act while taking the client into account**
Evaluates to what extent the person is concerned with the client's interest and is concerned about his/her future well-being.
- 3 Works towards meeting the client's needs and requirements**
Evaluates to what extent the person takes the necessary steps to allow the client to make better decisions, thus meeting his needs.

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Ability to transmit information



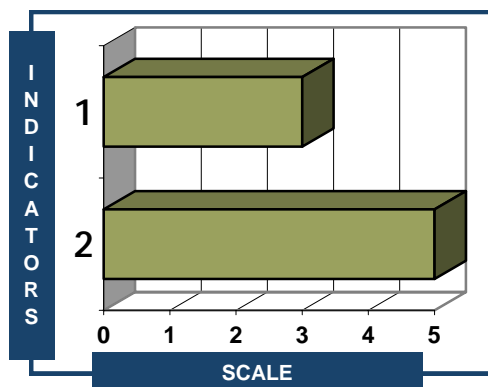
1 Gives the client the explanations required to fully understand the situation

Evaluates to what extent the person is concerned about informing the client of the confidentiality of information or procedures to be followed.

2 Gives the client the information required to make sound decisions

Evaluates to what extent the person is concerned about providing complete and accurate information on the client's situation. Also evaluates to what extent the person provides the client with information media.

Interpersonal communications



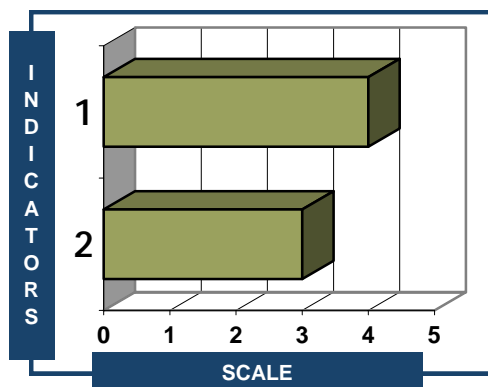
1 Builds a constructive relationship with the client

Evaluates to what extent the person is able to listen to the client and to understand him.

2 Maintains a good relationship with the client

Evaluates to what extent the person is concerned about using a personalized approach with the client. Also evaluates to what extent the person makes efforts to value and appreciate the client.

Problem-solving



1 Knows how to objectively analyze a situation

Evaluates to what extent the person is able to objectively analyze the client's needs and problems.

2 Provides efficient solutions to problems encountered

Evaluates to what extent the person takes concrete actions or makes appropriate recommendations to meet the client's needs.