



IN CONTACT COMPANY ABILITY TEST (IN CONTACT-AT 06)

EVALUATION REPORT

Candidate:
Candidate X

Evaluation date:
January 200X

ÉVALUATION PERSONNEL
SÉLECTION INTERNATIONALE, INC.

WWW.EPSI-INC.COM

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.

In Contact Company Ability Test

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Explanation note of the In Contact Company Ability Test

The In Contact Company Ability Exercise evaluates a candidate's ability to react appropriately, in writing, to situations that could occur on the job, within the framework of a position implying the responsibility of being "In charge". These situations could include requests from the immediate supervisor, employees and suppliers of the organization.

For the purpose of this exercise, the candidate will have to answer a series of scenarios using complete sentences or in point form. This exercise contains four (4) scenarios that must be completed by using skills that match six (6) evaluation criteria. The candidate will have to analyze each scenario and make a decision that best suits the information provided.

Rating scale

This report presents results obtained from this test using the following evaluation 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.

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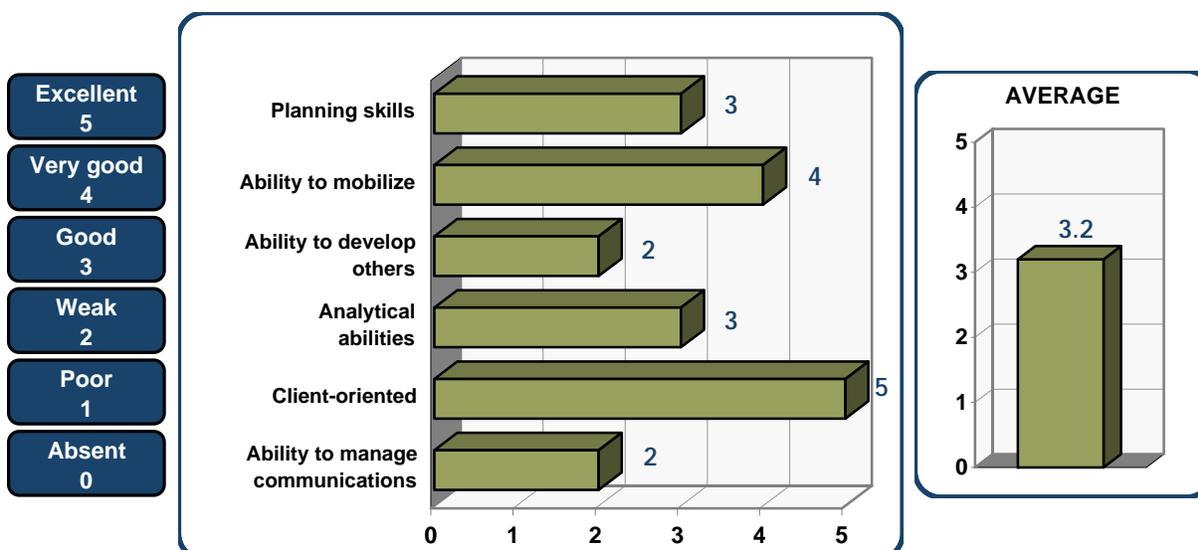
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Definition of the competencies evaluated

- **PLANNING SKILLS:** Develops plans that take into account the time and resources available and that aim at reaching goals through mechanisms, activities or appropriate programs.
- **ABILITY TO MOBILIZE:** Motivates others to commit themselves by holding them responsible for their work and by giving meaning to their work.
- **ABILITY TO DEVELOP OTHERS:** Encourages the professional development of people by keeping in mind their skills, their willingness to learn and the organization's needs.
- **ANALYTICAL ABILITIES:** Identifies the basic elements of a situation or a problem, links these elements and identifies the structural principles required to gain a systematic outlook of the situation.
- **CLIENT-ORIENTED:** Aims to establish a long-term relationship with clients, to provide quality services that meet their needs and to maintain a high level of satisfaction.
- **ABILITY TO MANAGE COMMUNICATIONS:** Ability to manage communications in such a way that the people involved get the required information at the right time in a format that meets their needs.

Overall results



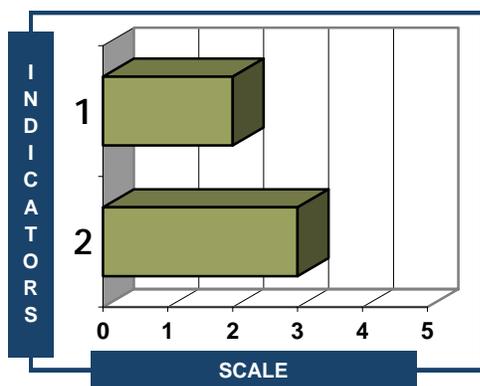
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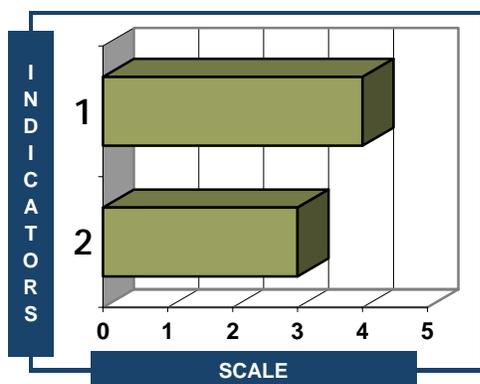
Results per competency

Planning skills



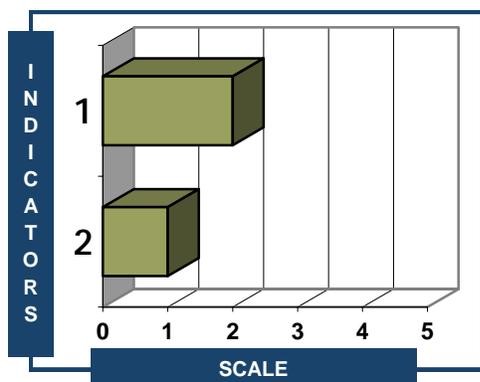
- 1 Identifies priorities**
Evaluates the extent to which the candidate prioritizes his or her actions in relation to a particular problem or group of problems that need to be resolved.
- 2 Is able to focus on essentials in order to achieve objectives**
Evaluates the extent to which the candidate is able to establish an appropriate action plan for dealing with situations in relation to the priorities that must be addressed.

Ability to mobilize



- 1 Motivates employees**
Evaluates the extent to which the candidate shows concern for motivating his or her staff. Also evaluates the extent to which the candidate tries to establish a healthy and motivating work atmosphere among team members.
- 2 Makes employees accountable**
Evaluates the extent to which the candidate is able to delegate responsibilities and tasks to employees and get them involved. Also evaluates the extent to which the candidate encourages accountability in his or her staff so they will give their best.

Ability to develop others



- 1 Trains and develops employees' competencies**
Evaluates the extent to which the candidate encourages job training and development for his or her employees in order to get the best out of them.
- 2 Gives employees feedback on their performance**
Evaluates the extent to which the candidate is concerned about giving his or her employees feedback on the achievement of their objectives from the perspective of constructive development that will encourage their advancement.

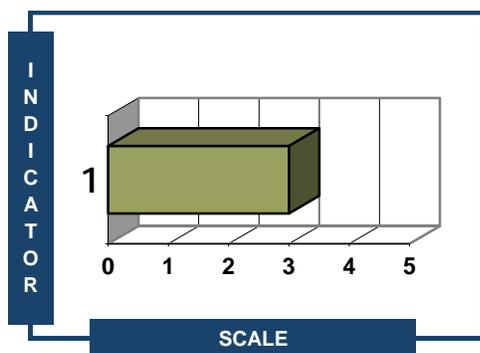
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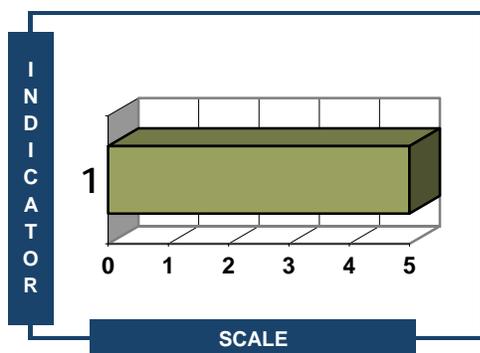
Results per competency

Analytical abilities



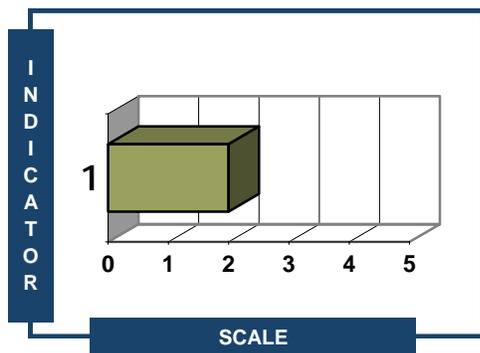
- 1 Makes an overall analysis of the situation**
Evaluates the extent to which the candidate analyzes the problems that arise, verifying the accuracy of information received or hypotheses raised, and identifying the causes or consequences of the problems encountered.

Client-oriented



- 1 Concern for client services**
Evaluates the extent to which the candidate shows concern for promoting the quality of the service and the client's satisfaction.

Ability to manage communications



- 1 Communicates or transmits information**
Evaluates the extent to which the candidate is concerned about encouraging communication between the people he or she works with and promoting their involvement in looking for solutions.