# COMPMETRICA Client Services Test

Quality client service will always generate and encourage improved business and increased loyalty. The **Client Services Test** is designed to assess a candidate's ability to react appropriately to various supplier-client related scenarios. This assessment exercise is best suited for staffing technical and professional positions where client services are an integral part. Question are based on short scenarios that could be encountered when interacting with a client.

## Description

- The candidate must complete forty (40) multiple choice questions.
- The exercise assesses four (4) competencies.

## Target Clientele

Organizations that wish to assess competencies related to client services.

## Conditions

**Duration**
- Ninety (90) minutes

**Correction Time**
- Paper-Pencil Administration: 2 business days
- Administration Web: Instant report

(Can vary according to special arrangements and fees, negotiated in accordance to the amount of copies to correct, the client's needs, and the availability of Compmetrica's correction services).

## Competencies Assessed

### Thinking Skills

**6. Problem-solving**
Able to identify and analyse a problem, evaluate possible solutions, and select the most suitable one .

### Communications

**12. Ability to Transmit Information**
Able to transmit information by effectively using communication methods that are appropriate to the context and audience.

### Interpersonal Relationships

**14. Interpersonal Communications**
Shows consideration, understanding, and respect for people in the work environment .
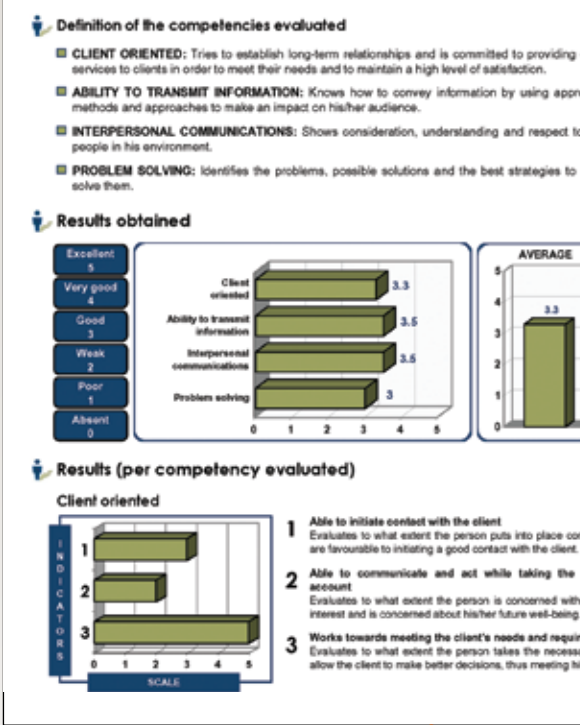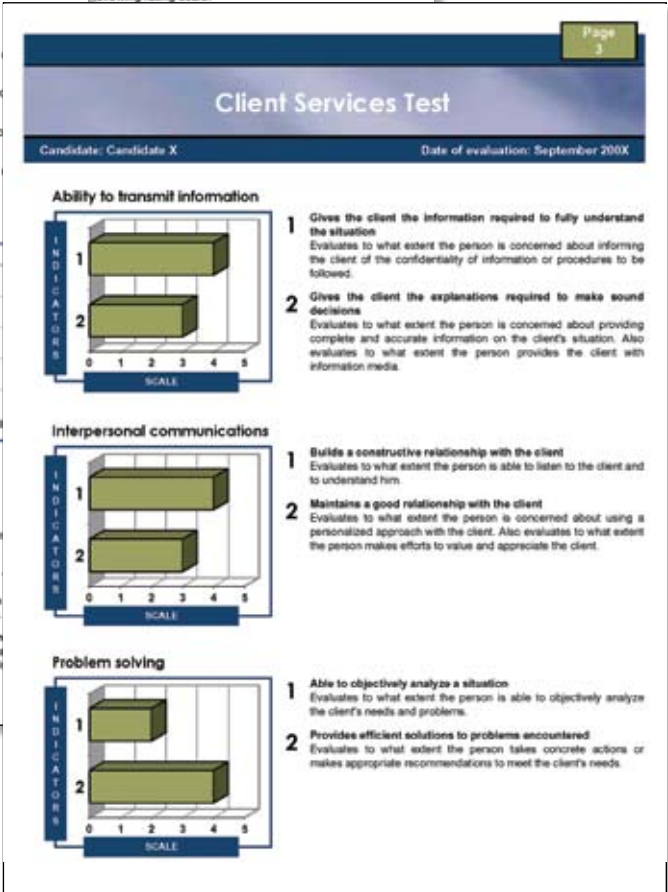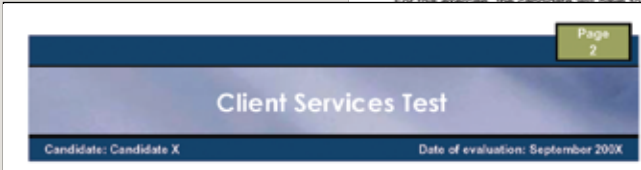
### Entrepreneurship

**58. Client-oriented**
Strives to establish positive long-term relationships with clients/customers and to achieve high client/customer satisfaction by providing quality services or products that meet their wants, needs, and expectations.

# Type of Report

The report presents a graphic representation of the test results based on the rating scale according to the definition of the competencies measured. A narrative report on the sub-dimensions measured under each of the competencies is included.

The scenarios call for behaviours dealing with attitudes toward the client, identifying the client's needs, follow-up on the service rendered, etc.

Several content experts who work in the client services field validated the correction grid during their workshops.