



USER SERVICES TEST (TH-USR 11)

EVALUATION REPORT

Candidate:
Smith, John

Evaluation date:
2011/08/20

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Explanation Note for this Type of Exam

The **User Services Test** (TH-USR 11) was developed to assess a candidate's ability to react appropriately to situations in which the provision of services is a very important element. Each question is preceded by a short scenario that may occur when interacting with a user.

For this exercise, the candidate will have to provide answers to 28 multiple choice questions by applying the skills that match the four (4) evaluation criteria below. For each of the questions, the candidate is required to analyze the 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 regard 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.

User Services Test

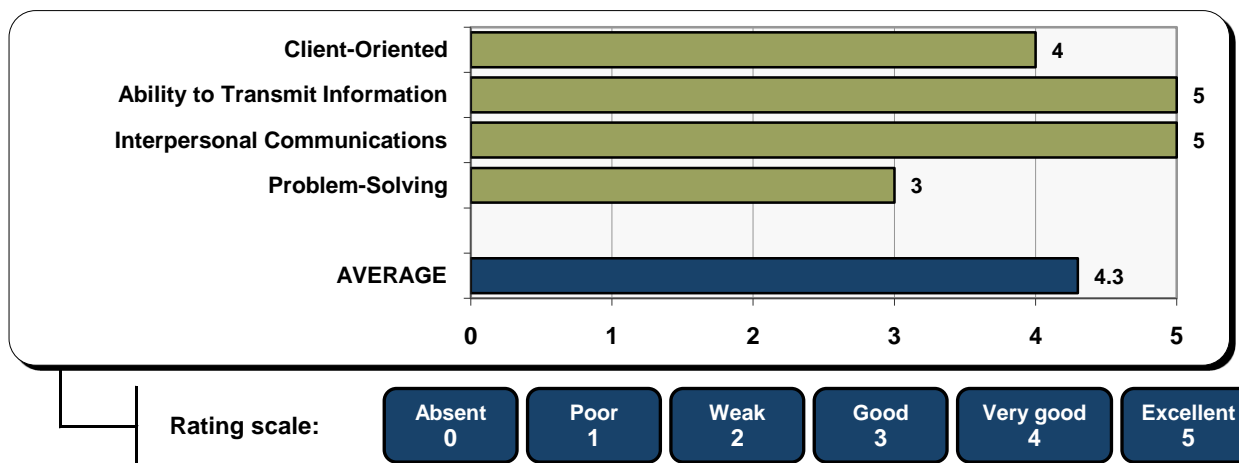
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Definition of the Evaluated Competencies

- **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.
- **ABILITY TO TRANSMIT INFORMATION:** Able to transmit information by effectively using communication methods that are appropriate to the context
- **INTERPERSONAL COMMUNICATIONS:** Shows consideration, understanding, and respect for people in the work environment.
- **PROBLEM-SOLVING:** Able to identify and analyze a problem, evaluate possible solutions, and select the most suitable one.

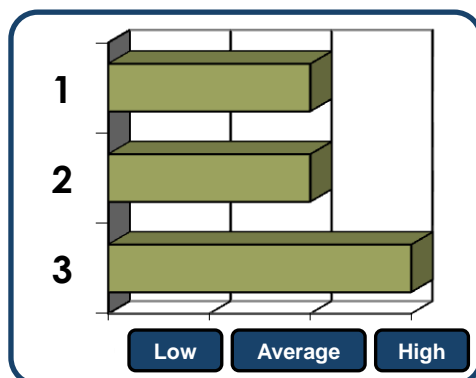
Results obtained



Results per competency

Client-Oriented

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

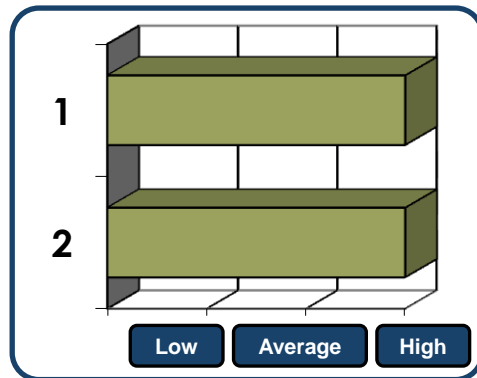
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Ability to Transmit Information

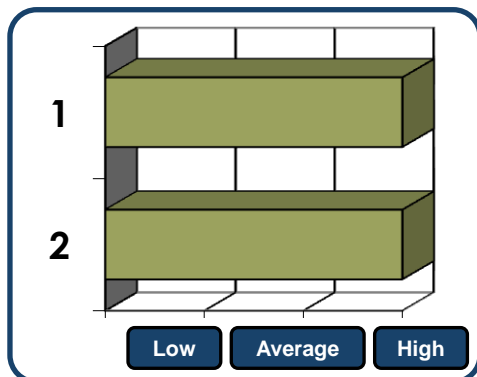
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- 1 Provides the user with the explanations required to fully understand the situation**
Evaluates to what extent the person is concerned with informing the user of the confidentiality of information or procedures to be followed.
- 2 Provides the user with the information required to make sound decisions**
Evaluates to what extent the person is concerned with providing complete and accurate information regarding the user's situation. This competency also evaluates to what extent the person provides the client with information media.

Interpersonal Communications

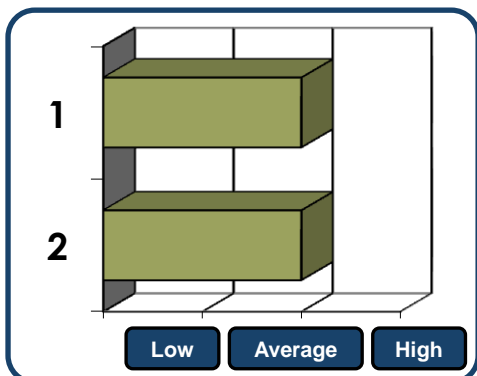
5 / 5



- 1 Establishes a constructive relationship with the user**
Evaluates to what extent the person is able to listen to the user and to understand him or her.
- 2 Maintains a positive relationship with the user**
Evaluates to what extent the person is concerned about using a personalized approach with the user. This competency also evaluates to what extent the person demonstrates an effort to value and appreciate the user.

Problem-Solving

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- 1 Knows how to analyze a situation objectively**
Evaluates to what extent the person is able to objectively analyze the user'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 user's needs.