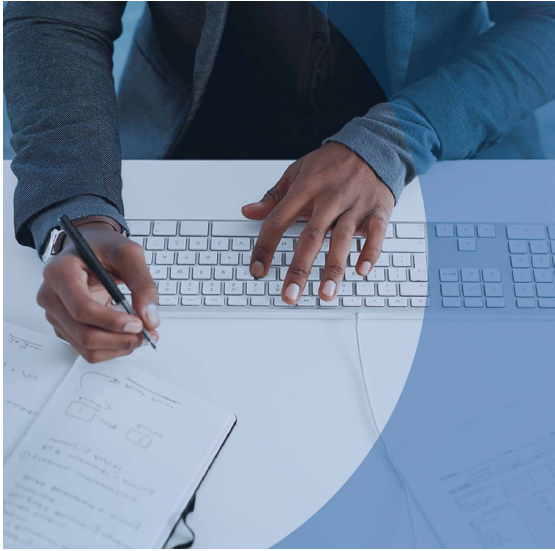


CLIENT SERVICES



GENERAL INFORMATION

OBJECTIVE

Instantly provide a quantified overview of where the person being evaluated stands in terms of their approach to client service

CONTEXT

Selection or preselection

TARGET CLIENTELE

Administrative, technical or professional positions involving regular direct contact with clients

FORMAT

40 multiple choice questions

DURATION

Maximum duration : 90 minutes (untimed)
Average completion time : 45 minutes

COST

45 \$

LANGUAGES AVAILABLE

French
English

TEST – CLIENT SERVICES

The Client Services test is an online psychometric test that provides an assessment of the candidate's reactions in the context of their interactions with clients. Each question presents a short situation that the candidate must analyze in order to select what they consider to be the best combination of behaviors to adopt in order to provide adequate service to the client in the context presented.

DIMENSIONS ASSESSED

- ▶ Client-oriented
- ▶ Ability to transmit information
- ▶ Interpersonal communications
- ▶ Problem-solving

ADVANTAGES

- ▶ Complete autonomy on Interpreto's user-friendly platform for test administration and report management.
- ▶ Report is generated instantly, as soon as the candidate completes the test.
- ▶ In addition to providing the overall score, the results report allows you to view the candidate's scores on 9 behavioral indicators, on a scale of 0 to 5.

PSYCHOMETRIC QUALITIES

- ▶ Norms: The Client Services test was validated with a normative sample of 4 056 adults working primarily in the Quebec public sector.
- ▶ Reliability: The internal consistency of the overall test (based on Cronbach's alpha) is 0.51. The test-retest correlation coefficient for the overall result is 0.83, which means that the test results are stable over time (average interval of about 22 months).
- ▶ Validity: The test was validated with a group of experts and pre-tested with a group of people in client service positions (content validity).