



AIR-SOL AGENCY ABILITY TEST (AIRSOL-AT 06)

EVALUATION REPORT

Candidate:
Candidate X

Evaluation date:
January 200X

ÉVALUATION PERSONNEL
SÉLECTION INTERNATIONAL, 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.

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Explanation note of the Air-Sol Agency Ability Test

The Air-Sol Agency Ability Exercise evaluates the ability to react appropriately, in writing, to situations that could occur on the job within the framework of a position implying the responsibility of a "Centre of service". These situations could include requests from the immediate supervisor, employees and the 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 the skills that match five (5) evaluation criteria. The candidate will have to analyze each scenario and make a decision that best suit 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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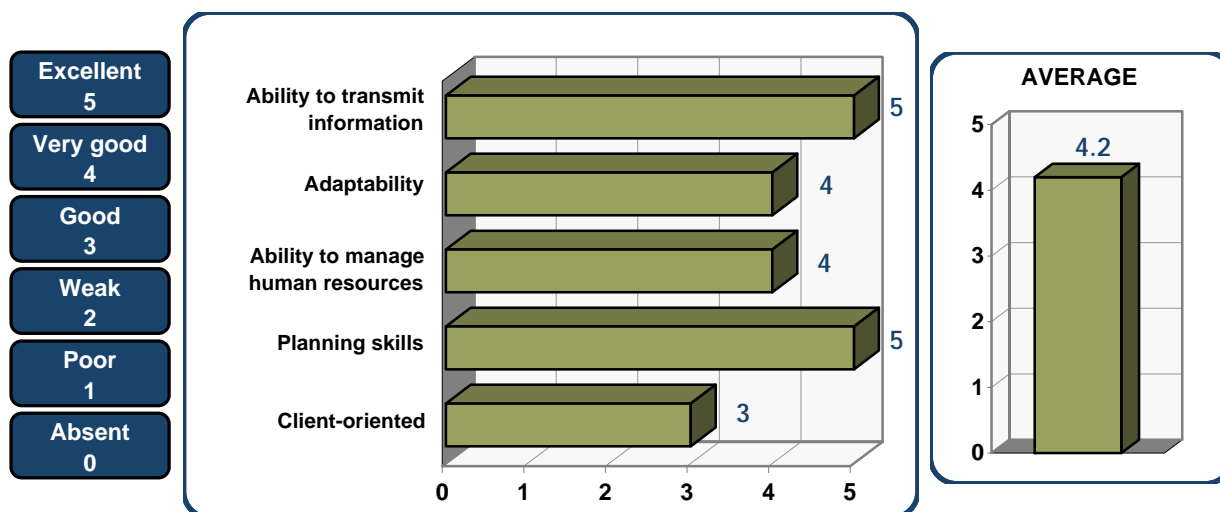
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Definition of the competencies evaluated

- **ABILITY TO TRANSMIT INFORMATION:** Can transmit information by using appropriate methods and approaches that make an impression on his audience.
- **ADAPTABILITY:** Welcomes change in a positive manner by changing his behaviour or ways of doing things accordingly.
- **ABILITY TO MANAGE HUMAN RESOURCES:** Implements mechanisms used to create a positive working environment and to obtain, maintain and develop a competent work force that will work towards achieving the organization's strategic goals.
- **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.
- **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.

Overall Results



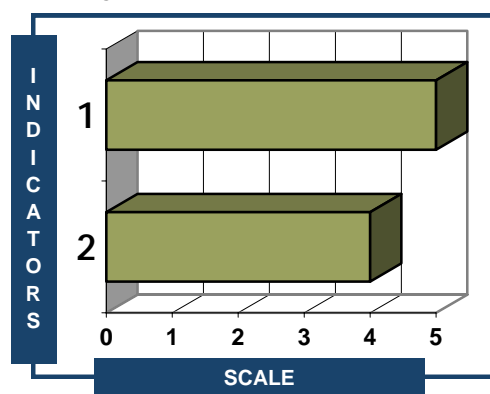
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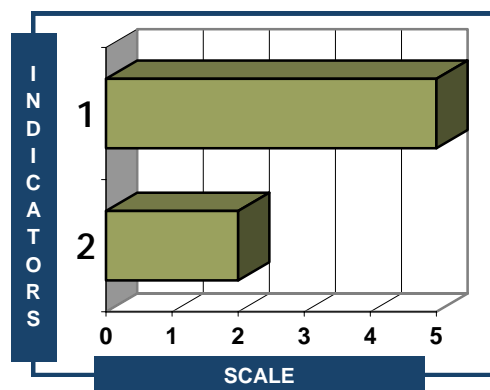
Results per competency

Ability to transmit information



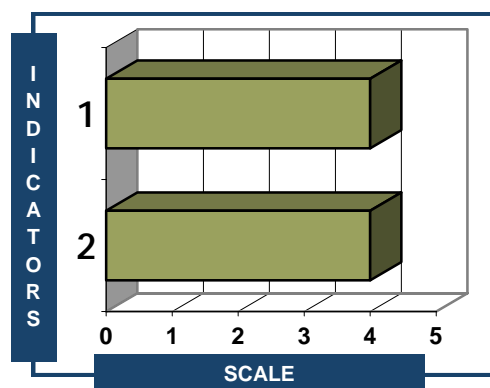
- 1 Communicates information to supervisors and clients**
Evaluates the extent to which the candidate is able to provide exact information and relevant explanations to his or her superior and to the clients.
- 2 Communicates information to colleagues and subordinates**
Evaluates the extent to which the candidate is able to provide exact information and relevant explanations to his or her colleagues or subordinates.

Adaptability



- 1 Is able to analyze context**
Evaluates the extent to which the candidate is able to perceive the need for adjustment.
- 2 Adapts to the situation**
Evaluates the extent to which the candidate adapts his or her behaviour in interpersonal relations and in the way he or she handles situations.

Ability to manage human resources



- 1 Uses human resources tools**
Evaluates the extent to which the candidate is inclined to use the human resources tools at his or her disposal, such as training and skill development for his or her employees. Also evaluates the extent to which the candidate is able to determine manpower needs.
- 2 Establishes a good work atmosphere**
Evaluates the extent to which the candidate is able to create a stimulating work atmosphere for his or her team by promoting healthy human resources management and encouraging team work.

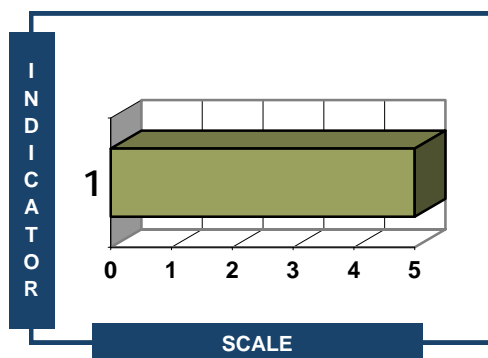
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Results per competency

Planning skills

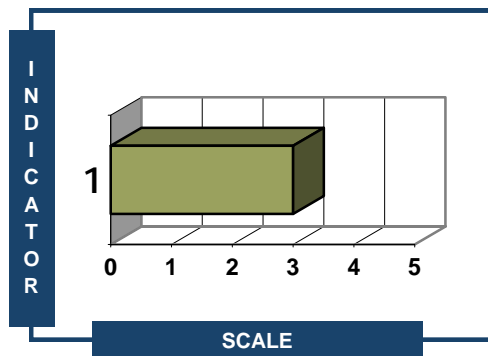


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Plans activities

Evaluates the extent to which the candidate prioritizes his or her actions in relation to all the situations he or she is faced with. Evaluates the extent to which the candidate can establish complete action plans and ensure the smooth functioning of activities.

Client-oriented



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Concerned about service to clients

Evaluates the extent to which the candidate shows concern for promoting the quality of the service and the client's satisfaction.