

Client Services Test (CLIENT-AT)™

The Client Services Test (Client-AT) is an online psychometric tool that assesses how a candidate reacts to various customer interaction scenarios. Each question presents a realistic situation in which the candidate must analyze the context and select the combination of behaviors most appropriate for delivering quality service.

FORMAT

40 multiple-choice questions

PRICE

\$45

DURATION

90 minutes

LANGUAGES AVAILABLE

French
English

EVALUATED DIMENSIONS

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

PSYCHOMETRIC QUALITIES

- ▶ Norms : The Client Services Test was validated with a normative sample of 5,046 adults, working primarily in the Quebec public sector.
- ▶ Reliability : The internal consistency of the overall test, estimated by Cronbach's alpha, is 0.51. The test-retest coefficient obtained from a sample of 84 individuals reached 0.83 for the global score, indicating a high level of stability over an average period of 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).

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