

SERVICE CONSULTANT ASSESSMENT PROGRAM  
Feedback Summary Report for:

JOHN DOE  
123-45-6789  
January 12, 2004

The Service Consultant Assessment Program (SCAP) uses a series of videotaped job simulations to assess skill levels on three behavioral competencies essential for success as a service consultant. These skill levels are used to predict a person's potential for success as a service consultant, either Low, Medium, or High. These predictions are based on a comparison of a participant's SCAP results with the results of incumbent service consultants.

However, like any evaluation procedure, SCAP is not a perfect measure of a person's performance potential. When reviewing the participant's results, it is important to remember that the results are based solely on the participant's performance across the three competencies measured by the program. Other factors not measured by SCAP, such as prior job experience, motivation, or trainability are also important in any hiring or promotion decision.

On the basis of the SCAP score of 79 (out of a possible 100), **JOHN DOE** can be expected to be a MEDIUM performing service consultant. Below is a graphic display of the range of performance predicted for **JOHN DOE**.

PREDICTED PERFORMANCE LEVEL

LOW	MEDIUM	HIGH
	*** ***	

**LOW** – Someone who scores in this category selected very few of the behaviors that would be expected of a competent service consultant on the competencies assessed by the SCAP. Performance on the job is likely to be less than satisfactory. Developmental suggestions are provided on the following page.

**MEDIUM** – Someone who scores in this category selected an adequate number of behaviors that would be expected of a competent service consultant on the competencies assessed by the SCAP. Performance on the job is predicted to be satisfactory. Further development is suggested in the areas indicated on the following page.

**HIGH** – Someone who scores in this category selected most or all of the behaviors that would be expected of a competent service consultant on the competencies assessed by the SCAP. Performance on the job is predicted to be more than satisfactory or exceptional. Additional developmental opportunities may be appropriate as indicated on the following page.

**SAMPLE**

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Developmental Opportunities

Below is a listing of the three competencies assessed by the SCAP, along with an indication of the participant's level of performance on each. This section provides information on the participant's performance on specific areas of the test and may be used to identify areas for developmental emphasis. The information about performance on any individual behavioral competency should not be used as a basis for selection decisions.

1. CUSTOMER RELATIONS: To effectively handle customers, to deal with scheduling issues and customer concerns, and to ensure customer satisfaction with the Service Department.

Needs Development \_\_\_\_\_ Satisfactory \_\_\_\_\_ Strength  X

2. WARRANTY ADMINISTRATION: To properly interpret and administer warranty policies and procedures.

Needs Development \_\_\_\_\_ Satisfactory  X  Strength \_\_\_\_\_

3. PROBLEM DOCUMENTATION: To prepare work orders legibly and concisely, to accurately document vehicle problems, and to avoid recording irrelevant information.

Needs Development \_\_\_\_\_ Satisfactory  X  Strength \_\_\_\_\_