

Sample Candidate

Test ID: 265770195559380 |  Sample.Candidate0411@shl.com

Test Date: November 4, 2022

WriteX - Email Writing
(Customer Service)

57 %tile



Score: 58/100

WriteX - Email Writing (Customer Service)

CEFR: A2

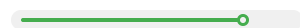


57 Percentile

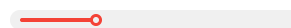
Etiquette

Content

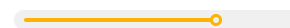
Grammar



80 / 100



27 / 100



69 / 100

Score Interpretation

- **Evaluators' score:** Refers to human evaluators rating the candidate on a numeric scale (for example 1-5) from which an overall score is generated.
- **AI-based evaluation (#/100):** Scores generated by artificial intelligence are shown as ratings on a scale of 1-100.
- **Comparison score (percentile):** A score that's been compared against a group of other candidates (also known as a normed score). For example, a candidate in the 60th percentile has scored better than 60% of the people in the comparison group.
- **Absolute score (#/100):** A score based on the number of correct responses. For example, a score of 60/100 means the candidate answered 60% of the questions correctly.

The color coding in this report is as given below:

- Scores between 71 and 100
- Scores between 31 and 70
- Scores between 0 and 30

1 | Insights

WriteX - Email Writing (Customer Service)

CEFR: A2



57 Percentile

This score measures the ability to write an email in a proper format. A well written email is easier to read and understand. This skill is extremely important at work given the extensive use of emails for official communication.

The candidate is aware of the basic rules of email etiquette but needs to master the finer aspects.

Content 27 / 100

This score measures the relevance of the content written on a given topic. A high score on this competency means that the content is relevant, simple and descriptive. The reasoning provided in the email has the ability to influence the reader. This competency is important in most jobs as written communication with clients and colleagues is an integral part of any job.

The content of the email does not highlight any clear issue and the main points (If any) do not seem to support it.

Grammar 69 / 100

This score measures the grammatical correctness of the email written by the candidate. Improper grammar can affect the meaning and clarity of the email. Knowledge of basic sentence structure and avoiding grammatical errors ensures effective communication.

The sentences are properly structured and there are very few grammatical errors. There are no significant errors in spelling and relatively few errors in the usage of words. The wrong usage does not lead to any ambiguity in the meaning.

2 | Response

WriteX - Email Writing (Customer Service)

CEFR: A2



57 Percentile

Question

Your name is Mary Taylor. You have recently joined Heven InfoTech Inc. as a customer sales executive (CSE). In this role, your job is to understand clients' needs and persuade them to purchase your company's products and services. You receive an email from a customer, Patrick Jones. He informs you that he has had a very negative experience with your online data storage system. He purchased a three-month subscription and is very dissatisfied with the speed of updates and with communication with your company. He is demanding a refund for the inconvenience he has suffered. You are familiar with some of the issues that he is describing. However, your company is not entirely responsible for the delays in communication because the customer gave you a wrong address. Furthermore, you are behind in many of your client correspondences because technical glitches within your company's hardware have led to increased workloads for everyone. Send a reply to Patrick Jones (patrick.jones1979@gmail.com) explaining the reasons for the recent delays. Explain also that the company cannot issue refunds for services that have already been used. Also verify his contact details so that service can be resumed.

Scores

Etiquette

80 / 100

Content

27 / 100

Grammar

69 / 100

Response

To: patrick.jones1979@gmail.com

Subject: Reason for the recent delay.

Hi, Patrick Jones

We hope you are doing fine today. Sorry to know about the bad experience with the online data storage system. I like to tell you that the reason behind the delay in the communication is because the address given by you for the communication is wrong we try to connect with you but unable to approach you.

I talk with my seniors about your problem and according to my company policy we cannot give refund for used services.

I will try to help you in future. Have a great day.

thanks and regards,
Mary Taylor

Error Summary

- Email Etiquette 4
- Spelling 1
- White Space 1
- Style 0
- Grammar 13
- Typographical 0

Email Statistics

89

Total words

6

Total sentences

15

Average sentence length

65

Total unique words

43

Total stop words

Error Details

Email Etiquette

Hi, Patrick Jones

No need to write full name in such cases. Either make it Mr/Ms LastName or just FirstName

thanks and regards, Mary Taylor

It is recommended to mention correct company name in closing.

thanks and regards, Mary Taylor

It is recommended to mention correct designation in closing.

thanks and regards, Mary Taylor

Words should start with a capital letter.

Spelling

used servicies . lokking ti help u in future. Have a

Possible spelling mistake found. Consider replacing the highlighted text with: 'you'.

White Space

...e can not give refund for used servicies . lokking ti help u in future. Have a gre...

Don't put a space before the full stop

Grammar

We hope you are doing fine today. Sorry to know about the bad experience wit

Possible Grammar error found. Consider replacing the highlighted text with 'well'.

he reason behind the delay in the communication is becaus e the address given by you

Possible Grammar error found. Consider removing the highlighted text

you for the communication is wrongg we try to connect wit h you but unable to approach

Possible Grammar error found. Consider replacing the highlighted text with 'wrong'.

r the communication is wrongg we try to connect with you but unable to approach yo

Possible Grammar error found. Consider replacing the highlighted text with '. We'.

e try to connect with you but unable to approach you. I tal k with my seniors ab

Possible Grammar error found. Consider inserting 'are' over here.

lk with my seniors about your prblm and according to my c ompany policy we can not giv

Possible Grammar error found. Consider replacing the highlighted text with 'problem'.

ompany policy we can not give **refund** for used servecies . I
okking ti help u in f

Possible Grammar error found. Consider inserting 'a' over here.

can not give refund for used **servecies** . lokking ti help u in
future. Have a great day.

Possible Grammar error found. Consider replacing the highlighted text with 'services'.

e refund for used servecies . **lokking** ti help u in future. Ha
ve a great day.

Possible Grammar error found. Consider replacing the highlighted text with 'looking'.

for used servecies . lokking **ti** help u in future. Have a grea
t day.

Possible Grammar error found. Consider replacing the highlighted text with 'to'.

d servecies . lokking ti help **u** in future. Have a great day.

Possible Grammar error found. Consider replacing the highlighted text with 'you'.

vecies . lokking ti help u in **future**. Have a great day.

Possible Grammar error found. Consider inserting 'the' over here.

n future. Have a great day.

Possible Grammar error found. Consider replacing the highlighted text with '!'.
!