

EA1

1. Because of automobile trouble, you are going to be five minutes late for work. To notify your employer of your tardiness, you should:
  - a. Call your coworker and ask them to tell your boss
  - b. Apologize to your boss when arriving at work
  - c. Hurry to work and hope no one notices
  - d. Follow your company's tardiness notification policy

EA3

2. At your workplace, you have been assigned to lead a presentation on a new company policy. You are unfamiliar with the computer software program your boss asked you to use for the presentation. How should you best handle the situation?
  - a. Locate resources about the program and research how to use it
  - b. Ask your boss for someone else to do the presentation
  - c. Use a different computer software program that you are familiar with
  - d. Quickly look over the software on your own

EB1

3. A workplace's policies and procedures are used to:
  - a. Prevent salary and bonuses from increasing
  - b. Establish a clear set of guidelines for employees to follow
  - c. Keep most customer's satisfied
  - d. Prevent companies from bankruptcy

EC2

4. A healthy team environment will include all of the following EXCEPT:
  - a. A common sense of purpose and goals
  - b. Identical opinions on all issues
  - c. Balanced and shared roles among members
  - d. Continuous professional and personal growth

EC3

5. Which of the following is an example of SMART goal setting?
  - a. Obtain a better job after graduation
  - b. Go to college and get a job
  - c. Have a minimum 3.0 GPA this school year
  - d. Get good grades in all my classes

ED1

6. Hannah has an interview at the local bank for a teller position. What would be the most appropriate attire for her to wear for this interview?
  - a. Jeans and a polo
  - b. Three piece business suit
  - c. Mini skirt and casual blouse
  - d. Shorts and a t-shirt

7. A customer is very confrontational to you as you are attempting to check them out at the cash register. The best way to handle the situation is to:
- a. Immediately call the police to remove the customer from the store
  - b. Escort the customer out of the store yourself
  - c. Yell at the customer
  - d. Attempt to calm the customer down and contact your manager

EE1

8. Your coworker makes a comment about a blouse you are wearing. The comment makes you very uncomfortable. This is an example of:
- a. Flattery
  - b. Harassment
  - c. Discrimination
  - d. Inequality

EE2

9. Hannah's coworker is extremely rude and disruptive as she attempts to complete paperwork needed by the end of the day. Hannah has mentioned the situation to her boss numerous times, but nothing seems to have been done. Her next step should be...
- a. Quit her job
  - b. File a lawsuit against the company
  - c. Refuse to work with the rude coworker
  - d. Speak to her coworker and continue doing her job

EE3

10. Diversity in the workplace is important for all of the following reasons EXCEPT:
- a. Ensuring stereotypes
  - b. Different perspectives
  - c. Various experiences
  - d. Unique backgrounds

EE6

11. Jon has been an employee at his workplace for 25 years. He is accustomed to the way that they have always done things. Jon's boss has required all workers use social media for advertising. Jon is strongly against the idea and refuses to use social media. How should he best handle the situation?
- a. Quit his job
  - b. Complain to his coworkers
  - c. Get a social media page and never use it
  - d. Attend professional development on social media

EE7

12. All of the following are examples of gender bias in the workplace EXCEPT:
- a. Asking a female about her future plans regarding children during an interview
  - b. Hiring a male because he is qualified for the position
  - c. Firing a female due to a recent pregnancy
  - d. Paying unequal amounts to a male and female for the same amount of work

EE8

13. Javier requires accommodations due to wheelchair confinement. What should his place of employment provide to ensure equal opportunities for Javier?
- Wheelchair
  - Transportation to and from work
  - Ramp to enter building
  - Braille

EF1

14. Many of Sean's teammates are upset when he stops pulling his weight at work. What is an appropriate conflict resolution skill his coworkers should use to confront him about the situation?
- Immediately going to the boss and asking him/her to handle the situation
  - Directly speaking to Sean about the issue
  - Ignore the situation
  - Give Sean's duties to others

EF2

15. Lonnie has recently been promoted at work. One of her new duties is to evaluate several employees' performance weekly, giving constructive criticism. Which of the following statements is an example of constructive criticism?
- I appreciated the way you handled that, but have you thought about trying a different approach?
  - It was obvious you were not prepared for me to evaluate you today.
  - That was a really good job.
  - I didn't really like your presentation.

EG2

16. Pauline is a new employee at work and must complete an internship during her first year. She is required to document several pieces of evidence of her work during the internship process. Pauline did not receive training on how to complete the documentation. What should she do?
- Collect and document her best pieces of work throughout the year
  - Wait for a training to occur covering the internship process
  - Ask her coworker to copy his/her documentation
  - Research local trainings and resources on the specific internship process

EH1

17. You are seeking new employment. The job application you are completing states to "use black or blue ink only." You only brought a pencil with you to complete the application. When you asked to borrow a pen, the secretary handed you a pen with red ink. How should you best handle the situation?
- Type the application to look more professional
  - Print your application very neatly in pencil in case you make mistakes
  - Take the application home to complete in black or blue ink
  - Write a note on the application explaining that you did not have a pen with you at the time of completing it

EH2

18. Larry is an employee with the customer service department at his workplace. An irate customer wishes to return an item without a receipt and is causing a disruption in front of other customers. According to company policy, the customer cannot return the item without the receipt. How should Larry deal with the situation?
- Calmly explain the return policy verbally and give a written version to the customer
  - Tell the customer sorry and ask for the next customer in line
  - Ignore the customer and ask a manager to come to the customer service desk
  - Hand the customer a written version of the company return policy

EH3

19. Maurice's boss, Nelson, asks to meet with her at the beginning of the work day. Nelson informs Maurice that there are several areas of her work performance that he has noticed need improvement. He provides her with several specific ways that she can improve as an employee in a respectful and constructive manner. Maurice is still very upset by the meeting. What should she do?
- File a formal complaint against Nelson for harassment
  - Thank Nelson and mention some areas of concern she has noticed in his performance as well
  - Ask for the day off so she will not let her anger show at work
  - Develop a plan to implement Nelson's constructive criticism in her work

EP1

20. At your store, you offer a 5% discount to customers enrolled in a college/university. What would be the total discount for a student that spends \$12.80 at your store?
- \$0.64
  - \$6.40
  - \$12.16
  - \$5 00