

1. Kevin often comes to work with un-manicured hair and sloppy clothing. His boss is concerned about having a conversation about his hygiene. What would be the best way to approach it?
- Drop subtle hints
 - Talk about it with other coworkers
 - Be direct, honest, and professional about the issue
 - Put an anonymous note in his mailbox

2. What would be the best way to create a "vision" for your company?
- Have the president create the vision
 - Work with key stakeholders in planning and implementing the vision
 - Google company vision ideas
 - To cooperate with closest coworker friends to create vision

3. The stakeholder team is full of "big idea" people. What role is most needed to help fulfill the company mission?
- Another person with big ideas
 - Someone who consistently agrees with all big ideas
 - A person who is a worker, organizer, and implementer
 - A negative attitude towards all ideas

4. What would be the best way to stay abreast of new innovations in the industry?
- Subscribe to industry related magazines
 - Subscribe to general magazines about numerous topics
 - Attend workshops non-related to your area
 - Ask co-workers for professional advice

5. Which of the following would be an appropriate email address for a resume?
- Cowgirl2@yahoo.com
 - Imma_Baller@gmail.com
 - Thomas_Jefferson@windstream.com
 - SchoolTeacherRulez@aol.com

6. Melinda has worked in the same job for a number of years. What is the best way for her to move up the ladder of employment?
- Further her professional education
 - Try hard everyday
 - Be prompt when leaving for the day
 - Be courteous to customers

7.

2. Common mistakes that people make when completing a job application include all of the following, EXCEPT:
- Not following directions
 - Not completing or incorrectly completing sections
 - Misspelled words or grammatical errors
 - Listing appropriate salary expectations

8.

3. Demonstrating common courtesy, professionalism, and appropriate behavior when utilizing technology in the workplace (i.e. cell phone, email, online meetings, conference calls) is known as:
- Employee Standards
 - Digital Etiquette
 - Technological Knowledge
 - Workplace Behavior

9.

- Hannah has a part time job after school. What is an example of accurate records Hannah should keep?
- Hours worked
 - Time spent traveling to and from work
 - Money spent during lunch
 - Numbers of emails sent

10.

- Jose works as a webpage designer for the high school. Being accurate and specific are essential for success at his workplace. Which of the following would not be a relevant detail in his profession?
- Schedule of sporting events
 - Extracurricular activity news
 - International news
 - Class final schedule

11.

16. Vanessa is researching information for a presentation at work. Which of the following would be an example of a reliable source for scientific information for her presentation?
- Facebook
 - Twitter
 - Peer Reviewed Article
 - Wikipedia

12.

- Sara receives her work schedule for the week and realizes that she is scheduled to work for an evening that she had made previous arrangements with her family. What would be the best option for Sara to solve this scheduling conflict?
- Not show up for work
 - Call and let boss know that she is ill and will not be at work
 - Attempt to switch shifts with another employee
 - Quit her job

13.

Nancy has been asked to lead a group of coworkers in planning a luncheon for Staff Appreciation Day. Nancy organizes a list of tasks that need to be completed in order for the luncheon to take place. During the meeting to plan the luncheon, Nancy asks for volunteers to complete the necessary tasks. The same two coworkers volunteer for most of the tasks, leaving several coworkers with nothing to do. How should Nancy fix this problem?

- a. Ask the rest of the coworkers to help out those that volunteered
- b. Remind the team repeatedly that this is a group effort
- c. Designate specific tasks to coworkers instead of asking for volunteers
- d. Cancel the luncheon because it is too much for the two volunteers to do

14.

According to OSHA requirements, wearing safety glasses is required at all times at your workplace. You have been an employee with the company for several years and are confident in your ability to use the machines at work. You feel as if wearing safety glasses is distracting and unnecessary in certain aspects of your job. You should:

- a. Wear the safety glasses at all times at your workplace
- b. Wear the safety glasses when handling dangerous equipment
- c. Wear the safety glasses when others are at your workplace
- d. Ask your boss to change the policy

15.

Which of the following is not an effective decision-making skill?

- a. Brainstorming all possible solutions to an issue
- b. Weighing the pros and cons of possible solutions
- c. Ignoring the situation to avoid making others upset
- d. Researching facts and possible results of your decision

16.

16 of 35 customers gave one of your products a bad review. About what percentage of these customers were unsatisfied with your product?

- a. 5.6%
- b. 56%
- c. 46%
- d. 21%

17.

Which of the following is an example of a stressor in your personal life that could affect your job performance?

- a. Divorce
- b. Diagnosis of a chronic illness
- c. New Boss
- d. Pregnancy

18.

When looking over the work schedule, Tristan notices a scheduling conflict. What would be the best approach to remedy the situation?

- a. Not show up during the scheduled work time
- b. Call in sick
- c. Ask a coworker to switch schedules
- d. Quit his job

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19.

Tiffany should include all of the following on her resume, EXCEPT:

- a. Professional Email
- b. Past Work Experiences
- c. Professional Leadership Experiences
- d. Past Home Addresses

20.

The purpose of a letter of application is to:

- a. Identify possible areas of concern with possible employment
- b. Express interest in a specific job
- c. Highlight individual strengths pertaining to a specific job
- d. Request the opportunity for an interview

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