Employability Skills Test

1. Employers typically prefer employees who:
   A. Communicate well
   B. Speak openly and honestly about concerns
   C. Avoid office gossip
   D. Are proven team players
   E. All of the above

2. The process of career planning does NOT involve:
   A. Evaluating personal interest
   B. Researching a particular career path
   C. Evaluation career goals
   D. Accepting an organization’s job offer

3. Interest inventory (career aptitude) test identify:
   A. Possible career areas related to ones interests.
   B. Positions available with individual firms.
   C. The number of questions answered incorrectly.
   D. The career path one has to follow for happiness.

4. Which of the following is acceptable for an employee to email to an employer?
   A. Funny forwards from friends
   B. Religious or chain emails
   C. Anything unpleasant or controversial in nature
   D. Work related messages of two paragraphs or less

5. Which of the two following traits are keystones for establishing strong, long term employee employer relationships?
   A. Respect and communication
   B. Honesty and humor
   C. Discernment and good social skills
   D. Outgoing personality and works quickly

6. Individuals with more educational training have:
   A. Higher estimate lifetime earnings.
   B. Lower personal satisfaction.
   C. Greater amounts of leisure time.
   D. More comfortable work environments.

7. Traits of successful workers include:
   A. Self-knowledge, tardiness, and competitiveness.
   B. Flexibility, interpersonal skills, and laziness.
   C. Leadership, self-confidence, and intelligence.
   D. All of the above

8. Places to perform job searches include:
   A. Want ads
   B. In person visits
   C. Employment agencies
   D. All of the above

9. Factors to consider when evaluating a job offer include:
   A. Salary.
   B. Location
   C. Benefits.
   D. All of the above.

10. Which of the following is NOT an example of a diverse workplace?
    A. Women and men
    B. Same age groups
    C. Various ethical backgrounds
    D. All of the above
11. An enthusiastic and confident employee would
   A. Excel at selling business services to customers
   B. Perform minimum tasks required
   C. Extend help to the wealthiest customers
   D. Defer problem customers to supervisor

12. As an effective team player, you will
   A. Keep your appointment at the gym when your duties on the job are not finished
   B. Tell your supervisor that an error in your department was made by a co-worker
   C. Procrastinate until a co-worker performs your job
   D. None of the above

13. Your place of employment has a very conservative business attire dress code. Ellen, a new teller, doesn't agree with the dress code and hasn't been dressing accordingly. What should her supervisor do?
   A. Document her insubordination
   B. Document her insubordination, and discuss the situation with her
   C. Document her insubordination, discuss the situation with her, and refer her to the employee handbook to review the appropriate conservative attire
   D. None of the above

14. All new employees at Bank USA begin as tellers with the opportunity for advancement within the bank. Frank, a new teller, enjoys the bookkeeping aspect of his job but does not enjoy working with customers. Frank's goal is to become an accountant at Bank USA so he won't have to wait on customers. What should Frank do?
   A. Quit his job immediately and look elsewhere for a new job in accounting
   B. Give his two-week notice to Bank USA and begin to look for a new job in accounting
   C. Talk with his supervisor, and continue to work as a teller with the plan of becoming an accountant for the bank
   D. Discuss the situation with a co-worker while looking for a new job in accounting

15. Why is proper etiquette very important when greeting customers?
   A. Customers enjoy being recognized and called by their name
   B. Smiling makes you feel better
   C. A friendly rehearsed greeting allows you to focus on another task
   D. Customers will likely give you a tip if you always greet them cordially

16. Which of the following is a good listening skill?
   A. Formulating a response while the speaker is still talking
   B. Looking at the speaker and maintaining eye contact
   C. Interrupting the speaker with questions
   D. Finishing an important task while listening to the speaker

17. Mary Anne has been called for an interview at ABC Company. How can she prepare for a successful interview?
   A. Review potential questions and research the company
   B. Review potential questions and invest in an expensive outfit to wear
   C. Research the company and invite a friend in case she gets nervous
   D. Buy an expensive outfit and invite a friend in case she gets nervous

18. Which of the following non-verbal communication skills will make a good impression during an interview?
   A. Slouching in chair so as to relax his nerves
   B. Direct eye contact
   C. Chewing gum
   D. Professional answers

19. Which of the following would be an example of the types of appropriate questions to ask the interviewer?
   A. Questions about salary and benefits
   B. Questions about the direction of the company
   C. Questions about demographics of employees
   D. Questions about vacation time

20. What is appropriate to post on social media about your job?
   A. Your opinions about your boss
   B. Gossip from work (only if those involved can't see it)
   C. Pictures from your work Christmas party
   D. Nothing is appropriate
21. Which of the following is appropriate to wear on your first day of work?
   A. Blue jeans and a nice shirt, until you know what is required.
   B. Dress pants/skirt and a dress shirt, or a suit.
   C. Whatever you are comfortable in since it will be a long first day.
   D. Any of the above are acceptable

22. Which of the following is NOT a characteristic of Professionalism?
   A. Honesty
   B. Competency
   C. Politeness
   D. Highly competitive

23. If you have a conflict with a client and you need assistance with the situation, what should you do?
   A. Tell the co-worker closest to you.
   B. Seek assistance from someone in authority over you.
   C. Tell the client why you are so frustrated/disappointed and what they have done wrong.
   D. Ignore the situation and wait until it dies down.

24. Which of the following is not important information to be included in a resume?
   A. Name, address, contact number and email address
   B. Past work experience
   C. Explanation of specific job skills and job related achievements
   D. Reasons why did not like your previous employer, your hobbies and political affiliation

25. What is the maximum amount of pages generally recommended for resume length?
   A. 4
   B. 3
   C. 2
   D. 1

26. If you have not had any real work experience it would be important to include which of the following information in your resume?
   A. summer job experience
   B. volunteer work
   C. degree title you are working toward and estimated date of completion
   D. all of the above

27. Which of the following is the most common mistake made when writing a resume?
   A. Not including information about your marital status and religion
   B. Not proofreading adequately to correct all grammatical and punctuation errors
   C. Not including a picture of yourself
   D. Not including the following statements at the end of the resume: Available for interview and References available upon request

28. All of the following are good tips for writing a resume except:
   A. Keep it concise, use bullet points and avoid long paragraphs of information
   B. Proofread twice then proofread again
   C. Individualize your resume and cover letter for each prospective employer
   D. Use colored paper and fancy font to attract attention to your resume

29. One of your co-workers has been sharing confidential information with others outside the company. If you are unsure of the company rules relating to this, you should:
   A. Contact the company personnel manager to report the employee who made the mistake.
   B. Ask co-workers for an interpretation of how to handle the situation.
   C. Refer to the company policy manual.
   D. Write a letter to your supervisor so that you will be cleared of any responsibility.

30. What general communication skills are most employers looking for in their employees?
   A. Public speaking skills
   B. Ability to make presentations via PowerPoint
   C. Effective speaking, listening, reading and writing skills
   D. Basic math and writing skills
31. Which of the following subjects is illegal for a potential employer to ask during the hiring process?
   A. Availability to work nights and weekends
   B. Disabilities
   C. Work experience
   D. Education level

32. After you read an office memo that is confidential, you should
   A. Discuss it with your family to determine how it impacts you.
   B. Discuss it only with your friends and co-workers.
   C. Pretend you never saw it.
   D. Not discuss it with anyone.

33. Which of the following is not considered an important skill for the workplace?
   A. Ability to work in teams
   B. Working well with people from diverse backgrounds
   C. Ability to work independently and never work with anyone
   D. Providing excellent customer service

34. If the supervisor on duty gives you a task you do not understand, you should
   A. Get a co-worker who is more experienced to complete the task.
   B. Tell your supervisor you do not know how to do it and ask him to assign a co-worker the task.
   C. Try to figure it out on your own.
   D. Ask your supervisor for further clarification.

35. A sales person is paid $500 per week plus 5% commission on sales. The sales for the week were $2,500. What is this person's gross pay for the week?
   A. $625
   B. $650
   C. $750
   D. $1200

36. A fixed amount of pay per hour is termed:
   A. wage
   B. bonus
   C. salary
   D. net

37. If a job pays $8.00 per hour for 40 hours per week, your gross pay for that week is?
   A. $320
   B. $320 minus FICA and taxes
   C. $320 minus social security
   D. $320 minus insurance and benefits

38. If a job pays $8.00 per hour for 40 hours per week, your net pay for that week is?
   A. $320
   B. $320 minus FICA and taxes
   C. $230 minus insurance and taxes
   D. $230 minus FICA and taxes

39. A company purchased 85 tablet computers at $399 each. Estimate the amount of the purchase.
   A. $32,000
   B. $33,915
   C. $34,000
   D. $36,000

40. How much water would you add to 2.5 gallons of bleach to make a 10% bleach solution?
   A. 2.5 gallons
   B. 5 gallons
   C. 10 gallons
   D. 25 gallons

41. You borrowed $4,500 at 9.5% for 6 years, what amount would you pay in interest?
   A. $256.50
   B. $2,565.00
   C. $4,756.50
   D. $7065.00
42. Employees should view constructive criticism as
   A. negatively
   B. as a personal attack
   C. as a positive review and plan for growth
   D. a reprimand or warning

43. The most important information to record on a phone message is:
   A. Name, company, and phone number of the caller
   B. Time Called
   C. Date called
   D. none of the above

44. An employee who arrives to work and meetings on time is displaying this characteristic:
   A. responsibility
   B. punctuality
   C. tardiness
   D. insubordination

45. You are completing a job application and some of the required information doesn't apply to you. What should you do?
   A. leave it blank
   B. write NA for not applicable
   C. write "doesn't apply"
   D. write IDK

46. Each of the following are guidelines to follow when answering the phone EXCEPT:
   A. Answer calls by the 2nd ring
   B. Smile when speaking
   C. Carry on a conversation with someone at your desk while answering
   D. Speak in a normal tone

47. When sending e-mail, one should NEVER:
   A. Use abbreviations
   B. Use all CAP LETTERS
   C. Write as briefly as possible
   D. Send it to more than one person

48. If unwelcome advances are made toward an employee, this is an example of:
   A. harassment
   B. Discrimination
   C. Ethics
   D. All of the above