Workplace Readiness Skills Test Questions

These items are sample assessment items that come from the CTECS database.

Name________________________________ Period_____________________________________

1. Employers expect certain things from employees. One important trait that employers look for in employees is “initiative.” Initiative means

a. doing things on your own; being a self-starter.
b. showing respect for other works.
c. calling your boss when you cannot come to work.
d. making sure your work is marketable.

2. The amount of income tax that is withheld from a person's payroll check is based on the information provided on the:

a. W-2 form.
b. W-4 form.
c. 401K form.
d. W-9 form.

3. In a business or office setting, the BEST greeting when answering the telephone is:

a. good morning/afternoon
b. hello, who is calling?
c. hello
d. greetings!

4. On Tuesday, Emma’s supervisor asks her to work on three projects that need to be completed by Friday. On Wednesday, Emma realizes that she will not be able to finish them on time. What should she do?

a. Discuss the problem with her supervisor.
b. Come in early to work to finish the jobs.
c. Ask coworkers to complete one of the projects.
d. Finish what she can; deadlines can usually be changed.

5. Ivan's business always gives its customers a coffee cup at the end of the year. Now the supervisor says they will no longer give away coffee cups because it isn't cost effective. Which is the most correct explanation of the supervisor's decision?

a. The cups are not worth what they cost.
b. Cups are not a product Ivan's company normally sells.
c. Giving away cups did not generate enough new or continuing business to pay for the cups.
d. Ivan and the other employees gave away too many cups.
6. You are working at a graphic firm. Your team is working on an important project and your team leader asks you to stay late to meet a deadline. Since you normally get home at 5 p.m. from work, you previously agreed to take a neighbor to an important appointment at 6:30 p.m. What should you do?
   a. Contact a friend that knows your neighbor and see if your friend can take your neighbor to the appointment and stay to finish the project deadline.
   b. Agree to stay and finish your project without question because the work is more important.
   c. Since you first committed to help your neighbor, tell your co-worker you cannot stay and why.
   d. Reach a compromise and work until 6:00 p.m. and then leave and try to still take your neighbor to the 6:30 p.m. appointment.

7. Justine told his boss he would finish the financial report by Friday. Following through on his commitment is an example of which positive workplace trait?
   a. resourcefulness
   b. problem-solving
   c. reliability
   d. honesty

8. You have been working on a game design project with your manager who has been repeatedly using inappropriate language which makes you uncomfortable. What should you do?
   a. Remain calm and report the problem to the manager’s boss.
   b. Directly confront the manager about the situation.
   c. Ask the manager to stop speaking in such an inappropriate way.
   d. Join in with the use of the inappropriate language to fit in.

9. Why is having diversity in a company culture’s staff a good idea?
   a. There is a broader range of talents, skills, and creativity.
   b. It creates a homogenous work ethic.
   c. The work environment will be more ethical.
   d. It meets the quota for minority cultures.

10. Shauna works at an advertising agency and recently had a verbal argument with a co-worker, Ashley. Since then, Ashley has openly treated Shauna with insulting behavior. What is the BEST way for Shauna to resolve this conflict?
    a. Report Ashley to the human resources manager.
    b. Let these inappropriate actions go because it will get better with time.
    c. Ignore Ashley but make sure her peers know.
    d. Write an email to her parents explaining the situation and asking for help.
11. You work as a server at a local restaurant. A customer orders a particular fish dish as a dinner entrée and sometime after ordering the dish, you learn from the kitchen manager that the fish has sold out. What is the BEST way to creatively handle the situation?

a. Make sure the customer knows this will never happen again and later report it to the restaurant manager.

b. After talking with another server, ask the head chef to come out and apologize to the customer profusely.

c. After talking with the restaurant manager, offer a comparable entrée dish, a discount, and a formal apology.

d. Have the restaurant manager offer a substitute and a significant discount on the overall meal.

12. Which of the following phrases is appropriate for a formal greeting during a presentation?

a. Be seated

b. Let’s get started

c. Listen up

d. Welcome

13. You are writing an email to Sally Smith who is a potential customer. What is the BEST way to begin your email to Sally Smith?

a. Hello Sally Smith!

b. Dear Ms. Smith,

c. Dear Madam or Sir:

d. Dear Mrs. Smith

14. Laurette’s supervisor asks her to select the best contractor for an upcoming construction job. Laurette narrows the choices down to four contractors. What is the process for making her decision?

a. Ask a co-worker to help make the decision and select the best contractor using this rationale.

b. Select the contractor who is the most affordable and explain why to your supervisor.

c. Select the contractor who is closes in distance to the job location.

d. Evaluate all factors needed and select the most suitable contractor based on the factors.

15. Two employees working at a manufacturing company enter a shop floor to do work. One employee is wearing approved safety glasses but the other employee is not. Why should the employee be wearing safety glasses?

a. It is the ethical thing to do and is therefore morally correct.

b. Most employees wear safety glasses as a safety precaution.

c. Safety glasses should always be worn on the shop floor.

d. All global companies suggest that employees wear safety glasses.
16. Part of being a civically responsible employee is understanding how the U.S. government operates. The job of the Legislative Branch is to ______________ laws.

   a. make
   b. implement
   c. evaluate
   d. assess

17. When writing resumes, why do employers prefer professional references over personal ones?

   a. IT is illegal to provide personal references.
   b. Professional references tend to be more intelligent.
   c. Professional references are biased.
   d. Personal references tend to be biased.

18. Samuel works at a farm equipment company. Which of the following will help him decide what to do each day?

   a. The daily work plan
   b. The tasks most enjoyed
   c. The customers complaint log
   d. The work your peers do first

19. Oki is a sales associate at a computer sales store. He notices an older man with tattered clothing enter the store. How should he first approach the customer?

   a. Inform the customer of available lay-away plans.
   b. Ask the customer to look at the posted dress code and leave.
   c. Greet the customer and ask if he would like her assistance.
   d. Wait until the customer approaches her and handle it.

20. You work at an accounting company are furnished with a new tablet computer. After arriving to work, you turn it on and notice it is not functioning properly. This occurs after one day of using the new tablet. What it the first course of action?

   a. Look for the operating manual to figure out what is wrong.
   b. Email a friend who is an IT expert and seek assistance.
   c. Tell your co-worker about the problem and ask for help.
   d. Inform the IT department about the computer problem.

21. Which of the following is not a type of web browser?

   a. Google Docs
   b. Google Chrome
   c. Mozilla Firefox
   d. Internet Explorer
22. What is the MOST important reason for cleaning the cache of your web browser after browsing the internet?

a. to minimize the chances of computer virus’
b. to maintain privacy at all times
c. to optimize browsing speed
d. to tag important websites

23. Maxwell has been asked to send a final urgent housing inventory report to a branch manager in a local real estate company. Which of the following applications/formats is most appropriate to use to accomplish the task?

a. Word
b. PDF
c. Excel
d. Email

24. Maya worked 41 hours this week at a local hospital. She makes $12.00 per hour. Anytime over 40 hours is paid at time and half or 1.5. How much May earn for her 41 hours of work this week.

a. $412
b. $498
c. $508
d. $396

25. Simone is a corporate employee who is committed to lifelong learning. What is the BEST way that Simone can show her commitment?

a. Offering fellow employees assistance on the job
b. Attending conference to acquire new industry related knowledge
c. Researching how to do difficult tasks in her workplace
d. Spending time at work completing assignments for her college classes
ANSWERS:

1. A
2. B
3. A
4. A
5. C
6. A
7. C
8. A
9. A
10. A
11. C
12. D
13. B
14. D
15. C
16. A
17. D
18. A
19. C
20. A
21. A
22. C
23. C
24. B
25. B