

### Sample: Workplace Readiness Skills Test Questions

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

**Question One:** 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.

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

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

**Question Three:** 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!

**Question Four:** 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.

**Question Five:** 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. **Giving away cups did not generate enough new or continuing business to pay for the cups.**
- b. The cups are not worth what they cost.
- c. Cups are not a product Ivan's company normally sells.
- d. Ivan and the other employees gave away too many cups.