

## 2019-20 WRS Sample Questions

Duty 1) Personal Qualities and Abilities

Standard 1) 1.CREATIVITY AND INNOVATION: Employs originality, inventiveness, and resourcefulness in the workplace

1) An employee at an auto repair garage proposes a new, efficient way to safely dispose of used motor oil. This is an example of:

- A. teamwork.
- B. critical thinking and problem solving.
- C. creativity and innovation.
- D. work ethic.

2) Which is the best example of "demonstrating creativity and innovation"?

- A. Evaluating potential solutions and resources
- B. Developing and/or improving products, services, or processes
- C. Displaying a disciplined work ethic
- D. Prioritizing your job tasks on a daily basis

3) You have researched the history of a product development and are about to propose providing an additional service to your customers that should create return business and customer loyalty. This proposal is an example of:

- A. work ethic and adaptability.
- B. creativity and innovation.
- C. integrity and resolve.
- D. customer service.

4) Eli proposed a plan to expand his business while cutting costs. This is an example of:

- A. professionalism.
- B. big-picture thinking.
- C. dependability.
- D. creativity.

5) Jasmine created an interactive department calendar, using an app to track attendance. Essentially she demonstrated:

- A. creativity.
- B. efficiency.
- C. professionalism.
- D. big-picture thinking.

6) Shawnee submitted new procedures to her supervisor on how to improve sales and service, based on a new model she learned about during a professional development conference. These new procedures represent a(n):

- A. negotiation
- B. innovation
- C. collaboration
- D. initiative

7) An example of demonstrating creativity and innovation at work is to:

- A. arrive to work on time each day.
- B. follow work protocol as stated by the employee policies.
- C. have a positive relationship with your manager.
- D. learn to do your job more efficiently.

8) The ability to find and allocate available resources to improve a product or service is an example of:

- A. critical thinking.
- B. innovation.
- C. Information security.
- D. career management.

9) During a staff meeting, a supervisor asks employees to bring new ideas to the next staff meeting that will improve customer service. The BEST way to come up with good ideas is to

- A. research how competitors have done it.
- B. ignore requests that are outside of your job description.
- C. ask your coworkers what they would do.
- D. consult the employee handbook.

10) Which of the following statements best resembles the creative process?

- A. Find a disruption and imitate it.
- B. Find a repeating pattern.
- C. Find a pattern and disrupt it.
- D. Focus on a single idea and repeat it.

Standard 2) 2.CRITICAL THINKING AND PROBLEM-SOLVING: Uses sound reasoning to analyze problems, evaluate potential solutions, and implement effective courses of action

11) You are working on a time-sensitive project. Your coworker comes to you and says he needs to leave, due to a family emergency. He asks you to complete a project for him that is due that day. Following problem-solving steps, what is the FIRST step you should take to ensure all work is completed?

- A. Concentrate on your project first.
- B. Tell your coworker you are unable to help.
- C. Evaluate the coworker's role and performance with the project leader.
- D. Clarify the priority of objectives with the project leader.

12) The activity of examining information, events, or relationships and making disciplined assumptions that are clear, rational, open-minded, and based on evidence is:

- A. subjectivity.
- B. critical thinking.
- C. brainstorming.
- D. managing resources.

13) The first thing Barry does when he opens the home improvement store each day is to switch on the lighted "Open" sign. Today, the sign does not come on. How would Barry most efficiently determine if the problem is with the power company or the sign itself?

- A. Reset the circuit breaker in the basement.
- B. Replace the bulb in the sign.
- C. Attempt to switch on another device to see if it has power.
- D. Call an electrician right away.

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. Evaluate all factors needed and select the most suitable contractor based on the factors
- B. Ask a coworker to help make the decision and select the best contractor using this rationale.
- C. Select the contractor who is the most affordable and explain why to your supervisor.
- D. Select the contractor who is closest in distance to the job location.

Standard 3) 3. INITIATIVE AND SELF-DIRECTION: Independently looks for ways to improve the workplace and accomplish tasks

15) Paul feels the schedule posted at his place of employment is confusing. He creates a new form and presents it to his manager, sharing his thoughts on how it could improve the current schedule. This shows Paul's:

- A. values.
- B. diversity awareness.
- C. integrity.
- D. initiative.

16) Which of the following best resembles initiative?

- A. Following leadership obediently
- B. Seizing a leadership opportunity
- C. Ethically demonstrating opportunity
- D. Making quality evaluations

Standard 4) 4. INTEGRITY: Complies with laws, procedures, and workplace policies; demonstrates honesty, fairness, and respect

17) Carla believes she is more productive when she listens to music at work, but her boss does not allow it. She should

- A. try to convince her boss of her point of view.
- B. put on headphones to listen in private.
- C. follow company policy.
- D. listen to it anyway since it is good for productivity.

18) Justice 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. integrity
- D. honesty

19) Being a responsible citizen means you should

- A. make ethical decisions.
- B. be number one in your office.
- C. be as productive as possible on the job.
- D. try to please everyone around you.

20) Complying with workplace policies demonstrates:

- A. creativity.
- B. diversity.
- C. integrity.
- D. sensitivity.

21) While working as a restaurant cashier, your friends come in to eat dinner. You should

- A. serve them "free" food.
- B. give them a discount on their food order using your employee discount.
- C. tell them you are not allowed to serve them.
- D. treat them as you would any other customers.

Standard 5. WORK ETHIC: Consistently works to the best of one's ability and is diligent, dependable, and accountable for one's actions

22) You are working at a graphic design 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 off 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. Make other arrangements for your neighbor and stay to finish the project deadline.
- B. Agree to stay and finish your project without question because work is more important.
- C. Since you first committed to help your neighbor, tell your coworker 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.

23) Even though Carla wants to view the updates on her social media accounts, she stays on task and waits for her scheduled break. Carla is demonstrating:

- A. self-representation.
- B. resourcefulness.
- C. work ethic.
- D. confidentiality.

24) Sylvia regularly stays after work to complete tasks. She demonstrates:

- A. tactfulness.
- B. work ethic.
- C. self-representation.
- D. short-term goal setting.

25) Your supervisor asks you to come in on Saturday to finish your marketing presentation because the client is coming in earlier than originally expected, on Monday morning. You already have weekend plans. What is the expectation?

- A. Reschedule your plans.
- B. Negotiate with your supervisor.
- C. Get someone to cover for you.
- D. Call the client to reschedule his visit.

26) Hector worked for a renewable energy company but was recently fired. He did his job better than any of the other workers in his department, but he often refused to help others with their work. Hector did his work well but never did anything extra. Why is he consistently passed over for promotion?

- A. The boss does not like Hector.
- B. Hector outperforms others and made them look less skilled.
- C. The boss expects too much from Hector.
- D. He does not have a good work ethic.

27) As an employee, employers assess your work ethic based on your:

- A. appearance.
- B. attitude.
- C. fairness to others.
- D. unused personal leave.

## 2) Interpersonal Skills

Standard 6) 6.CONFLICT RESOLUTION: Negotiates diplomatic solutions to interpersonal and workplace issues

28) You have been working on a game design project with your manager who has been repeatedly using inappropriate language which makes you uncomfortable. You have already asked him to stop doing so. What should you do?

- A. Remain calm and report the problem up the chain of command.
- B. Directly confront the manager again about the situation.
- C. Threaten to quit if he does not stop speaking in such an inappropriate way.
- D. Join in with the use of the inappropriate language to fit in.

- 29) An angry coworker complains about the way you do your job. Your BEST response is to
- A. be more assertive than he/she is.
  - B. call security for help.
  - C. walk away to avoid conflict.
  - D. remain calm and focused on a solution.
- 30) Which of the following strategies for dealing with conflict requires input from both sides to work through differences to find a win-win solution?
- A. Avoidance
  - B. Denial
  - C. Negotiation
  - D. Competition
- 31) When resolving conflict, the main goal is to:
- A. debate the problem and choose a winner.
  - B. find middle ground or a win-win solution.
  - C. explore solutions but punish both parties.
  - D. determine the strengths and weaknesses of concerns.

Standard 7) 7.LISTENING AND SPEAKING: Listens attentively and asks questions to clarify meaning; articulates ideas clearly in a manner appropriate for the setting and audience

- 32) At the conclusion of making a presentation to a large group, someone from the audience asks you a long, elaborate question. What is the best practice to use in order to answer the question effectively?
- A. Restate the key question and ask if your understanding is correct.
  - B. Smile and answer the question as soon as possible.
  - C. Ask for the person's email address so you can send him/her your answer.
  - D. Focus on one part of the question and answer that, then move on.
- 33) What part of your speech sets the tone, gains trust, and gets the audience's attention?
- A. Supporting evidence
  - B. Conclusion
  - C. Introduction
  - D. Non-verbal body language

Standard 8) 8.RESPECT FOR DIVERSITY: Values individual differences and works collaboratively with people of diverse backgrounds, viewpoints, and experiences

- 34) While waiting on customers, you notice an elderly woman looking at new computers. You should
- A. assume she knows less about computers than the younger customers you serve.
  - B. approach her and ask her in a very loud voice: Are you lost ma'am?
  - C. treat her as you would any other customer.
  - D. wait for a coworker to help her.

- 35) Why is having cultural diversity on a company's staff a good idea?
- A. There is a broader range of talents, skills, and creativity.
  - B. It creates work ethic.
  - C. The work environment will be more ethical.
  - D. It meets the federal regulations.
- 36) All of the following are barriers to respecting diversity EXCEPT:
- A. fear.
  - B. stereotyping.
  - C. segregation.
  - D. acceptance.
- 37) A customer-service worker, due to her religious beliefs, has refused to serve someone. What should that employee expect?
- A. That a coworker will step in on her behalf and serve the customer.
  - B. To be fired, reassigned, or demoted.
  - C. A promotion for demonstrating integrity.
  - D. That no harm is done to the customer.
- 38) Teaching employees to manage conflict, to collaborate, and to understand cultural differences creates a work environment that supports:
- A. integrity.
  - B. work ethic.
  - C. diversity.
  - D. critical thinking.
- 39) Being considerate of other people and cultures is an example of which workplace readiness skill?
- A. Respect for diversity
  - B. Professionalism
  - C. Work ethic
  - D. Critical thinking
- 40) While in the workplace, you meet a person with a disability. You should
- A. avoid eye-contact and do not offer any assistance.
  - B. ask a coworker to help the person if you have no experience.
  - C. treat the person with dignity and respect.
  - D. ask questions about the origin of the person's disability.

Standard 9) 9.CUSTOMER SERVICE ORIENTATION: Anticipates and addresses the needs of customers and coworkers, providing thoughtful, courteous, and knowledgeable service

- 41) 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.

42) Sierra has taken initiative to create a new operations manual for the office. To gather accurate information for the manual, she decides to survey the staff to determine which procedures are currently used. Sierra is demonstrating:

- A. internal customer service.
- B. independence.
- C. career goals.
- D. telecommunications.

43) A customer who speaks little English calls with questions about a product he recently purchased at your store. You are having difficulty understanding him. What is your best approach to helping this customer?

- A. Follow the established customer-service policy.
- B. Find a coworker of another ethnicity who can help.
- C. Send the caller to your supervisor.
- D. Tell the customer you cannot understand him and ask him to visit the store.

Standard 10) 10.TEAMWORK: Shares responsibility for collaborative work and respects the thoughts, opinions, and contributions of other team members

44) Project tasks have been assigned to individual team members. Which action MOST hurts the potential success of the team?

- A. Having distinct roles
- B. Inspiring competition among team members
- C. Individuals requesting help when problems arise
- D. Focusing exclusively on individual roles.

45) Which of the following BEST describes contributing to the success of any team?

- A. Working collaboratively with others
- B. Isolating your work to be more productive
- C. Asking others for assistance
- D. Volunteering to be the leader

3) Professional Competencies

Standard 11) 11.BIG PICTURE THINKING: Understands one's role in fulfilling the mission of the workplace and considers the social, economic, and environmental impacts of one's actions

46) \_\_\_\_\_ allows you the opportunity to define your company's goals, ethics, culture, and norms for decision making.

- A. The vision statement
- B. Legal disclaimers
- C. The mission statement
- D. The manufacturer's resources

47) Which of the following is most closely related to the "culture" of an organization?

- A. Workplace procedures
- B. Economic advantage
- C. Company values
- D. Competitive edge

48) The sometimes predictable fluctuations in economic activity of one company, such as employment and production, are referred to as:

- A. microeconomics.
- B. the business cycle.
- C. the law of demand.
- D. the law of supply.

49) What is the result of a large supply but a low demand for a particular product?

- A. an increase in price
- B. surplus
- C. an increase in competition
- D. a monopoly

Standard 12) 12.CAREER AND LIFE MANAGEMENT: Plans, implements, and manages personal and professional development goals related to education, career, finances, and health

50. If you are interested in a promotion, which of the following is essential?

- A. Take coworkers to lunch.
- B. Acquire and prove new industry knowledge.
- C. Develop a friendship with your supervisor.
- D. Hire a life coach.

51) You are concerned because you are 50 pounds overweight. A logical, short-term goal is to:

- A. lose 10 pounds in a month.
- B. set a total weight loss goal.
- C. decide to stop eating a certain food.
- D. exercise for three hours.

52) When applying for a job that has specific job requirements, you should clarify, emphasize, and elaborate on your ability to perform those tasks in your

- A. resume.
- B. cover letter.
- C. references.
- D. bibliography.

53) A benefit to preparing and taking your own lunch to work is:

- A. it cuts down on time needed for a lunch break.
- B. it is good for the environment.
- C. it provides the opportunity to eat healthier.
- D. it promotes workplace morale and culture.

54) An employer responds positively to Alice's application by calling and asking her to interview in person. Her parent can help her the most by

- A. assuring Alice that she will do great on the interview.
- B. writing a strong reference letter to her potential employer.
- C. purchasing a new ball gown for the interview.
- D. asking her mock questions and giving feedback.

Standard 13) 13.CONTINUOUS LEARNING AND ADAPTABILITY: Accepts constructive feedback well and is open to new ideas and ways of doing things; continuously develops professional skills and knowledge to adjust to changing job requirements

55) Professional trade organizations, classes/seminars, trade shows, and trade publications are used by businesses to

- A. appeal to the general public.
- B. determine quantities to buy.
- C. obtain up-to-date information about the industry.
- D. set up an operating budget.

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

- A. Offering fellow employees assistance on the job
- B. Attending conferences 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

57) The goals of professional networking are to develop

- A. and present a job "sales pitch" to an interviewer.
- B. connections and advisors based on mutual needs/interests and trust.
- C. a resume and send it out with a business card.
- D. a resume and post it on social networking sites.

58) Which question could violate laws aimed at achieving equal employment opportunities?

- A. What is your address?
- B. What are your job skills?
- C. What is your job history?
- D. What is your religion?

59) 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 can be biased.

60) Jill's company will reimburse staff for taking professional development courses, which tells Jill that the company values

- A. career education.
- B. continuous learning.
- C. dual enrollment.
- D. certified life experiences.

61) Many industry groups have professional associations related to the work they perform. What opportunities do these organizations offer individuals to aid continuous learning?

- A. Travel and reunions
- B. Conferences and friendships
- C. Education and networking
- D. Resume enhancement

62) Which skill is used when improving professional skills to stay up-to-date in one's career field?

- A. Time management
- B. Critical thinking
- C. Continuous learning
- D. Workplace safety

63) Dorethea is a valued employee at the local veterinary clinic. She often asks her supervisor if he would pay for her to take a course that is related to her work at the clinic. Why does she have this expectation?

- A. The employer is required by law to make such investments.
- B. The employer has an interest in expanding her skill set.
- C. She likes to explore options so she might move on to something else.
- D. She enjoys learning but does not want to pay for it herself.

64) During her job applicant interview, Susie was asked if she would be willing to occasionally attend out-of-town and overnight training sessions. Typically the reason for this question is to discover:

- A. whether she would work overtime hours.
- B. her desire and ambition to move up to management.
- C. whether she is willing to sacrifice her values.
- D. her commitment to professional growth.

65) One of the leading reasons why it is important for employees to seek professional development throughout their careers is to be prepared for

- A. changes in lifestyles.
- B. boredom and burnout.
- C. life after retirement.
- D. changes in the workplace.

Standard 14) 14.EFFICIENCY AND PRODUCTIVITY: Plans, prioritizes, and adapts work goals to manage time and resources effectively

66) At 11:00 a.m., a customer asks for a prescription to be filled for pick up at noon. In this situation, filling the prescription by noon best fits in which one of the following four time-usage categories?

- A. important and not urgent
- B. not important and urgent
- C. important and urgent
- D. not important and not urgent

67) Samuel works at a farm equipment company. Which of the following will help him be more efficient and productive for the company?

- A. The daily work plan
- B. The tasks most enjoyed
- C. The customer's complaint log
- D. The work his peers do first

68) The MAIN reason that businesses try to increase recycling programs is because they want

- A. to provide extra jobs.
- B. to keep work areas clean.
- C. to increase savings by reducing waste.
- D. to make the company more acceptable.

69) Laura and Colleen have been working on a sales presentation for a week. Laura has a family emergency and cannot make the presentation. What should Colleen do?

- A. Review Laura's part and make the presentation.
- B. Ask Laura's supervisor to cover her part.
- C. Reschedule the presentation with the client.
- D. Cancel the presentation with the client.

70) Chad has found a quicker and safer way to complete a process. However, the new process doesn't follow his company's standard operating procedure. He should:

- A. use his new process to stand out from his peers.
- B. drop his idea and use the company's process.
- C. encourage coworkers to use his idea.
- D. share his idea with management before using it.

Standard 15) 15.INFORMATION LITERACY: Locates information efficiently, evaluates the credibility and relevance of sources and facts, and uses information effectively to accomplish work-related tasks

71) Which of the following is the MOST credible Internet source for research?

- A. a web discussion forum
- B. a political advertisement video
- C. a peer-reviewed blog
- D. a private social network page

- 72) How can you BEST reflect expert opinions in your research that support your opinions on a topic?
- A. Accurately describe your opinions based on your influences.
  - B. Provide a list of documents that helped create your beliefs.
  - C. Use a quotation as the main thesis or idea of your argument.
  - D. Quote directly from the expert's words, citing the source.

- 73) Which is TRUE about beliefs versus facts?
- A. Beliefs are personal truths but unproven.
  - B. Beliefs are used to make scientific decisions.
  - C. Beliefs are evidence-based.
  - D. Beliefs have no place in making purchase decisions.

Standard 16) 16.INFORMATION SECURITY: Understands basic Internet and email safety and follows workplace protocols to maintain the security of information, computers, networks, and facilities

- 74) Social networking websites can reveal a great deal about an individual. What types of items should you avoid putting on your social networking site?
- A. photos of your family
  - B. sensitive comments about your workplace
  - C. photos of your pets
  - D. favorite movies

- 75) Nicholas needs to create a strong password for his online banking account. Which of the following would be considered the strongest password?
- A. 12898Nicholas
  - B. Nich0laS
  - C. pq98#3!4dn
  - D. 33ElmStreet

- 76) Software intended to damage or disable other computer systems is:
- A. malware.
  - B. firewall.
  - C. subscriber line.
  - D. Wi-Fi.

- 77) Which of the following is the BEST description of SPAM?
- A. an application for smart phones
  - B. an unsolicited e-mail message or advertisement
  - C. an unsecured URL address
  - D. a secure protocol application for websites

Standard 17) 17.INFORMATION TECHNOLOGY: Maintains a working knowledge of devices, resources, hardware, software, systems, services, applications, and IT conventions

78) The primary internal component of a desktop computer used for information storage is the

- A. monitor.
- B. hard drive.
- C. video card.
- D. USB drive.

79) An example of a desktop computer operating system is

- A. Microsoft Office 2012.
- B. Dell Computers.
- C. Windows 8.
- D. Adobe Flash.

80) In the table below, to re-order the "Animal" column, you should use the

Animal Feed Information		
Quantity	Animal	Pounds of Feed Required
6	Zebra	780
2	Tiger	500
4	Monkey	88

- A. numeric listing function.
- B. convert table to text function.
- C. sort function.
- D. formula function.

81) Which of the following is NOT a type of web browser?

- A. Google Docs
- B. Google Chrome
- C. Mozilla Firefox
- D. Internet Explorer

82) What is the MOST important reason for cleaning the cache of your web browser after browsing on 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

- 83) Which is the greatest advantage of web-based applications?
- A. offline connectivity
  - B. accessibility
  - C. standard formatting
  - D. secure content
- 84) The best way to send an email to multiple people without them knowing all the recipients is to type all their email addresses in the:
- A. BCC line.
  - B. "TO" line.
  - C. "CC" line.
  - D. body of the email.
- 85) A commercial photographer has several digital images that are very large files that need to be sent to a client for review. Which process would be the most efficient method to send these images?
- A. Send each file by email, one at a time.
  - B. Transfer the files to a USB flash drive and mail it.
  - C. Print and mail the images to the client.
  - D. Post the photos on a private website and send a link.
- 86) Trevor finds that when he is away from his office at appointments, he frequently cannot access his work files on his laptop. Which should be the FIRST resource he tries to solve his problem?
- A. Supervisor or manager
  - B. Techie friend
  - C. Online research
  - D. Project manager
- 87) The ability to use technology efficiently, with a range of skills covering levels from basic use to advanced, specialized use is known as:
- A. IT certification.
  - B. Internet ethics.
  - C. computer literacy.
  - D. telecommunications.
- 88) Technology is important in the workplace for all the following reasons EXCEPT:
- A. improving communication.
  - B. operation efficiency.
  - C. mobility.
  - D. personal interests.

Standard 18) 18. JOB-SPECIFIC TOOLS AND TECHNOLOGIES: Knows how to select and safely use industry-specific technologies, tools, and machines to complete job tasks effectively

89) You are the supervisor of a twenty-member team. Your goal is to increase collaboration with the use of technology. To accomplish this goal, you would most likely use which type of program to create and edit content?

- A. Email
- B. Word processing documents
- C. Online documents
- D. Auction

90) Different devices don't always "talk" or interact with each other, and this is also known as \_\_\_\_\_ issues.

- A. simulation
- B. compatibility
- C. telecommuting
- D. productivity

91) Companies can benefit many ways from allowing employees to telecommute. Which item below is a common DISADVANTAGE of such a practice?

- A. Improves employee satisfaction
- B. Increases productivity and efficiencies
- C. Saves employers money
- D. Vulnerability to security and confidentiality issues

Standard 19) 19. MATHEMATICS: Applies mathematical skills to complete tasks as necessary

92) A salesperson receives 10% commission on his/her total sales. They sell \$1,500.00 worth of merchandise. How much commission did he/she receive?

- A. \$1,500.00
- B. \$150.00
- C. \$500.00
- D. \$15.00

93) The hourly employees in your department worked a total of 7,350 hours this week. The wage for each person is \$10.75 per hour. What is the total payroll for your department this week?

- A. \$70,912.50
- B. \$75,000.00
- C. \$79,012.50
- D. \$80,950.00

94) 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 times her hourly wage. How much will Maya earn for her 41 hours of work this week?

- A. \$412
- B. \$498
- C. \$508
- D. \$396

95) Greg has decided to join the union. Union dues are \$439.00 a year. Greg is paid every two weeks. Calculate the amount of dues that will be deducted from each paycheck if they are spread evenly over his paychecks. Round to the nearest penny.

- A. \$16.88
- B. \$18.28
- C. \$22.58
- D. \$36.58

96) A standard work week consists of 40 hours. You make \$12/hour. When you work over 40 hours, your pay rate increases to 1.5 times your normal wage/hour. If you work 50 hours in a week, what is your gross pay?

- A. \$900.00
- B. \$660.00
- C. \$600.00
- D. \$720.00

97) You are building a fence around a rectangular piece of land. The land is 100 ft. by 50 ft. What minimum LENGTH of fencing do you need to purchase to fully enclose the land?

- A. 5000 ft.
- B. 300 ft.
- C. 150 sq. ft.
- D. 50 sq. ft.

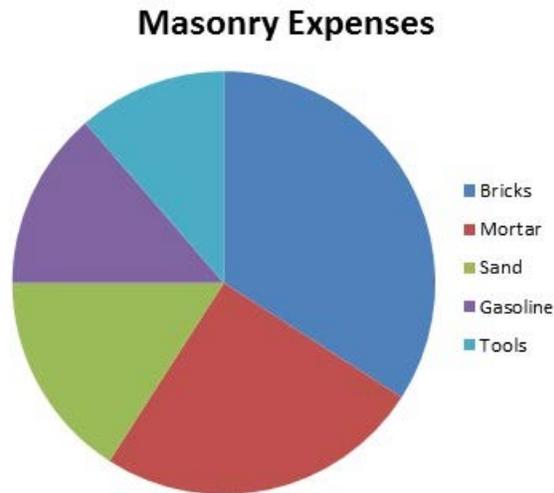
98) Sara works at the local mall. She makes \$9.25 an hour and works 32 hours a week. Her deductions are 25%, to be subtracted from gross earnings. Calculate her net pay for two weeks.

- A. \$444.00
- B. \$222.00
- C. \$148.00
- D. \$7,400.00

99) Your employer asks you to run some errands. The reimbursement rate is \$0.54 per mile. You drive 6.5 miles. How much will the reimbursement be?

- A. \$8.31
- B. \$4.57
- C. \$3.51
- D. \$12.04

100) Roberto is analyzing the expenses for his masonry company. Using the pie chart below, approximate the percentage of expenditures on bricks?



- A. 25%
- B. 50%
- C. 33%
- D. 66%

Standard 20) 20.PROFESSIONALISM: Meets organizational expectations regarding work schedule, behavior, appearance, and communication

101) You must attend an important luncheon for work and dress appropriately. You should wear

- A. what you would wear for a night on the town.
- B. clothing similar to what you wore to the job interview.
- C. casual clothing to demonstrate your personal style.
- D. what you would wear to a formal event.

102) How we communicate is often just as important as what we are trying to say. Avoiding using slang in the workplace is an example of understanding the skill of:

- A. self-representation.
- B. teamwork.
- C. integrity.
- D. respect for diversity.

103) Jose is interviewing for a full-time job at a landscaping company in which the employees sometimes wear jeans and T-shirts to work. What should Jose wear to the interview?

- A. Jeans, boots, and a T-shirt
- B. Personal protective equipment
- C. Dress pants, belt, and a collared shirt
- D. A formal business suit

104) Demonstrating communication etiquette, using positive body language, and wearing workplace-appropriate clothing reflect a value of:

- A. project management.
- B. independence.
- C. work ethic.
- D. professionalism.

105) Working with elementary school-aged children in the afternoons, Jamie is very conscious of what she wears and how she presents herself, knowing that her appearance makes an impact on the children. Jamie is demonstrating:

- A. integrity.
- B. creativity.
- C. teamwork.
- D. professionalism.

106) Carol often lets her personal problems and her home life negatively affect her attitude and work relationships. What workplace readiness skill does she need to address?

- A. Diversity awareness
- B. Professionalism
- C. Creativity
- D. Critical thinking

107) Nicole always wears short skirts and boots. Management has told her that her outfits are inappropriate for work, but she does not agree. She needs help with:

- A. professionalism.
- B. integrity.
- C. customer service.
- D. work ethic.

108) Dalia has recently been hired at the local veterinary clinic. She goes to work dressed in scrubs and closed-toed shoes. Being dressed appropriately for her job is an example of:

- A. creativity.
- B. diversity.
- C. professionalism.
- D. motivation.

Standard 21) 21.READING AND WRITING: Reads and interprets workplace documents and writes effectively

109) Which sentence is grammatically correct?

- A. He don't want to attend class regularly.
- B. He doesn't want to attend class regular.
- C. He don't want to attend class regular.
- D. He doesn't want to attend class regularly.

110) 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

111) When following the rules of email etiquette, typing the email in ALL CAPITALS is not recommended because it indicates what?

- A. Copyrighted material
- B. Low vision
- C. Carelessness
- D. Anger

112) What would be the preferred way to start a personal/professional email to a new potential customer?

- A. Dear Mister or Madam (last name)
- B. Mr. or Ms. (last name)
- C. To Whom It May Concern
- D. Greetings from (company name)

Standard 22) 22.WORKPLACE SAFETY: Maintains a safe work environment by adhering to safety guidelines and identifying risks to self and others

113) Your plumbing crew is working on a new building project. You are assigned to cut pipe for the job. You notice that a peer employee is having great difficulty carrying a long section of pipe. What is the most appropriate action?

- A. Stay on your job assignment all day.
- B. Tell someone else to go help this employee who is having trouble.
- C. Stop cutting long sections of pipe.
- D. Help your peer carry the long section of pipe.

114) Bryce is a welder. Due to budget costs, his company does not supply all of the required personal protective equipment (PPE). Bryce should

- A. tell his supervisor he will quit if the proper PPE is not supplied.
- B. refuse to work without the PPE and speak to his supervisor.
- C. purchase the necessary PPE to set a good standard for others.
- D. use the PPE he has until the required PPE is made available.

115) Safety glasses are required to be worn by all employees on the shop floor. One employee has just walked out onto the shop floor with safety glasses in his pocket, but has not begun to work at his machine.

- A. Safety glasses are only required when machines are operating.
- B. He possesses his safety glasses and as long as he puts them on, he will not be in violation.
- C. The employee is in violation of safety policy and could be seen as a liability.
- D. The employee is in violation of city health and safety ordinance.

116) Theo is using an electric drill on the shop floor among many co-workers who share tools. He notices that the drill has a damaged cord with exposed wires. What is Theo's MOST responsible action?

- A. Use duct tape to fix the exposed wires.
- B. Locate and use a different tool.
- C. Ensure that the tool is not used by anyone.
- D. Dispose of the tool.

## Answer Key

- |       |       |        |
|-------|-------|--------|
| 1. C  | 43. A | 85. D  |
| 2. B  | 44. D | 86. C  |
| 3. B  | 45. A | 87. C  |
| 4. D  | 46. C | 88. D  |
| 5. A  | 47. C | 89. C  |
| 6. B  | 48. B | 90. B  |
| 7. D  | 49. B | 91. D  |
| 8. B  | 50. B | 92. B  |
| 9. A  | 51. A | 93. C  |
| 10. C | 52. B | 94. B  |
| 11. D | 53. C | 95. A  |
| 12. B | 54. D | 96. B  |
| 13. C | 55. C | 97. B  |
| 14. A | 56. B | 98. A  |
| 15. D | 57. B | 99. C  |
| 16. B | 58. D | 100. C |
| 17. C | 59. D | 101. B |
| 18. C | 60. B | 102. A |
| 19. A | 61. C | 103. C |
| 20. C | 62. C | 104. D |
| 21. D | 63. B | 105. D |
| 22. A | 64. D | 106. B |
| 23. C | 65. D | 107. A |
| 24. B | 66. C | 108. C |
| 25. A | 67. A | 109. D |
| 26. D | 68. C | 110. B |
| 27. B | 69. A | 111. D |
| 28. A | 70. D | 112. B |
| 29. D | 71. C | 113. D |
| 30. C | 72. D | 114. B |
| 31. B | 73. A | 115. C |
| 32. A | 74. B | 116. C |
| 33. C | 75. C |        |
| 34. C | 76. A |        |
| 35. A | 77. B |        |
| 36. D | 78. B |        |
| 37. B | 79. C |        |
| 38. C | 80. C |        |
| 39. A | 81. A |        |
| 40. C | 82. C |        |
| 41. C | 83. B |        |
| 42. A | 84. A |        |

