

## New SAMPLE WRS Test Questions

1) Positive Work Ethic: Comes to work every day on time, is willing to take direction, and is motivated to accomplish the task at hand

1. 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.

2. 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.

2) Integrity: Abides by workplace policies and laws and demonstrates honesty and reliability

3. Lacy works at a pharmaceutical company with a very strict anti-drug and alcohol policy which states that no alcohol is to be consumed during work hours. Violation of the policy will result in immediate termination. While at lunch today, Lacy observed several coworkers having beer with their meal. Lacy should

- a. write an anonymous letter to the company owner.
- b. tell her immediate supervisor.
- c. join in with her coworkers but refrain from any alcohol consumption.
- d. remain quiet since this matter is not her jurisdiction.

4. 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. reliability
- d. honesty

### 3) Teamwork: Contributes to the success of the team, assists others, and requests help when needed

5. Project tasks have been assigned to individuals. Which action of a team member may hurt the work of the team?

- a. Having a positive attitude
- b. Being on time to meetings
- c. Requesting help when needed
- d. Not assisting others

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

### 4) Self-representation: Dresses appropriately and uses language and manners suitable for the workplace

7. 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. what you would wear to a job interview.
- c. casual clothing.
- d. what you would wear to a formal event.

8. We know that 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. diversity awareness.

9. 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.

## 5) Diversity Awareness: Works well with all customers and coworkers

10. While waiting on customers, you notice an elderly woman looking at new computers. You should
- assume she knows less about computers than the younger customers you serve.
  - approach her and ask her in a very loud voice: Are you lost ma'am?
  - treat her as you would any other customer.
  - wait for a coworker to help her.
11. Why is having cultural diversity on a company's staff a good idea?
- There is a broader range of talents, skills, and creativity.
  - It creates a homogenous work ethic.
  - The work environment will be more ethical.
  - It meets the federal regulations.

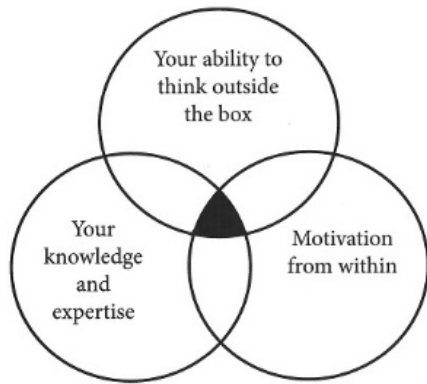
## 6) Conflict Resolution: Negotiates diplomatic solutions to interpersonal and workplace issues

12. An angry coworker complains about the way you do your job. Your BEST response is to
- be more assertive than he/she is.
  - call security for help.
  - walk away to avoid conflict.
  - remain calm and focused on a solution.
13. Shauna works at an advertising agency and recently had a verbal argument with a coworker, Ashley. Since then, Ashley has openly treated Shauna with insulting behavior. What is the BEST way for Shauna to resolve this conflict?
- Report Ashley to the human resources manager.
  - Let these inappropriate actions go because it will get better with time.
  - Ignore Ashley but make sure her peers know.
  - Write an email to her parents explaining the situation and asking for help.

## 7) Creativity and Resourcefulness: Contributes new ideas and works with initiative

14. 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
- ignore the request because you think things are just fine the way they are.
  - ask your coworker what they would do.
  - consult the employee handbook.
  - research how other companies and experts have improved customer service.

15. In the graphic below, which personal skill BEST fits into the shaded area of the diagram?



- a. Resourcefulness
- b. Teamwork
- c. Positive work ethic
- d. Integrity

16. 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.

### 8) Speaking and Listening: Follows directions and communicates effectively with customers and fellow employees

17. 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.

18. 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

## 9) Reading and Writing: Reads and interprets workplace documents and writes clearly

19. 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.

20. 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

## 10) Critical Thinking And Problem Solving: Analyzes and resolves problems that arise in completing assigned tasks

21. The first step in solving a problem is to:

- a. define the problem.
- b. generate potential solutions.
- c. test the solutions.
- d. ask for a coworker's help.

22. 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 coworker 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 closest in distance to the job location.
- d. Evaluate all factors needed and select the most suitable contractor based on the factors

## 11) Health and Safety: Follows safety guidelines and manages personal health

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

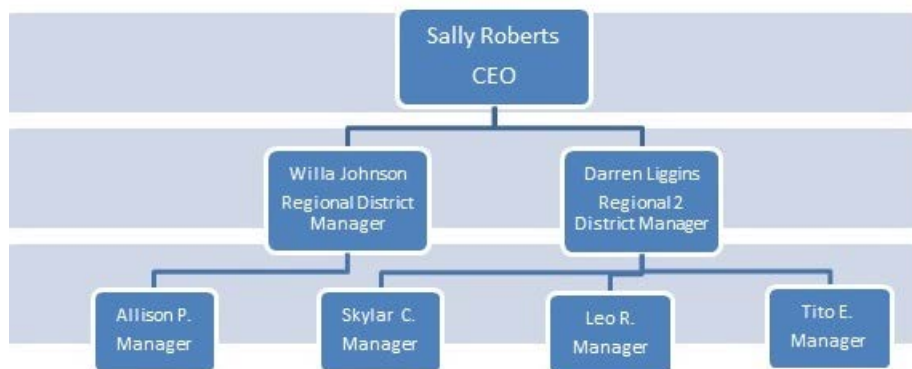
- a. refuse to work without the PPE and speak to his supervisor.
- b. tell his supervisor he will quit if the proper PPE is not supplied.
- c. purchase the necessary PPE to set a good standard for others.
- d. use the PPE he has until the required PPE is made available.

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

12) Organizations, Systems, And Climates: Identifies big picture issues and his or her role in fulfilling the mission of the workplace

25. According to the organizational chart below, Allison P. reports to



- a. Willa Johnson.
- b. Sally Roberts.
- c. Darren Liggins.
- d. Tito E.

26. 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

13) Lifelong Learning: Continually acquires new industry-related information and improves professional skills

27. 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.

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

- a. Acquire and prove new industry knowledge.
- b. Take coworkers to lunch.
- c. Develop a friendship with your supervisor.
- d. Hire a life coach.

29. 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 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

#### 14) Job Acquisition and Advancement: Prepares to apply for a job and to seek promotion

30. The goals of professional networking are to develop

- a. and present a job "sales pitch" to an interviewer.
- b. relationships 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.

31. 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?

32. 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.

#### 15) Time, Task, and Resource Management: Organizes and implements a productive plan of work

33. 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

34. The correct steps to complete an assigned project are
- plan, develop procedures, get needed materials, implement.
  - plan, get needed materials, implement, develop procedures.
  - implement, develop procedures, plan, get needed materials.
  - get needed materials, develop procedures, implement.

35. Samuel works at a farm equipment company. Which of the following will help him decide what to do each day?
- The daily work plan
  - The tasks most enjoyed
  - The customer's complaint log
  - The work your peers do first

### 16) Mathematics: Uses mathematical reasoning to accomplish tasks

36. 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?
- \$1,500.00
  - \$150.00
  - \$500.00
  - \$15.00

37. 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?
- \$70,912.50
  - \$75,000.00
  - \$79,012.50
  - \$80,950.00

38. 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 will Maya earn for her 41 hours of work this week?
- \$412
  - \$498
  - \$508
  - \$396

### 17) Customer Service: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service

39. If you are working with a customer complaint, it is best to communicate with the customer
- face to face.
  - on the phone.
  - through email.
  - through the website.



40. 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.

18) Job-Specific Technologies: Selects and safely uses technological resources to accomplish work responsibilities in a productive manner

41. The primary internal component of a desktop computer used for information storage is the

- a. hard drive.
- b. monitor.
- c. video card.
- d. USB drive.

42. An example of a desktop computer operating system is

- a. Microsoft Office 2012.
- b. Dell Computers.
- c. Windows 8.
- d. Adobe Flash.

43. You work at an accounting company and 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 only one day of using the new tablet. What is 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 coworker about the problem and ask for help.
- d. Inform the IT department about the computer problem.

19) Information Technology: Uses computers, file management techniques, and software/programs effectively

44. 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.

45. Which of the following is NOT a type of web browser?

- a. Google Docs
- b. Google Chrome
- c. Mozilla Firefox
- d. Internet Explorer

20) Internet Use and Security: Uses the Internet appropriately for work

46. 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. sensitive comments about your workplace
- b. photos of your family
- c. photos of your pets
- d. favorite movies

47. 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

## 21) Telecommunications: Selects and uses appropriate devices, services, and applications

48. Which is the greatest advantage of web-based applications?

- a. offline connectivity
- b. accessibility
- c. standard formatting
- d. secure content

49. In a company meeting, you should have your cell phone on

- a. silent.
- b. ring.
- c. beep once.
- d. speaker.

50. 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

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Answer key is on the next page.

## Answer Key

1. c	11. a	21. a	31. d	41. a
2. a	12. d	22. d	32. d	42. c
3. b	13. a	23. a	33. c	43. a
4. c	14. d	24. a	34. a	44. c
5. d	15. a	25. a	35. a	45. a
6. a	16. c	26. a	36. b	46. a
7. b	17. a	27. c	37. c	47. c
8. a	18. d	28. a	38. b	48. b
9. a	19. d	29. b	39. a	49. a
10. c	20. b	30. b	40. c	50. d