



A partner in CTWorks

TIER 1: Competency Learning Plan Post-Test

Name _____ Date _____

Directions:

This is a measure of your basic career knowledge. Read each question and circle the best response to the questions. If you are not sure of an answer, first eliminate as many responses as you can and then make an educated guess. There is one short answer question at the end of the post-test.

Job Seeking Skills

1. What is the definition of a resume?
 - A. A set of work experiences.
 - B. A set of accomplishments.
 - C. A description of work experiences.
 - D. A document that describes a person's career interests.
2. When you complete an interest inventory it identifies a cluster of occupations that would best suit one's abilities and preferences. Which of the below would describe a person who is in the "enterprising" cluster?
 - A. Practical and tool-oriented
 - B. Analytical and explorative
 - C. Leadership and persuading
 - D. Creative and original
3. Which of the following best describes a career ladder?
 - A. Structured sequences of jobs in which a person ascends through an organization.
 - B. Structured sequence in which to obtain a position in an organization.
 - C. An organized sequence of activities that need to be accomplished to obtain a job in a specific field.
 - D. An organized system to obtain a job promotion in an organization.
4. Which of the components below would NOT be found on a resume?
 - A. Professional references
 - B. School references
 - C. Personal references
 - D. Family references

5. Which of the following best describes a business attire outfit?
- A. Button-down shirt, khaki pants or jeans.
 - B. Collared shirt, blazer or khaki pants.
 - C. Button-down shirt, blazer, and khaki pants.
 - D. Collared shirt, khaki pants or jeans.

Interpersonal Skills

6. How would you best describe the definition of teamwork?
- A. A group of people all working on the same task as subordinates to a leader.
 - B. A group of people all working on small parts of a while project together in the work environment under the direction of a leader.
 - C. A group of people sharing opinions with each other and compromising on one idea.
 - D. Cooperative effort by the members of a group or team to achieve a common goal
7. What is the best definition of cooperatively working in a group?
- A. You listen to others speak and respectfully share your opinions.
 - B. You are willing and prefer to work with others.
 - C. You are willing and have the ability to work with others.
 - D. You listen to others and help them out.

Personal Qualities

8. It's your second day of work and you arrive 5 minutes late. What should you say to your boss?
- A. Nothing, you are only five minutes late.
 - B. Apologize for being late and explain how you can make sure that this situation does not happen again.
 - C. Apologize for being late and give an excuse because of family or transportation since they can hinder everyone from getting to work on time.
 - D. Call an employee and ask them to cover for you by punching in your time card so that you do not lose your job for being late.
9. You are working with a customer who becomes extremely irate. The customer accuses you of making a mistake. In your opinion, the customer is wrong and you are right. What would be the best way to deal with this situation?
- A. Express yourself calmly, listen to the other person, and bring up solutions to the problem.
 - B. Express to the person to speak with you in an appropriate tone, listen to the person, and bring up solutions to the problem.
 - C. Take a deep breath, express yourself calmly, and listen to the other person.
 - D. Take a deep breath, listen to the other person, and bring up solutions to the problem.

10. At the end of the night you count up the register and there is an extra \$5 in it. What do you do with the extra money?
- A. Adhere to the store policy.
 - B. Take the extra money because it is more than what should be in the register.
 - C. Keep the extra money in the register.
 - D. Tell the manger or a co-worker there is extra money in the register.

Communication

11. What best describes the type of language that should be used in the workplace?
- A. Language that fits the audience and matches your purpose.
 - B. Language without profanities.
 - C. Language that fits the audience and does not contain profanities.
 - D. Language that fits your audience without the use of jargon or street slang.
12. While at your job, a customer comes up to you with a question. After listening to the customer's question, you are unclear about what they are looking for. Define the steps for asking for clarification.
- A. Ask for the questions to be repeated, reiterated, and summarized.
 - B. Ask for the question to be repeated, rephrased or summarized.
 - C. Check for understanding by repeating the question to the customer.
 - D. Check for understanding by giving the customer an answer.

Problem Solving and Decision Making

13. Which would be the most efficient way to prioritize tasks at work?
- A. Make a list, consider time/people restraints, and consider the consequences.
 - B. Make a list, and complete the least desirable tasks first.
 - C. Make a list, then make a timeline, and consider the consequences.
 - D. Consider time/people restraints, make a list, and complete the least desirable tasks first.

Computer Literacy and Basic Knowledge and Skills

14. What is the technical term for a computer screen?
- A. Picture
 - B. Monitor
 - C. Modem
 - D. Drive
15. Which of the following functions cannot be completed by using a computer mouse?
- A. Printing legal documents
 - B. Adjusting the volume
 - C. Turning on the computer
 - D. None of the above

16. What are the steps needed to save a document in Microsoft Word for the first time?
- A. Go to File, click on save as, type in the name of the document and click save
 - B. Go to format, click on save as, type in the name of the document and click save.
 - C. Go to format, click on save as, type in the name of the document and click save.
 - D. Go to File, click on save, type in the name of the document and click to save.
17. How do you change the font of a document?
- A. Go to tools, click on font, then choose font and click ok.
 - B. Go to edit, click on font, then choose font and click ok.
 - C. Go to format click on font, then choose font and click ok.
 - D. None of the above.
18. Why should you use spell check on a document?
- A. To check for spelling errors.
 - B. To check for grammar errors.
 - C. A and B.
 - D. None of the above.
19. What is the procedure for printing a document?
- A. Go to file, click on print, pick the settings, and click ok.
 - B. Go to file, click on print, pick the settings, and click print.
 - C. Go to tools, click on print, pick the settings, and click ok.
 - D. Go to tools, click on print, pick the settings, and click print.
20. Which statement below describes the correct process of turning off a computer?
- A. Press the off button on the monitor.
 - B. Turn off the power on the console and monitor.
 - C. Close down all programs, click start, and scroll to shutdown.
 - D. Close down all programs, click file, and scroll to shutdown.

Short answer question (please answer this question in three to five sentences).

21. At work the supervisor approached you about the proper procedure for completing a specific task. In your opinion, the supervisor's way of completing the task is less efficient and more time consuming. How do you handle this situation?
