



A partner in CTWorks

TIER II: 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 question. If you are not sure of an answer, first eliminate as many responses as you can and then make an educated guess. Please mark every answer.

Job Seeking Skills

1. When you complete an interest inventory it identifies a cluster of occupations that would best suit ones abilities and preferences. Which of the below would describe a person who is in the “realistic” cluster? (complete interest inventory and understand purpose of doing so- tier 1)
 - A. Analytical and explorative
 - B. Leadership and persuading
 - C. **Practical and tool-oriented**
 - D. Creative and original
2. Which website would not be an appropriate website for looking for a job ? (Evidence of job searches using the internet, print, and job board posted ads- tier 2)
 - A. **Craigs List**
 - B. CT Department of Labor
 - C. Career Builder
 - D. Monster
3. When writing a “Dream Resume,” what does the term “objective” mean?(Able to create a resume using key words from advertisements. Lists accomplishments and includes accurate spelling and grammar, action words, appropriate white space, bullets- tier 2).
 - A. Where do you see yourself living?
 - B. **Do you know what you want to do?**
 - C. What educational requirements are necessary to attain this career?
 - D. What is the salary for the position?
4. Which of the following should NOT be included in your cover letter?(Able to create a sample cover letter- tier 2)
 - A. **Past work experience unrelated to the job.**
 - B. The reason why they should hire you.
 - C. Past volunteer experience.
 - D. All of these things should be included.

5. What is the best way to obtain a job application?(Able to request and seek a job application.- tier 2)
 - A. **Ask a manager for a job application.**
 - B. Call a manager on the phone to mail an application to you.
 - C. Ask an employer for a job application.
 - D. Send an e-mail with your cover letter.
6. Which of the following would be appropriate etiquette for sending an e-mail at work? (Use job appropriate email name and phone message- tier 2)
 - A. **Adding a disclaimer.**
 - B. Copying a message or attachment without permission.
 - C. Writing about confidential information for your records.
 - D. Sending chain mail to boost employee moral.

Customer Service Skills

7. What are the five steps to attentive listening? (Listening skills: lets customer finish speaking, responds appropriately to customer's unhappiness and asks for follow-up question – tier 2)
 - A. **Squarely face the person, open your posture, lean toward the sender, eye contact maintained and relax while attending.**
 - B. Look at the person, watch their facial expressions, watch your posture, listen to his/her message and relax while attending.
 - C. Stare at the person, attend to them, lean toward the sender, watch your facial expressions and relax while attending.
 - D. None of the above.
8. Why is it important to maintain eye contact with customers? (Able to engage customer-focus on the customer. No side conversations with co-workers. Will look at the customer, smile and say "thank you."- tier 2)
 - A. Eye contact provides social information.
 - B. Eye contact provides nonverbal information.
 - C. Eye contact is seen as respect in some cultures.
 - D. **All of the above.**
9. What does it mean to be courteous? (Able to provide accurate, courteous and timely information, including responding to customer comments and questions - tier 2)
 - A. To have respect and consideration for others
 - B. To have polished manners.
 - C. None of the above
 - D. **A and B**
10. 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. List the steps for asking for clarification. (asks questions and seeks clarification on learning tasks- tier 1) (Knows what questions to ask in order to gather information – tier 2)
 - A. Ask for the questions to be repeated, reiterated, and summarized.
 - B. Check for understanding by repeating the question to the customer.
 - C. Check for understanding by giving the customer an answer.
 - D. **Ask for the question to be repeated, rephrased or summarized.**

Interpersonal Skills

11. How can one show responsibility at the workplace? (Displays responsible personal and work behaviors.- tier 2)
- A. By being punctual for work.
 - B. By completing all the tasks assigned to an individual.
 - C. By following through on tasks.
 - D. **All of the above.**
12. Which of the following characteristics describe a productive group? (Develops and maintains productive group relations.- Tier 2)
- A. Problem analysis and decision making take place.
 - B. Disagreement and controversy occur but usually move the group onward.
 - C. Task is clearly communicated to everyone.
 - D. **All of the above.**

Personal Qualities

13. At the end of the night there is \$5 extra in the register. What do you do with the extra money? (demonstrates honesty and integrity- tier 2)
- A. Take the extra money because it is more than what should be in the register.
 - B. Keep the extra money in the register.
 - C. **Adhere to the store policy.**
 - D. Tell the manger or a co-worker there is extra money in the register.
14. What does it mean to have self-management skills(Demonstrates self-management, dependability, and positive attitude toward work- tier 2)
- A. Self-management is process by which individuals work in a group to assist one in another in achieving objectives.
 - B. Self-management is a way in which to control one's emotions and the emotions of those who are around them.
 - C. **Self management is methods, skills and strategies by which individuals can effectively direct their own activities toward the achievement of an objective.**
 - D. All of the above.

Communication

15. What best describes the type of language that should be used at the workplace (uses language appropriate to environment - Tier 1) ((Uses language appropriate to environment- tier 2)
- A. Language without profanities.
 - B. **Language that fits the audience and matches your purpose.**
 - 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.

16. What results should an effective questioning technique produce? (Asks questions and seeks clarification - tier 2)
- A. Clarity to the issue or topic.
 - B. Construct better working relations.
 - C. Create ownership to the solution.
 - D. **All of the above.**

Problem Solving and Decision Making

17. Which of the following describes the process of making a decision? (Demonstrates ability to make appropriate and reasonable decisions - tier 2)
- A. Identify a few problems, decide which to address, discuss with a manager.
 - B. Identify alternatives to a problem, make a decision and implement the decision.
 - C. **State the problem, identify alternatives, evaluate alternatives, make a decision and implement the decision.**
 - D. None of the above.
18. When faced with a problem at work, what is the most effective way to find a solution? (use appropriate problem solving strategies- tier 2)
- A. **Attempt to figure out the problem by yourself.**
 - B. Go to a manager immediately.
 - C. Go to a coworker immediately.
 - D. None of the above.

Computer Literacy Basic Knowledge and Skills

19. How many words should a professional typist be able to type per minute? (Possesses general data entry skills including speed and accuracy- tier 2)
- A. 20 to 30 words per minute
 - B. **30 to 40 words per minute**
 - C. 40 to 50 words per minute
 - D. 60 to 70 words per minute
20. What does USB mean when referring to a USB flash drive? (Understands and uses computer terminology - tier 2)
- A. United system byte
 - B. Users secret booster
 - C. **Universal serial bus**
 - D. United serial byte

