



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. At the end there is one short-answer question.

Job Seeking Skills

1. 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 "realistic" cluster?
 - 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?
 - 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?
 - 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?
 - 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?
 - 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?
- 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 morale.

Customer Service Skills

7. What are the five steps to attentive listening?
- 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 their 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?
- 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?
- 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 he/she is looking for. List the steps for asking for clarification.
- A. Ask for the question 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?
- 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?
- 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?
- 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?
- 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 ones 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?
- 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?
- 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 describe the process of making a decision?
- 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?
- 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.

