

Pre-Employment Screening Practice Assessment 1

Answer Key:

1. The best answer is (d). Stealing is against the law and against company policy. You need to inform your supervisor if you see anyone breaking the law. Some people might choose (b) as their answer. However, it can be dangerous to confront a co-worker when they are stealing something. They might get very angry with you, and you may not be able to manage the situation well. This situation is also serious enough that you would want to involve your supervisor rather than trying to handle it on your own. Answers (a) and (c) are less effective because the response is not direct or fast enough. Answer (e) is the worst answer because it might show that you only care about yourself.
2. The best answer is (b). If you break a rule, you need to apologize for it and tell your supervisor that you will not do it again. This may seem unfair because other employees are breaking the rules and are not getting caught. However, companies want employees who take responsibility for their behavior without making excuses or blaming others. Answer (d) is the worst answer because it shows that you cannot accept constructive criticism from a supervisor.
3. The best answer is (a). You should calmly and politely address the issue with Jessica. Companies like it when employees try to resolve co-worker interaction issues on their own, before running to a supervisor. Co-worker interaction problems might include personality conflicts, minor disagreements about how to do a certain task, or disagreements about group projects. Keep in mind that if a co-worker is doing something unsafe or unlawful, then you should get your supervisor involved. Some people might select (d) as a good choice. However, if nothing changes, you will become increasingly frustrated and the situation could get worse.
4. The best answer is (d). Companies like it when employees take on new responsibilities and challenges within the company. It is usually best to talk with your supervisor about your concerns before you decide to look for a new job. This will allow you to find out if there are additional opportunities for you within their company.
5. The best answer is (b). Companies want employees who are conscientious and rule-following. Companies have very serious rules about safety regulations and procedures because they want to maintain a safe environment. Even though you might want the company to view you as more valuable than Kevin, answer choices (a) and (c) are poor answers.
6. This is a hard question, but the best answer is (c). Customer service is very important to companies, and so they want employees to place the customer's needs above almost everything else. This is a tough question because there may be times where you should not be expected to stay beyond your paid time or you may need to be somewhere shortly after your shift ends. That's why some people might choose (a) or (d) as their answer; in the real world, you may have to actually respond this way on occasion. But remember, you are trying to pick the answer that you would strive to achieve the *majority* of the time, as well as the answer that your employer would look the highest upon. Answer (b) is the worst answer because you are leaving the customer without providing any assistance at all.

7. The best answer is (b). When a customer is upset, you should always apologize, even if it was not your fault. Companies expect employees to do this. Customers are most satisfied when they can quickly get what they need. Some people might choose answer (a), (c), or (d). However, these responses take more time and effort from the customer.
8. The best answer is (c). John is very upset, and he might not behave in a safe or rational manner right now. So, it is best for you to walk away from him. If you approach John [answers (a) or (d)], you might end up in a yelling match. Companies do not want employees who engage in yelling matches or physical confrontations. Choice (b) is not the best answer because this is a personal conflict between you and John, so you should first try to handle the situation on your own before having your supervisor intervene.
9. The best answer is (b). As an employee, you always need to respond to the customer when they are talking to you. However, if you are trying to do your job, you should keep your responses polite and brief. Answer (d) is not the best choice because the customer might talk for 10 minutes or longer! That could cause a long delay in your work or it could cause you to make mistakes in your task. Choice (c) is not the best answer because you should briefly respond to the customer to keep them satisfied. Choice (a) is the worst answer because a customer should never be ignored.
10. This is a hard question, but the best answer is (d). Companies are very concerned with providing quality customer service. Leslie and the customer need to know the correct installation procedures. If a customer is given incorrect information, they could become very frustrated later on. That is why answer (b) is not the best answer. Some people might choose answer (c), but if you ask to talk to Leslie in private, then the customer might not understand what is going on and the customer would be waiting. The customer could become frustrated with this situation. Answer (a) is the worst answer because it shows that you are not concerned with providing quality customer service.
11. The best answer is (c). Companies want employees who are “team players.” A “team player” is someone who can get along with others and who can work on projects in a group. Answer (d) is not the best answer because it could result in tension or conflict within the group. Answers (a) and (c) are poor answers because companies do not want employees who complain. They also don’t want someone who thinks she /he can do a job better than everyone else.
12. This is a tough question, but the best answer is (b). It is ok to be honest with a customer and tell them that you are not sure how to help them. Even though the other employees are busy, it is best to take the customer to them and let them know that this customer also needs help. Answer (c) might be an appropriate response, but you may not be able to find your supervisor quickly. Answer (d) is not the best answer because you might give the customer incorrect information about a service or product. Answer (a) is the worst answer because you are leaving the customer alone and are not guiding the customer towards any help.
13. The most desirable response is (1) Strongly Disagree. Remember that companies are very concerned with providing quality customer service. No customer should be avoided or ignored, even when that customer is rude.

14. The most desirable response is (5) Strongly Agree. Companies want employees who are “team players.” A team player is someone who can work well with others. Some of the best projects are produced by teams, not just one person.
15. The most desirable response is (5) Strongly Agree. Companies are very concerned about their safety regulations and policies. When employees follow safety rules, most accidents can be prevented. When employees don’t follow some safety rules, accidents are more likely to occur.
16. This is a tough question, but the most desirable response is (1) Strongly Disagree. No one is perfect, everyone makes mistakes. Companies do not like it when employees make many mistakes or when they make big mistakes; but every company understands that an employee might make a few minor mistakes.
17. The most desirable response is (1) Strongly Disagree. Companies want employees who do a good job, even when they are not always recognized for it. This goes along with the old expression, “Do your best, even when no-one is looking.”
18. The most desirable response is (1) Strongly Disagree. Companies want employees who respect and listen to their leaders or supervisors. If a person has negative ideas about leaders, it shows that they might not follow rules at work. Even though you may have met a leader who is bossy and controlling, you should not assume that most leaders act that way.
19. The most desirable response is (5) Strongly Agree. Constructive criticism is feedback delivered in a respectful and supportive manner. It is designed to help a person improve. Everyone makes mistakes sometimes, so everyone needs to receive constructive criticism. Companies want employees who can appropriately accept feedback from a supervisor or co-worker. Companies do not want employees who are unwilling to acknowledge any mistakes and change their way of doing things.
20. The most desirable response is (5) Strongly Agree. Companies want employees who value the opinions of others. If an employee is unwilling to listen to other people’s ideas, then that means that the employee is difficult to work with. Companies do not want to hire people who are not “team players.”
21. The most desirable response is (1) Strongly Disagree. Companies want employees who have positive feelings about their job. They also want employees who are willing to help implement positive, approved changes in a company. If you respond with “Agree” or “Strongly Agree,” it will make the company think that you have a negative attitude about supervisors and companies in general.
22. The most desirable response is (1) Strongly Disagree. Companies want employees who are willing to acknowledge their own mistakes. Everyone makes mistakes, no-one is perfect. Companies do not want employees who try to make excuses or put the blame on others.
23. The best answer is (1) Very Ineffective. When you do not like a person, it does not improve the situation to let them know that you do not like them. Companies want employees who can get along with others. You may not like everyone you work with, but sometimes you just have to keep those

feelings to yourself.

- 24.** The best answer is (5) Very Effective. Companies are very concerned about their safety regulations and policies. When an employee does not follow safety rules, accidents are more likely to occur. An employee should report any safety violations to their supervisor.
- 25.** The best answer is (5) Very Effective. When a customer is upset, you should always say "I'm sorry," even if it was not your fault. Companies expect employees to do this.
- 26.** The best answer is (1) Very Ineffective. Constructive criticism is feedback delivered in a respectful and supportive manner. It is designed to help a person improve. Everyone makes mistakes sometimes, so everyone needs to receive constructive criticism. Companies want employees who can accept feedback from a supervisor without arguing. Companies do not want employees who are unwilling to acknowledge any mistakes and change their way of doing things.
- 27.** The best answer is (5) Very Effective. Everyone needs help sometimes; no one can do every single job task without help. If you do not know how to do a job task, it is always best to ask for clarification. If you don't ask for help, you might do the job incorrectly. Companies do not want you to do your job incorrectly.
- 28.** The best answer is (1) Strongly Disagree. Companies expect an employee to follow the rules, even when other co-workers are not following the rules. This may seem unfair, but it is always best to do the right thing. Companies do not want employees who might bend or break the rules.
- 29.** The best answer is (5) Strongly Agree. Companies do not approve of stealing. If you answer (1) – (4), it shows that you cannot be fully trusted to respect the property of the company and your co-workers.
- 30.** The best answer is (1) Strongly Disagree. Companies expect an employee to follow the rules. Some rules may seem unfair, but it is always best to do the right thing. Companies do not want employees who might bend or break the rules.
- 31.** The best answer is (1) Strongly Disagree. Companies expect an employee to follow the rules. Some rules may seem unfair, but it is always best to do the right thing. Companies do not want employees who might bend or break the rules.
- 32.** This is a hard question, but the best answer is (1) Strongly Disagree. The next best response is (2) Disagree. Companies want employees who will not suddenly quit without notice. When an employee quits without giving at least 2 weeks notice, it could create big problems for the company. Companies need time to hire a replacement.
- 33.** The best answer is (1) Strongly Disagree. Companies expect an employee to follow the rules. Some rules may seem unfair, but it is always best to do the right thing. Companies do not want employees who might bend or break the rules.

- 34.** The most desirable response is (5) Almost always. A company wants an employee who arrives on time every day. If you respond (4) Often, a company might think that you arrive to work on time approximately 85% of the time. This means you are late approximately 15% of the time. From the company's perspective, this is an unacceptable percentage of time.
- 35.** The most desirable response is (1) Almost Never. A company wants an employee who comes to work as expected. Companies do not want an employee who does not provide notice when they are going to be out. Employees who miss work without notice are often viewed as unreliable. An illness or family emergency is the only acceptable excuse for missing work without notice.
- 36.** The most desirable response is (5) Almost Always. Companies understand that everyone makes a few mistakes. However, companies want employees who can accurately complete most work.
- 37.** The most desirable response is (5) Almost Always. Companies understand that everyone misses a few deadlines in their career. However, companies want employees who can complete almost all of their work on time.
- 38.** The most desirable response is (1) Almost Never. Companies want employees who are "team players." A team player is someone who can work well with others.
- 39.** This is a hard question, but the most desirable response is (5) Almost Always. If you see that someone needs assistance, it is best to offer to help. Companies want employees who are "team players"; they want employees who are willing to help customers and co-workers.
- 40.** The most desirable response is (1) Almost Never. Companies want employees who are focused and productive. If an employee is easily distracted, he/she may not do their job correctly or on time.
- 41.** The most desirable response is (5) Almost Always. Companies want employees who can manage their stress and frustration without exploding (yelling, throwing things, getting physical). Companies want to maintain safe work environments. If an employee cannot stay calm during conflicts with customers or co-workers, then the work environment can become less safe.
- 42.** The most desirable response is (1) Almost Never. Everyone needs a little help from others sometimes. However, companies want employees who are able to complete nearly all of their job duties as expected. Companies value employees who are hard-working and self-reliant.
- 43.** The most desirable response is (A) Superior. Superior means better than almost everyone else. You should be honest as you answer this question. Keep in mind that if you select (D) or (E), a company may have concerns about your potential work quality and accuracy. They might be less likely to hire you.
- 44.** The most desirable response is (A) Superior. Superior means better than almost everyone else. You should be honest as you answer this question. Some people have a very difficult time working in teams or groups because of social skills and communication skills weaknesses. Keep in mind that if you select (D) or (E), a company may have concerns about your ability to work well with others. They might

be less likely to hire you.

- 45.** The most desirable response is (C) “I speed up my work, but try to maintain the quality.” Companies want employees who can respond to deadlines. However, they also want employees who can try to maintain the quality of the work, even as they speed up their work. Answer (A) is not the best answer because it suggests to the company that you might not be able to get things done quickly by yourself. Answer (B) is not the best answer because it shows that even though you can speed up your work, you might not produce quality work. Answer (D) is not the best answer because it shows that you cannot change the pace of your work to meet deadlines.
- 46.** The most desirable response is (A) Superior. Reliability means coming to class /work as expected, keeping promises that you make, and doing what you say you will do. You should be honest as you answer this question. Keep in mind that if you select (D) or (E), a company may have concerns about your reliability. They might be less likely to hire you.
- 47.** The most desirable response is (B) 1-2 jobs. Companies want employees who stay with the same job for a long period of time. However, you must be honest with this question. If you have never held a job, you must respond (A) 0. If you have held 3-4 jobs in 3 years, you must answer (C). If you have held 5 or more jobs in 3 years, you must answer (D). Be aware that companies might be less likely to hire you if you have changed jobs many times. This suggests to the company that you had trouble keeping the same job or that you had trouble staying interested in a job for a long period.
- 48.** The most desirable response is (A) 0 times. Companies want employees who always come to work on time. Be honest as you answer this question. Keep in mind that if you respond with (B), (C), or (D), a company may have concerns about your time-management skills and your reliability. They may be less likely to hire you.
- 49.** The most desirable response is (A) Superior. Companies want employees who can manage their stress and frustration without exploding (yelling, throwing things, getting physical). Companies want to maintain safe work environments. If an employee cannot stay calm during conflicts with customers or co-workers, then the work environment can become less safe. Keep in mind that if you select (D) or (E), a company may have concerns about your coping skills. They might be less likely to hire you.
- 50.** The most desirable response is (A) “I generally get along well with all co-workers / peers.” Companies want employees who are “team players.” A team player is someone who can work well with others. An employee who spends time fighting with others is less likely to get their job done accurately and on time. If you have some trouble in your interactions with co-workers / peers, we recommend that you respond with answer (B). If you respond with answers (C) or (D), a company may believe that you are difficult to work with. They might be less likely to hire you.