

Name: _____ **Date:** _____

To continue with the application process, you will be required to answer job-related questions. These questions help us assess your job-related abilities, skills, and attitudes. There are 50 items on this assessment. It will take you approximately one hour to complete.

Section 1

This section asks questions about your interactions with co-workers, supervisors, and customers. Choose the best response. *TIP: Remember, you are choosing the BEST response. There may be more than one answer that could be acceptable or correct in a particular real-life situation.*

1. You and a co-worker named Ben are working the night shift. You are stocking shelves with items needed for the next day. You notice that Ben has placed several of the store items in his backpack. No-one else saw Ben do this. How should you respond?
 - a. Drop hints to your supervisor that Ben might not be trustworthy.
 - b. Immediately confront Ben and tell him what you saw.
 - c. Tell other co-workers what you saw, and ask them for advice on how to handle the situation.
 - d. Inform your supervisor as soon as you can.
 - e. Avoid the issue because you did not steal anything.
2. You have noticed that many of your co-workers come to work late and leave early. The supervisor does not seem to be aware of this problem. For two days in a row, you decide to come to work late because you are tired. Your supervisor asks to meet with you, and she is obviously frustrated by your behavior. How should you handle this?
 - a. Apologize to your supervisor, but also inform her that your co-workers are not following these rules either.
 - b. Apologize to your supervisor, and tell her that it will not happen again.
 - c. Inform your supervisor that your co-workers are not following these rules either and ask your supervisor to meet with the entire staff.
 - d. Quit your job because this situation is not fair at all.
3. A co-worker named Jessica seems very lazy, and never does the work that she is supposed to do. Often, you have to finish jobs that she did not complete. It does not seem that anyone else has noticed this. You are becoming very frustrated with the situation. What is the best response?
 - a. Talk to Jessica about your concerns.
 - b. Ask other co-workers whether they have ever had any problems with Jessica.
 - c. Meet with your supervisor and ask them to assist you in addressing this situation.
 - d. Continue to do your best work and hope that someone will notice that Jessica is not doing her job.

4. You have been working with a company for two years. However, you are becoming bored with your job duties and you feel like you need a change. How could you handle this situation?
- a. Begin looking for new jobs with different companies.
 - b. Ask your co-workers if you can assist them with their work tasks.
 - c. Meet with your supervisor to let him know you are considering leaving the company.
 - d. Meet with your supervisor to ask for additional or new responsibilities.
5. A co-worker named Kevin usually skips certain safety procedures steps. Kevin says that he can get the job done much faster if he skips these steps and it seems like this is true. You always follow all of the steps, because that is what the company has told you to do. You decide to talk to your supervisor about this issue. What is the best reason for doing this?
- a. Because you don't want to get blamed if something goes wrong.
 - b. Because you want to follow the rules to maintain a safe environment.
 - c. Because you don't want Kevin to look like a faster, better worker than you.
 - d. Because the safety procedures might need to be changed.
6. A customer walks over to you and asks you to help them. It is going to take at least 15 minutes to assist them. Your shift ends in 5 minutes. You decide to:
- a. Take the customer over to another employee and ask them to take over.
 - b. Apologize to the customer and tell them that your shift is ending.
 - c. Assist the customer with what they need.
 - d. Assist the customer for a few minutes, but then tell them that you need to go.
7. A customer is clearly very frustrated because she has been looking for a certain item in the store. She tells you that another employee was very rude and also gave her the wrong information about where the item is located. The best course of action is to:
- a. Ask the customer for the name of the employee so you can report them to your supervisor.
 - b. Apologize to the customer and assist them in finding the item.
 - c. Take the customer to your supervisor so they can express their complaints.
 - d. Ask the customer for more information about what happened.
8. A fellow co-worker named John is very upset with you because he thinks that you have been talking about him behind his back. After work, he sees you in the parking lot. He is yelling at you and walking towards you. What is the best response?
- a. Approach John and try to explain your side of things.
 - b. Go back inside and try to get a supervisor to help you.
 - c. Tell him that you will talk to him when he is calm, and walk away.
 - d. Approach John and let him know what you think of him.

9. A friendly customer is making small talk with you while they are waiting in line. You are trying to concentrate on your work and are feeling annoyed with the customer. How can you handle this?
- a. Continue working and try to ignore the customer.
 - b. Smile and respond to the customer with a brief answer, but then get back to work.
 - c. Politely tell the customer that you are really busy.
 - d. Talk with the customer until they leave.
10. A fellow co-worker named Leslie is working with a customer. She is explaining how to install a certain program, but her explanation is not correct. You know the correct installation procedures. How should you handle this?
- a. Don't intervene.
 - b. Don't intervene but talk to Leslie later about the correct installation procedure.
 - c. Walk over and ask to speak with Leslie for a moment in private.
 - d. Walk over and politely remind Leslie about the proper installation procedures.
11. You have been assigned to work on a group project. You do not like the people you have been assigned to work with. What is the best course of action?
- a. Meet with your supervisor to discuss your concerns.
 - b. Ask to work alone on the project because you can probably do a better job by yourself.
 - c. Work with the group and complete your tasks.
 - d. Meet with your group to politely discuss your concerns.
12. A customer comes in and asks for help. You are not sure how to help them because you are new to the company. All of the other employees seem busy. What can you do?
- a. Apologize to the customer and let them know that you are not able to help them.
 - b. Apologize to the customer and take them over to an employee who can help.
 - c. Try to reach your supervisor for assistance.
 - d. Attempt to assist the customer and hope that another employee will be available soon.

Section 2

Read the following statements and use the scale below to rate your agreement to each statement. *TIP: On these assessment questions, it is best to choose the “Strongly Agree” OR the “Strongly Disagree” response. Most companies want to hire an applicant who is confident and clear in their feelings about a certain issue. Otherwise, the applicant could seem wishy-washy (undecided and easily swayed).*

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
13. Rude customers should be avoided.	①	②	③	④	⑤
14. Teamwork often produces higher quality work.	①	②	③	④	⑤
15. Most work-related accidents can be prevented.	①	②	③	④	⑤
16. Even one work-related mistake is unacceptable.	①	②	③	④	⑤
17. A job is not worth doing if you aren't recognized for it.	①	②	③	④	⑤
18. Leaders are usually bossy and controlling.	①	②	③	④	⑤
19. Constructive criticism can lead to improvements.	①	②	③	④	⑤
20. Other peoples' perspectives are valuable.	①	②	③	④	⑤
21. Companies only care about what their supervisors think.	①	②	③	④	⑤
22. Admitting mistakes is a sign of weakness.	①	②	③	④	⑤

Section 3

Read the following statements and use the scale below to rate the effectiveness of each response. *TIP: On these assessment questions, it is best to choose the “Very Effective” OR the “Very Ineffective” response. Most companies want to hire an applicant who is confident and clear in their feelings about a certain issue. Otherwise, the applicant could seem wishy-washy (undecided and easily swayed).*

(5) Very Effective = Will greatly improve the situation

(4) Somewhat Effective = Will make the situation slightly better

(3) Neither Effective nor Ineffective = Will not improve or worsen the situation

(2) Somewhat Ineffective = Will make the situation slightly worse

(1) Very Ineffective = Will make the situation much worse

	Very Ineffective	Somewhat Ineffective	Neither Effective nor Ineffective	Somewhat Effective	Very Effective
23. Confronting a co-worker who you do not like.	①	②	③	④	⑤
24. Reporting an employee for safety violations.	①	②	③	④	⑤
25. Apologizing to upset customers.	①	②	③	④	⑤
26. Arguing when a supervisor gives you feedback.	①	②	③	④	⑤
27. Asking for help when you are not sure how to do a job task.	①	②	③	④	⑤

Section 4

Read the following statements and use the scale below to rate your agreement to each statement. *TIP: The questions below are designed to assess your ethical position on certain job-related issues. Companies are looking for employees who are honest and trustworthy. On these assessment questions, it is best to choose the “Strongly Agree” OR the “Strongly Disagree” response. Most companies want to hire an applicant who is confident and clear in their feelings about a certain issue. Otherwise, the applicant could seem wishy-washy (undecided and easily swayed).*

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
28. If everyone else is surfing the web and texting at work, I should be able to do it too.	①	②	③	④	⑤
29. Taking a few small items from a large company is wrong.	①	②	③	④	⑤
30. I should be able to come to work late, as long as I get the job done.	①	②	③	④	⑤
31. Taking a few extra breaks at work is ok.	①	②	③	④	⑤
32. You can't always be expected to give a full two weeks' notice before quitting a job.	①	②	③	④	⑤
33. Some rules are made to be broken.	①	②	③	④	⑤

Section 5

The questions below pertain to your job-related skills and responsibilities. Choose the most accurate answer for each question using the scale below. *TIP: These questions are designed to assess your reliability and productivity. It is always best to be honest as you respond to these questions. As you respond, keep in mind that you want to present yourself as an ideal and desirable employee. Companies want employees who are reliable, accurate, and productive.*

(5) Almost Always = Nearly 100% of the time.

(4) Often = Approximately 85% of the time.

(3) Sometimes = Approximately 75% of the time

(2) Rarely = Less than 50% of the time

(1) Almost Never = Nearly 0% of the time

	Almost Never	Rarely	Sometimes	Often	Almost Always
34. I arrive to work on time.	①	②	③	④	⑤
35. I take days off work without notice.	①	②	③	④	⑤
36. I complete my work accurately.	①	②	③	④	⑤
37. I complete my work on time.	①	②	③	④	⑤
38. I avoid working on teams.	①	②	③	④	⑤
39. I offer to help others.	①	②	③	④	⑤
40. I am easily distracted.	①	②	③	④	⑤
41. I stay calm during conflicts.	①	②	③	④	⑤
42. I rely on others to help me get things done on time.	①	②	③	④	⑤

Section 6

The questions below pertain to your skills, abilities, and personality. *TIP: These questions are designed to assess your work quality, reliability, and productivity. It is always best to be honest as you respond to these questions. As you respond, keep in mind that you want to present yourself as an ideal and desirable employee.*

- 43.** If we contacted your previous supervisor (or teacher), how would they describe your work quality and accuracy?
- a. Superior
 - b. Above average
 - c. Average
 - d. Below average
 - e. Poor
- 44.** Suppose we contacted your previous supervisor (or teacher). How would they describe your teamwork skills?
- a. Superior
 - b. Above average
 - c. Average
 - d. Below average
 - e. Poor
- 45.** When you are under time pressure at work (or school), how do you respond?
- a. I ask for help to get the job done.
 - b. I speed up my work, no matter what.
 - c. I speed up my work, but try to maintain the quality.
 - d. I work at the same steady rate.
- 46.** If we contacted your previous supervisor (or teacher), how would they describe your reliability?
- a. Superior
 - b. Above average
 - c. Average
 - d. Below average
 - e. Poor

- 47.** In the last three years, how many different jobs have you held?
- a. 0
 - b. 1-2
 - c. 3-4
 - d. 5 or more
- 48.** In the last month, how many times have you been late to work (or school)?
- a. 0
 - b. 1-2
 - c. 3-4
 - d. 5 or more
- 49.** If we contacted your previous supervisor (or teacher), how would they describe your stress-management skills?
- a. Superior
 - b. Above average
 - c. Average
 - d. Below average
 - e. Poor
- 50.** How would you describe your interactions with co-workers / peers?
- a. I generally get along well with all co-workers / peers.
 - b. I get along ok with most co-workers / peers.
 - c. I have a few problems with certain co-workers /peers.
 - d. I have problems with many co-workers / peers.