

**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

Read each question and 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. Paul and Jessica work together. Jessica regularly breaks a safety regulation while they work together. She has never hurt herself or anyone else, and the safety regulation seems to be a minor one. In this situation, Paul should:
  - a. Report Jessica's safety violations to their supervisor.
  - b. Address the situation with Jessica and teach her the proper way to do the task without violating safety regulations.
  - c. Ignore Jessica's safety violations since she is not hurting anyone.
  - d. Talk to other employees about the situation.
  
2. If you have a disagreement with a co-worker, the best approach to handling this situation is:
  - a. Let it go and hope it does not become an issue in the future.
  - b. Talk to your co-worker about your disagreement with the goal of resolving the issue.
  - c. Address your concerns to your supervisor about this disagreement.
  - d. Sign up for different shifts to avoid working with your co-worker.
  
3. Bernard is answering a question for a customer. Susan overhears Bernard giving the customer incorrect information. Susan should:
  - a. Wait until Bernard is finished with the customer and then tell him the correct information for next time.
  - b. Interrupt Bernard and the customer to provide the correct information.
  - c. Report the incident to his supervisor.
  - d. Do nothing.

4. George and Jennifer work together in the same department. Jennifer takes frequent breaks and is not getting her work done in a timely manner. Because they work in the same department, this reflects poorly on George. Although George is a hard-worker, he cannot do the job of two people, and his supervisor is not aware of the reason the work is not getting done. In this situation, George should:
- Address the situation with Jennifer and explain the ramifications of her frequent breaks.
  - Speed up his work so that he can accomplish both his tasks and Jennifer's tasks.
  - Quit his job.
  - Talk to his supervisor about the situation.
5. A customer needs supplies to do an at-home project. When the customer describes the way she is planning to do the project, Winston disagrees with her approach- He thinks he knows a better approach. The different approaches require different supplies and will affect the customer's purchase. Winston should:
- Explain his approach until the customer understands and agrees to it.
  - Nod and smile, but do not correct the customer.
  - Politely inform the customer that her approach is incorrect.
  - Inform the customer of alternate approaches to the project, but ultimately let the customer decide which approach to take.
6. A customer is angry for having to wait in line longer than they would have liked. When the customer gets to the cash register, she yells at Lisa, the register attendant. It is not Lisa's fault that this customer had to wait because Lisa has been doing her job as quickly as possible and helping other customers. Lisa should:
- Ask the customer if she would like to speak to a manager.
  - Apologize to her and attend to her needs.
  - Ignore her complaints and attend to her needs.
  - Refuse to attend to her needs and ask another employee to step in.
7. John likes to make small talk while working. Harvey does not like to make small talk while working because it distracts him. Harvey should:
- Request to have his own work space so he can work in solitude.
  - Tell John he does not want to talk to him anymore while working.
  - Stop responding to John's conversation in hopes that he gets the message.
  - Report John to his supervisor for not getting his work done in the most efficient manner.

8. Lindsey is rushing through her work and making many careless mistakes. Justin often has to go behind her and fix her mistakes. This takes a lot of time away from other work tasks he should be doing. Justin discussed this situation with Lindsey politely and showed her the correct way to do her tasks. When she then made a careless mistake again, he brought it to her attention, showing her how to do the task the correct way. However, Lindsey is still being careless and not doing a good job with her tasks. Justin should:
- a. Have another discussion with Lindsey about this problem.
  - b. Regularly check over Lindsey's work and fix her mistakes, taking time away from his daily work tasks.
  - c. Ignore the mistakes.
  - d. Talk with his supervisor about how to handle the situation.
9. Michael is doing one of his work tasks incorrectly. Larry knows this because it affects his ability to complete his work tasks. Therefore, Larry often has to re-do Michael's tasks in order to correctly do his own tasks. In this situation, Larry should:
- a. Tell his supervisor that Michael is doing his task incorrectly.
  - b. Continue re-doing Michael's task for him.
  - c. Explain to Michael the correct way of doing the task.
  - d. Talk to other employees about the situation.
10. Jacob notices that Macy is becoming frustrated with a difficult customer. Jacob should:
- a. Interrupt Macy and the customer and take over for Macy.
  - b. Apologize to the customer for Macy's frustration and take over.
  - c. Tell his supervisor that Macy needs assistance.
  - d. Not interfere with the situation.

**Section 2**

Read each question and choose the best response

11. How often do you arrive late to work?
  - a. Almost never
  - b. Once or twice every few months
  - c. About once a month
  - d. About once a week or more
  
12. How often do you leave work early?
  - a. Almost never
  - b. Once or twice every few months
  - c. About once a month
  - d. About once a week or more
  
13. How often do you miss a day of work?
  - a. Almost never
  - b. Once or twice every few months
  - c. About once a month
  - d. About once a week or more
  
14. How many previous jobs have you held in the past year?
  - a. None
  - b. One to two
  - c. Three to four
  - d. Four or more
  
15. How long were you employed at your most recent job?
  - a. Less than one month
  - b. Between one month and six months
  - c. Between six months and a year and a half (1.5 years)
  - d. More than a year and a half (1.5 years)
  
16. If you do not know the answer to a customer's questions, you should:
  - a. Ask your supervisor for assistance.
  - b. Do your best with the knowledge you have.
  - c. Refer the customer to a more experienced co-worker.
  - d. Apologize and admit you do not know the answer.

17. When major changes to your work protocol or duties take place, you react by:
- Making sure you understand the new changes by asking your supervisor questions.
  - Talking over the new changes with your co-workers.
  - Easing into the new changes slowly.
  - Examining the differences between the old procedures and new procedures to determine how the changes will affect your job.
18. When the deadline for a project or task you are working on is suddenly moved up, you handle this by:
- Explaining to your supervisor why this deadline is not attainable.
  - Speeding up your work pace, but letting some of the quality of your work decline.
  - Prioritize this particular task until it is completed; then resume your other tasks.
  - Speed up your work pace, while ensuring the quality of your work. You may not quite finish by the deadline, but the project is high quality and you worked hard to attain this goal.
19. You observe another employee stealing from your work place. You should:
- Report the incident to your supervisor immediately.
  - Ignore the incident.
  - Tell the employee what you witnessed and ask them to return the stolen goods.
  - Threaten the employee that you will steal from them if they do it again.
20. A line is forming at a register you do not usually work at. You are finished with your tasks and have nothing else to do. You should:
- Go home early.
  - Open up a register near the busy register to assist the waiting customers.
  - Ask your supervisor for more work.
  - Begin preparing for tomorrow's tasks to get ahead.
21. You wake up at 8:45am and you are supposed to be at work at 9:00am. What should you do?
- Immediately call your supervisor and let her know you will be late.
  - Call your supervisor on the way to work to let her know you are late.
  - Call a co-worker who is already at work to let them know you will be late.
  - Get ready as quickly as possible and arrive at work 15 minutes late without calling.

### Section 3

Read the following statements. 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
22. I tend to sacrifice speed over quality when working.	①	②	③	④	⑤
23. I often double-check my work to ensure for accuracy.	①	②	③	④	⑤
24. I tend to make quick decisions.	①	②	③	④	⑤
25. I tend to make careless mistakes.	①	②	③	④	⑤
26. I view myself as an expert at my job.	①	②	③	④	⑤
27. I consider myself a leader.	①	②	③	④	⑤
28. I tend to disagree with others frequently.	①	②	③	④	⑤
29. People tend to follow my suggestions or ideas.	①	②	③	④	⑤
30. I enjoy working with other people.	①	②	③	④	⑤
31. I consider myself a safety-conscious person.	①	②	③	④	⑤
32. When a customer is upset, it is important to listen carefully and try to understand.	①	②	③	④	⑤
33. I easily adapt to last minute changes.	①	②	③	④	⑤
34. I follow direction well.	①	②	③	④	⑤
35. I tend to not get along with my supervisors.	①	②	③	④	⑤

<b>36.</b> I tend to take risks.	①	②	③	④	⑤
<b>37.</b> I consider myself a hard worker.	①	②	③	④	⑤
<b>38.</b> I take responsibility for my actions.	①	②	③	④	⑤
<b>39.</b> I tend to lose interest in tasks quickly.	①	②	③	④	⑤

## Section 4

Pretend we contacted your previous supervisors. How would they rate you on the following items using this scale?

	Superior	Above Average	Average	Below Average
40. Your ability to complete job duties in a timely manner	①	②	③	④
41. Your ability to work well under pressure	①	②	③	④
42. The quality of your work	①	②	③	④
43. Your organizational skills	①	②	③	④
44. Your dependability	①	②	③	④

## Section 5

Read the following statements. Use the scale below to rate your agreement to each statement.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
45. In certain situations it is okay to bend the rules in order to get the job done.	①	②	③	④	⑤
46. My company will not be affected if I take small supplies home with me for personal use.	①	②	③	④	⑤
47. Safety rules and guidelines should be strictly adhered to.	①	②	③	④	⑤
48. I have stolen money or supplies from previous work places.	①	②	③	④	⑤
49. I have lied to previous supervisors to avoid getting in trouble.	①	②	③	④	⑤
50. My previous supervisors would report that I am an honest employee.	①	②	③	④	⑤