



HUMAN RESOURCES

Cross (X) the best option (A, B, C or D) to complete each sentence on the answer sheet.

1. The training manager _____ the general manager.

- A. reports to B. manages C. monitors D. carry out

2. There are more people on the job markets when levels of _____ high.

- A. employee B. employer C. unemployment D. employ

3. U.K. branch offices need to be supported, so the job _____ a lot of traveling.

- A. maintains B. ensures C. involves D. identify

4. Which of the following is a written statement of the skills, knowledge, abilities, and other characteristics needed to perform a job effectively?

- A. Job Analysis B. Job specification
C. Job enlargement D. Job design

5. It is not necessary _____ applicants to put their date of birth on their application.

- A. for B. to C. in D. on

6. Health insurance, retirement pension, payment for overtime, etc., are _____ when you work in the company.

- A. base pay B. variable pay C. benefits D. drawbacks

7. My best marketing assistant has _____. She's got her self another job with more money!

- A. dismissed B. paid C. resigned D. found

8. '_____ ' means getting extra money for working unsociable hours.

- A. Creating rapport B. Entitlement
C. Receiving a shift allowance D. Providing service

9. The amount _____ notice you are required to give or be give by employer in the first four years is four weeks.

- A. of B. in C. on D. to

10. You are entitled to four week's holiday per annum after completion of six month's _____.

- A. probation B. probationary C. probationarily D. probationer

11. '_____ ' means a copy of the company's disciplinary procedure is attached to this contract ad employees are asked to read it carefully.

- A. disciplinary rules and grievance procedure B. holiday entitlement (including public holidays)
C. location of workplace D. pension scheme terms

12. In a model Grievance Procedure, the Supervisor has to _____ against the grievance within 2 days.

- A. respond B. ask C. lay D. dismiss

13. All personel are subject to the same rules, so everybody is deal _____ appraisal.

- A. with B. to C. on D. of

14. Training Evaluation methods include all but _____.

- A. questionnaire B. cost benefit analysis
C. human resource factor D. checklist

15. An interpersonal process used by two or more parties whereby both or all modify their demands to reach an agreement is called _____.

- A. collective bargaining B. negotiation
C. team development D. bargaining zone