Workplace Readiness Skills Quiz

Directions: Select the correct answer for each scenario.

Question 1

You are working at a graphic design firm. Your team is working on an important project and your team leader asks you to stay late to meet a deadline. Since you normally get off at 5 pm. from work, you previously agreed to take a neighbor to an important appointment at 6:30 p.m. What should you do?

Reach a compromise and work until 6 p.m. and then leave and try to still take your neighbor to the 6:30p.m. appointment.
Since you first committed to help your neighbor, tell your co-worker you cannot stay and why.
Contact a friend who knows your neighbor and see if your friend can take your neighbor to the appointment and stay to finish the project deadline.

Question 2

Tim told his boss he would stay late on Friday. Following through on his commitment is an example of which positive workplace trait?

Problem-solving
Reliability
Honesty

Question 3

Your plumbing crew is working on a new building project. You are assigned to cut pipe for the job. You notice that a peer employee is having difficulty carrying a long section of pipe. What is the most appropriate action?

Tell someone else to go help this employee who is having trouble.
Stop cutting long sections of pipe.
Help your peer carry the long section of pipe.

LIVEWORKSHEETS

Question 4

You have been working on a game design project with your manager who has been repeatedly using inappropriate language that makes you uncomfortable. What should you do?

Join in with the use of the inappropriate language to fit in.
Remain calm and report the problem to the manager's boss.
Ask the manager to stop speaking in such an inappropriate way.

Question 5

Why is having diversity in the staff of an organization a good idea?

It meets the quota for minority cultures.
The work environment will be more ethical.
There is a broader range of talents, skills, and creativity.

Question 6

Sam works at an advertising agency and recently had a verbal argument with a co-worker, John. Since then, John has openly treated Sam with insulting behavior. What the BEST way for Sam to resolve this conflict?

Write an email to his parents explaining the situation and asking for help.
Report John to the human resources manager.
Let these inappropriate actions go because it will get better with time.

LIVEWORKSHEETS

Question 7

You work as a server at a local restaurant. A customer orders a particular fish dish as a dinner entrée, and sometime after ordering the dish, you learn from the kitchen manager that the fish has sold out. What is the BEST way to handle the situation?

Make sure the customer knows this will never happen again and later report it to the restaurant manager.
After talking with another server, ask the head chef to come out and apologize to the customer.
After talking with the restaurant manager, offer a comparable entrée dish, a discount, and a formal apology.

Question 8

Which of the following phrases is appropriate for a formal greeting for a presentation?

Let's get started.
Welcome.
Listen up.

Question 9

You are writing an email to Sally Smith who is a potential customer. What is the BEST way to begin your email to Sally Smith?

Dear Sir or Madam
Dear Sally
Dear Ms. Smith

LIVEWORKSHEETS

Question 10

Kim is a sales associate at a computer sales store. She notices an older man with tattered clothing enter the store. How should she first approach the customer?

Ask the customer to look at the posted dress code and leave.
Greet the customer and ask if he would like her assistance.
Wait until the customer approaches her and talk to him then.

LIVEWORKSHEETS