

## Workplace Readiness Skills (WRS) Benchmark Test

1.

Technological literacy is \_\_\_\_.  
(1 point)

- the ability to perform basic math functions, such as addition and subtraction
- another word for text messaging or texting
- knowledge about technology and the ability to use it correctly
- the ability to read and write

2.

A \_\_\_\_ is an oversimplified and distorted belief about a person or group.  
(1 point)

- compromise
- tact
- stereotype
- conflict

3. Ivan's business always gives its customers a coffee cup at the end of the year. Now the supervisor says they will no longer give away coffee cups because it isn't cost effective. Which is the most correct explanation of the supervisor's decision? (1 point)

- Cups are not a product Ivan's company normally sells
- The cups are not worth what they cost.
- Ivan and the other employees gave away too many cups.
- Giving away cups did not generate enough new or continuing business to pay for the cups

4. Being \_\_\_\_ means being direct, honest, and polite.  
(1 point)

- defensive
- assertive
- gossipy
- arrogant

5.

To \_\_\_\_ others means to try to see things from their point of view and gain an understanding of their situation.

(1 point)

- give orders to
- supervise
- empathize with
- criticize

6. On-the-job training is (1 point)

- on-site instruction in how to perform a particular job
- a privately run institution that trains students for a particular profession
- a school that offers a variety of skills-oriented programs
- an apprentice

7.

To \_\_\_\_ means to order things from first to last or from most important to least important.

(1 point)

- take notes
- criticize
- procrastinate
- prioritize

8. The government program that provides income to people who are retired is called (1 point)

- medicare
- social security
- selective service
- workers' compensation

9.

When you wish to leave your job, you should \_\_\_\_ to let your employer know that you are leaving.

(1 point)

- shout at your boss

- make a sign
- tell a coworker to tell everyone
- give notice

10. A good example of positive body language might be \_\_\_\_\_.  
(1 point)

- crossing your arms over your chest
- fidgeting
- avoiding eye contact
- leaning forward

11. The first step of the decision-making process is  
(1 point)

- identify your choices
- analyze your resources
- make a decision
- define your needs and wants

12. Disadvantages of using credit include \_\_\_\_\_.  
(1 point)

- high costs from annual fees and finance charges
- the chance that you may accumulate too much debt and not be able to make payments
- that you buy items that you really can't afford
- all of the above

13. The Maple Inn Restaurant was fined \$1,000 for having unsanitary conditions and allowing minors to use hazardous equipment. Which Federal act was violated in this situation? (1 point)

- Equal Employment Opportunity Act
- Fair Labor Standard Act
- Occupational Safety and Health Act
- Federal Trade Commission Act

14. A goal that you can accomplish quickly is known as a \_\_\_\_\_. (1 point)

- long-term goal
- short-term goal
- personal career profile
- medium-term goal

15.

Listening and responding with full attention to what is being said is known as \_\_\_\_.  
(1 point)

- showing initiative
- active intonation
- active listening
- customer relations

16.

A(n) \_\_\_\_ is a short, informal talk with someone who works in a career that appeals to you.  
(1 point)

- exploratory interview
- job application
- cooperative program
- job shadowing

17.

\_\_\_\_ law is the type of law that applies to conflicts between private parties concerning rights and obligations.  
(1 point)

- small claims
- civil
- federal
- criminal

18.

\_\_\_\_ is a federal government program that helps individuals who are disabled or retired people and their families.  
(1 point)

- The IRS

- OSHA
- Form W-2
- Social Security

19.

Musculoskeletal disorders (MSDs) are often called \_\_\_\_ because they occur when you perform the same motion again and again.  
(1 point)

- emergency action plans (EAPs)
- ergonomic injuries (EI)
- personal protective equipment (PPE)
- repetitive stress injuries (RSIs)

20.

Examples of poor workplace etiquette include \_\_\_\_.  
(1 point)

- spreading gossip
- reading your coworkers' private e-mail and listening to their phone conversations
- both a and b
- keeping your voice at an appropriate volume

21.

A healthy diet is high in \_\_\_\_, the substances in food that the body needs to produce energy and stay healthy.  
(1 point)

- exercise
- chocolate
- fats
- nutrients

22.

To \_\_\_\_ means to put off deciding or doing something.  
(1 point)

- probe
- prioritize
- procrastinate

promote

23.

Tips for staying on budget include \_\_\_\_.

(1 point)

carrying a limited amount of cash and leaving your ATM card at home

taking advantage of discounts and sales

paying with cash and keeping good records

all of the above

24.

\_\_\_\_ in the workplace refers to unequal treatment based on factors such as age, disability, race, national origin, race, religion, or gender.

(1 point)

affirmative action

diversity

sexual harassment

discrimination

25.

The speaking of each syllable of a word clearly and separately is called \_\_\_\_.

(1 point)

enunciation

pronunciation

citation

intonation

26.

A health maintenance organization (HMO) is an example of medical insurance plans that known as \_\_\_\_.

(1 point)

fee-for service plans

preferred provider organizations (PPOs)

individual plans

managed care

27.

Money that you put into your bank account is known as a \_\_\_\_.  
(1 point)

- balance
- withdrawal
- interest payment
- deposit

28.

A(n) \_\_\_\_ is a qualifying expense that you are allowed to subtract from your income when determining how much income tax you owe.  
(1 point)

- income tax return
- exemption
- deduction
- FICA expense

29.

\_\_\_\_ is a prewriting strategy that helps you get your ideas flowing and consists of writing everything that comes to mind about a topic, in any order.  
(1 point)

- free writing
- emailing
- outlining
- taking notes

30. Which of the following tests is also known as a lie detector test? (1 point)

- a drug test
- a polygraph test
- a performance test
- a skills test

31. Which type of résumé organizes information in reverse time order?  
(1 point)

- a cover letter résumé
- an electronic résumé

a chronological résumé

a skills résumé

32. A spreadsheet application is primarily used to (1 point)

manage financial data

manage long documents like instruction manuals

publish files to a website

design a website

33. Which of the following statements is true about the form of business known as a sole proprietorship? (1 point)

A sole proprietorship is more complicated to set up than other forms of business.

The owner of a sole proprietorship makes all of the decisions about the business.

In a sole proprietorship, an owner shares financial responsibility with one or more partners

In a sole proprietorship, a business owner shares financial responsibility with shareholders

34.

The exchange of \_\_\_\_ between a sender and a receiver is called communication.  
(1 point)

conflicts

information

intonation

abilities

35. The purpose of writing a thank-you note to a job interviewer is \_\_\_\_.  
(1 point)

to thank the interviewer for his or her time

to show that you are polite, thoughtful, and conscientious

to give you another chance to sell yourself

all of the above

36.

The ability to work well with others to reach a common goal is known as \_\_\_\_.  
(1 point)



- initiative
- responsibility
- cooperativeness
- self-management

37.

\_\_\_\_\_ is a job advancement to a position of greater responsibility and authority.  
(1 point)

- prioritizing
- an initiative
- a promotion
- perseverance

38.

The process of continuing to learn about new technologies, new practices, and new ideas throughout your life is known as \_\_\_\_\_.  
(1 point)

- medium-term goals
- ergonomics
- lifelong learning
- technological literacy

39. The ability to say and do things in a respectful way is called \_\_\_\_\_.  
(1 point)

- enthusiasm
- responsibility
- self-esteem
- tact

40. If there is a fire in the workplace, you should \_\_\_\_\_.  
(1 point)

- learning the location of emergency exits
- learn first aid
- participate in safety training, such as fire drills
- all of the above

41. Examples of workplace trends include \_\_\_\_\_. (1 point)

- telecommuting
- working in teams
- outsourcing
- all of the above

42.

Screen readers are software programs that read text that is on a computer screen out loud for people with vision or reading impairments. Screen readers are an example of \_\_\_\_\_. (1 point)

- distance learning
- lifelong learning
- assistive technology
- information technology

43.

Health insurance, pensions, and transportation help are examples of \_\_\_\_\_, which are employment extras that an employer may offer in addition to pay. (1 point)

- benefits
- payment methods
- incentive plans
- free services

44.

Your \_\_\_\_\_ is an IRS form that shows how much income you received from working and other sources and how much tax you must pay. (1 point)

- Form W-2
- Form W-4
- Social Security Number
- income tax return

45.

A \_\_\_\_\_ is a type of investment in which you deposit an amount of money for a fixed amount of time at a stated interest rate.

(1 point)

- dividend
- individual retirement account (IRA)
- 401(k)plan
- certificate of deposit (CD)

46.

Smart decision makers use \_\_\_\_\_, or standards of judgement for comparing and evaluating choices, to help them make good decisions.

(1 point)

- skimming
- ergonomics
- criteria
- diversity

47.

The process through which labor unions negotiate with company management for benefits, working conditions, and wages is known as \_\_\_\_\_.

(1 point)

- collective development
- collective soul
- collective bargaining
- collective compensation

48.

\_\_\_\_\_ is an insurance program that provides financial help to cover lost wages and medical expenses for employees who are injured on the job.

(1 point)

- Medicare
- Life Insurance
- Workers' compensation
- Ergonomics

49. Common types of unethical workplace behavior include \_\_\_\_\_.

(1 point)

- using workplace property for personal use with the permission of your supervisor
- lying, discrimination, and dishonesty
- initiative, responsibility, and cooperativeness
- reporting actual hours worked

50.

The people who buy and use goods and services in the economy are known as \_\_\_\_.  
(1 point)

- producers
- indicators
- economics
- consumers

51. A \_\_\_\_ is a brief summary of a job applicant's personal information, education, skills, work experience, activities, and interests. (1 point)

- work permit
- résumé
- job application
- cover letter

52. The U.S. department of Education has organized related occupations into groups known as (1 point)

- career interests
- secondary sources
- primary sources
- career clusters

53.

Which of the following statements is true about nonverbal signals?  
(1 point)

- They include tone of voice, facial expressions, gestures, postures, and eye contact.
- They include written words and spoken words.
- They are also known as body language.
- Both a and c are true.

54.

The life stage known as \_\_\_\_ is a stage of transition during which you work to find your own identity and decide what kind of a person you want to be.  
(1 point)

- adolescence
- early adulthood
- later adulthood
- childhood

55.

Examples of common \_\_\_\_ include rent, health insurance premiums, and car payments.  
(1 point)

- total income
- flexible expenses
- utilities
- fixed expenses

56. Communication with people you know or meet to share information and advice about jobs is known as (1 point)

- networking
- making a contact list
- following job leads
- using the Internet

57.

Common team problems include:  
(1 point)

- unclear goals
- competitiveness among team members.
- resentment at lack of individual recognition.
- all of the above

58.

Information technology is all the tools used to create, store, exchange, and use information. The fundamental tool of information technology is the \_\_\_\_.  
(1 point)

- modem
- DVD player
- computer
- telephone

59.

A good way to protect yourself from identity theft is to:  
(1 point)

- always use the same password for all Web sites.
- give your Social Security number to anyone who asks for it.
- Only enter personal information such as your Social Security number on site that are certified to be secure.
- all of the above

60.

\_\_\_\_\_ is a type of automobile insurance that covers damage or injury caused by you to another person or another person's property.  
(1 point)

- comprehensive insurance
- medical payments insurance
- liability insurance
- collision insurance

61.

Your \_\_\_\_\_ is your basic outlook on life and your way of looking at people and the world.  
(1 point)

- assertiveness
- aptitude
- attitude
- arrogance

62.

Minimum wage is the \_\_\_\_\_ hourly wage that an employer can legally pay for a worker's services.  
(1 point)

- starting

- lowest
- highest
- average

63.

Disability benefits, survivors' benefits, retirement benefits, and medical benefits are all types of \_\_\_\_ benefits.

(1 point)

- Social Security
- workers' compensation
- OSHA
- automobile insurance

64.

\_\_\_\_ skills include listening, problem solving, and maintaining a calm and positive attitude in challenging situations.

(1 point)

- OSHA
- Customer relations
- Total Quality Management (TQM)
- Academic

65.

A(n) \_\_\_\_ is a meeting between an employer and a job applicant to discuss possible employment.

(1 point)

- job-shadowing
- research meeting
- internship
- interview

66. Constructive criticism \_\_\_\_.

(1 point)

- focuses exclusively on negative points
- offers no solutions
- is often announced in public rather than in private

none of the above

67.

A(n) \_\_\_\_ is an informal teacher or guide who helps new employees adjust to their new workplace.

(1 point)

apprentice

job shadow

orientation

mentor

68. Which of the following statements about reading skills is true?

(1 point)

Taking notes is reading key parts of a written work that help you predict its content.

Skimming is reading quickly through a book or document to pick out key points.

Critical reading is reading key parts of a written work, such as chapter titles, photo captions, and headings, to help you predict its content.

Previewing is restating the main concepts of a written document in your own words.

69. A job loss that results from a business decision is known as a \_\_\_\_.

(1 point)

layoff

performance review

firing

probation

70.

Deep breathing, visualization, and taking a time-out are methods you can use to manage and reduce \_\_\_\_.

(1 point)

constructive criticism

exercise

stress

sleep hygiene

71.

The trend toward a single global market that crosses national borders is known as \_\_\_\_.



(1 point)

- global warming
- globalization
- distance learning
- downsizing

72.

\_\_\_\_\_ is a physical or psychological need for a substance that can lead to physical and mental health problems.

(1 point)

- MyPyramid
- sleep hygiene
- addiction
- sedentary

73. What is the purpose of a cover letter?

(1 point)

- to introduce you to an employer and explain why you are sending them your résumé
- to show an employer your handwriting
- to list your work experience in chronological order
- to show an employer that you are legally allowed to work in the United States

74. An entrepreneur is (1 point)

- a member of the military
- a person who organizes and then runs a business
- a government employee
- a French teacher

75. Skills that you can use in many different situations are called\_\_\_\_\_. (1 point)

- tasks skills
- transferable skills
- activities
- interests

76.

The delegating leadership style involves \_\_\_\_\_.  
(1 point)

- sharing decision-making responsibility and encouraging the independent completion of tasks
- closely supervising but also explaining decisions and asking for suggestions
- giving others specific instructions and closely supervising tasks
- turning over the responsibility for decision making and completion of tasks to others

77.

\_\_\_\_\_ is a chart that shows the order in which events occur.  
(1 point)

- downtime
- an estimate
- the near-far rule
- a timeline

78. Which situation is an example of discrimination? (1 point)

- Peter Pan Playschool has a male teaching assistant on staff.
- Maud M Automotive Repairs employs female and male auto mechanics.
- Craft Construction Company employs two female carpenters.
- Johnson Manufacturing Company hires only men for the assembly line.

79. If there is a fire in the workplace, you should \_\_\_\_\_.  
(1 point)

- put the fire out yourself with water from the bathroom
- wait until you talk to your supervisor before leaving the building
- alert your coworkers and leave the building right away
- all of the above

80. In the spread sheet below John's sales for the first quarter equal? (1 point)

	A	B	C	D
24				
25				
26	First Quarter Sales			
27		January	February	March
28	John	\$900.00	\$555.00	\$890.00
29	Mary	\$880.00	\$1,000.00	\$700.00
30	Sue	\$454.00	\$566.00	\$350.00
31	Walt	\$1,100.00	\$900.00	\$700.00
32	Rob	\$577.00	\$500.00	\$400.00
33				

- \$2166
- \$2259
- \$2475
- \$2345

81. A Social Security number \_\_\_\_\_. (1 point)

- is a unique nine-digit number issued by the federal government
- is required for all U.S. workers
- is an example of information that you will probably need in order to apply for a job
- all of the above

82. A person who learns well by sharing and working with others and has a(n) \_\_\_\_\_ learning style. (1 point)

- verbal/linguistic
- interpersonal
- naturalistic
- intrapersonal

83. Employers expect certain things from employees. One important trait that employers look for in employees is "initiative." Initiative means (1 point)

- doing things on your own; being a self starter.
- calling your boss when you cannot come to work.
- making sure your work is marketable.
- showing respect for others

84.

A \_\_\_\_\_ is an illegal sales practice is used to attract customers who are then encouraged to buy a similar product at a higher price.

(1 point)

- repair fraud
- bait-and-switch
- near-far rule
- free enterprise system

85.

Team planning is a process that involves \_\_\_\_.

(1 point)

- defining the problem, suggesting a solution, and evaluating the solutions
- setting goals, assigning roles, and communicating regularly
- defining wants and needs, conducting research, and making a career choice
- check, call, care

86. On Tuesday, Emma's supervisor asks her to work on three projects that need to be completed by Friday. On Wednesday, Emma realizes that she will not be able to finish them on time. What should she do? (1 point)

- Come in early to work to finish the jobs.
- Finish what she can; deadlines can usually be changed.
- Discuss the problem with her supervisor.
- Ask coworkers to complete one of the projects.

87.

To \_\_\_\_ items in your check book, check each transaction you have made in your check register against your account statement to make sure the two records agree.

(1 point)

- reconcile
- deposit
- transfer
- withdrawal

88.

Services for your home that can include electricity, heat, sanitation, and water are known as \_\_\_\_.

(1 point)

- security deposits
  - annual percentage rates
  - liability insurance
  - utilities
-