

# JobTIPS

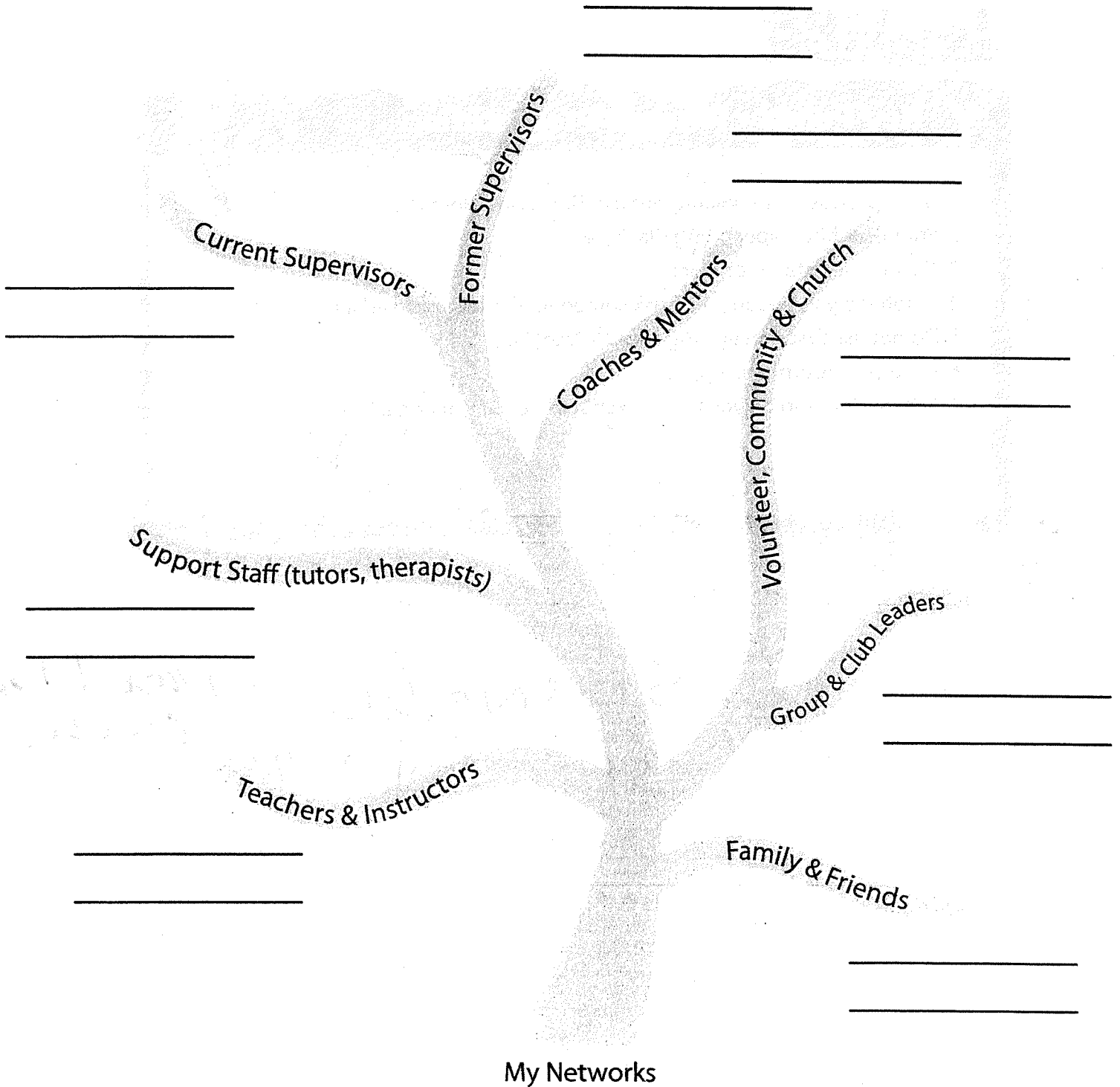


## Key Points - Resume Presentation

1. Use a professional-looking font (i.e. Times New Roman).
2. Print on white paper, using black ink.
3. No wrinkles, stains, or tears.
4. Proofread your resume and ask someone else to proofread it too.
5. Do not use first person language ("I," "me," "we," "us").
6. Keep your resume to 1 page.
7. The information on your resume should be current and accurate.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Directions: It's time to figure out who you might be able to include in your network! Write down the names of people who might be able to help you in your job search. It is OK if you cannot fill in the entire tree.



## References Worksheet

Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Step 1:** Use the References Brainstorming Tree worksheet to identify the best references.

**Step 2:** Use this worksheet to organize necessary information about each of your references. It is OK if you need to ask your references for some of this information. You want to make sure it is up-to-date and accurate. *Remember: You will need to include this information with your resume, on the job application, and in a job interview.*

### Reference #1

First and last name: \_\_\_\_\_

Their relationship to you / their title: \_\_\_\_\_

Their place of business (name of company, school, center): \_\_\_\_\_  
\_\_\_\_\_

Their full mailing address: \_\_\_\_\_  
\_\_\_\_\_

Their telephone number (\_\_\_\_\_) - \_\_\_\_\_

Their email address: \_\_\_\_\_

### Reference #2

First and last name: \_\_\_\_\_

Their relationship to you / their title: \_\_\_\_\_

Their place of business (name of company, school, center): \_\_\_\_\_  
\_\_\_\_\_

Their full mailing address: \_\_\_\_\_  
\_\_\_\_\_

Their telephone number (\_\_\_\_\_) - \_\_\_\_\_

Their email address: \_\_\_\_\_

### Reference #3

First and last name: \_\_\_\_\_

Their relationship to you / their title: \_\_\_\_\_

Their place of business (name of company, school, center): \_\_\_\_\_  
\_\_\_\_\_

Their full mailing address: \_\_\_\_\_  
\_\_\_\_\_

Their telephone number (\_\_\_\_\_) - \_\_\_\_\_

Their email address: \_\_\_\_\_

### Reference #4

First and last name: \_\_\_\_\_

Their relationship to you / their title: \_\_\_\_\_

Their place of business (name of company, school, center): \_\_\_\_\_  
\_\_\_\_\_

Their full mailing address: \_\_\_\_\_  
\_\_\_\_\_

Their telephone number (\_\_\_\_\_) - \_\_\_\_\_

Their email address: \_\_\_\_\_

## TIPS to Completing Online Applications

1. Create an email account if you do not already have one.
2. Choose a quiet location to work in.
3. Make sure you are working on a computer that you will be able to use for *at least* one hour.
4. If you are working on a laptop, be sure you can plug it in (to prevent the battery from dying while you are online).
5. Make sure you are working on a computer with a stable and secure internet connection.
6. Some online application forms are difficult to navigate. If necessary, ask someone to assist you as you complete the online application.
7. Have every single item from the Application Checklist with you when you complete the application!
8. Nearly all online applications require you to create a username or pin number, and a password. This means you have to create a username and a password that you will remember. Write it down and keep it in a safe place.
9. On an online application, many sections are called "required fields" or "mandatory fields." This means that you must fill in that section, or else the application cannot be submitted. Usually, a required field is indicated with a \* symbol.
10. In nearly all cases, you cannot go on to the next page of an application until you have completely filled in the page you are on.
11. Never use the back arrow on the browser at the top of the screen! In most cases, that will kick you off the website and cause you to lose everything you have done so far.
12. Some online applications require you to upload a resume and / or cover letter. Other online applications just give you the option to do it.
13. When you have finished the application, make sure you hit the button that says something like SAVE or SUBMIT. If you exit the system without submitting the application, the company will not receive it and you might have to start all over!
14. If you receive confirmation that your application was received, but then do not hear anything about the job or your status, you may call or email the place you applied to after 3 full business days.
15. If you do not receive confirmation that your application was received, you may contact the place you applied to after 1 full business day.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

**When it is time to complete an application, here is what you need to have with you:**

- 1. Full name
- 2. Social security number (SSN)
- 3. Full home address (street, city, zip code)
- 4. Home and cell telephone numbers
- 5. Email address
- 6. Birthday (day, month, year)
- 7. Driver's license number (if you have one)
- 8. Clean, printed copy of resume
- 9. List of 3 references including all of the following for each reference:
  - a) Their name
  - b) Their relationship to you (i.e. teacher, supervisor)
  - c) Their telephone number
  - d) Their place of business
  - e) Their email address
  - f) Their mailing address
- 10. Previous address if you have not lived in your current address for more than 5 years
- 11. Previous employment information, including all of the following:
  - a) Company name
  - b) Company telephone number
  - c) Company address
  - d) Your job title /position held
  - e) Supervisor's name and title
  - f) Dates worked (month/ year to month/year)
  - g) Hourly rate or salary
  - h) Job duties / responsibilities
- 12. Emergency contact person's name and telephone number
- 13. Your mother's maiden name
- 14. The county you live in



# JobTIPS

## Reasons for Leaving a Job



**Use these positive reasons:**

"I wanted different leadership."

"I wanted to explore new opportunities."

"I wanted to use more of my strengths."

"I wanted to learn new things."

"I wanted to work in a more positive environment."



**Not these negative reasons:**

"My boss was a jerk."

"I hated my job."

"My job was too hard for me."

"I got tired of doing the same thing every day."

"I did not get along with my co-workers."







Here are some tips to help you choose the best answer:

1. If there is a minor problem with co-workers and customers, first try to handle the problem on your own—without your supervisor. If the problem persists, then get your supervisor to help.
2. If there is an issue of safety or ethics (such as stealing), always go to your supervisor first. Do not try to handle the problem on your own.
3. Remember “the customer is always right.” Good customer service is very important so taking care of the customer’s needs is a priority. Sometimes, you have to apologize to a customer, even when it is not your fault.
4. Employees should accept constructive criticism (feedback) from their supervisors without arguing.
5. When using a rating scale, remember to “avoid the middle.” Responding either “Strongly Agree” or “Strongly Disagree” is recommended over “Agree,” “Neither Agree or Disagree,” or “Disagree.”
6. Employers are looking for applicants who are reliable (they come to work on time), accurate (they do their work correctly), and efficient (they complete their work on time).

# JobTIPS



## Pre-Employment Screening Assessment Guidelines:

1. Think like the company.
2. Remember the C.A.S.H.
3. Eliminate "red flag" answer choices.
4. Avoid the middle.
5. Be a self-advocate.
6. Practice, practice, practice!

## PREPARE FOR INTERVIEW QUESTIONS

Writing down notes about yourself before your interview can be very helpful for a lot of reasons:

- It can help you think through answers and decide what you want to tell about yourself.
- It can remind you of what you want to say as you are practicing your answers.
- A shortened list can remind you of things you want to tell your interviewer about yourself during your actual interview.

Complete the following worksheet to help you answer these typical interview questions.

### 1.) Tell me about yourself.

These are appropriate things to tell about yourself in an interview because they are professional and many of them relate to work. Write out your answers to each question:

Where are you from? \_\_\_\_\_

Where did you go to school? \_\_\_\_\_

When did you graduate? \_\_\_\_\_

What is your highest degree earned? \_\_\_\_\_

Do you have any specialized training or taken any classes? \_\_\_\_\_

What was your most recent job? \_\_\_\_\_

What did you do at that job? \_\_\_\_\_

What other relevant work or volunteer experiences do you have? \_\_\_\_\_

What is a hobby or interest of yours that relates to the job you are applying for? \_\_\_\_\_

Now that you have answered all of these questions, pick 3 or 4 of them that you would like to share in an interview. You should not answer all of these questions in an interview. That would take too long. Instead, pick 3 or 4 impressive things to say about yourself that you are most comfortable with.

Write down the 3 or 4 things you would like to tell about yourself in an interview:

1.) \_\_\_\_\_

2.) \_\_\_\_\_

3.) \_\_\_\_\_

4.) \_\_\_\_\_

## 2.) Tell me about your previous work experience (or volunteer experience).

List the following information to brainstorm and organize your past work history.

Your current job: \_\_\_\_\_  
Duties/Responsibilities: \_\_\_\_\_  
How long you worked there: \_\_\_\_\_

Your most recent job: \_\_\_\_\_  
Duties/Responsibilities: \_\_\_\_\_  
How long you worked there: \_\_\_\_\_

Previous job: \_\_\_\_\_  
Duties/Responsibilities: \_\_\_\_\_  
How long you worked there: \_\_\_\_\_

Previous job: \_\_\_\_\_  
Duties/Responsibilities: \_\_\_\_\_  
How long you worked there: \_\_\_\_\_

Previous job: \_\_\_\_\_  
Duties/Responsibilities: \_\_\_\_\_  
How long you worked there: \_\_\_\_\_

Previous job: \_\_\_\_\_  
Duties/Responsibilities: \_\_\_\_\_  
How long you worked there: \_\_\_\_\_

Previous job: \_\_\_\_\_  
Duties/Responsibilities: \_\_\_\_\_  
How long you worked there: \_\_\_\_\_

Now, in your actual interview, you will not want to talk about ALL of your previous jobs. Instead:

- Talk about 2 - 4 of your previous jobs, and the duties and responsibilities that went along with them. You can also say how long you worked there if you think that would help (meaning you worked there longer than 6 months).
- Pick the jobs that are related to the job you are applying for.
- Pick the jobs that you enjoyed and were successful at, if possible.
- Pick jobs you held within the past 10 years.

### 3.) Why do you want to work here?

When answering the question "why do you want to work here?" think about what appeals to you about the job. Why would you be excited to work there?

**For more help in answering this question write down your answers to the following:**

- Is the job related to an interest of yours? If so, what is it?
- Do you have certain skills necessary for the job? If so, what are they?
- Do you have training relevant to the job? If so, what is it?
- Have you heard good things about working there? If so, what have you heard?
- Are you looking forward to learning something new or improving a skill? If so, what?

If you answered "no" to all of the above questions, why do you want this job? The pay? The hours? Is it something to do? These are all good reasons to want a job, but not the reasons you should mention in a job interview. Instead, go back and re-read the questions above. Can you think of anything positive to mention in your answers to those questions?

It helps to have more than one reason that you are interested in the job. Read your answers to the above questions and write down the 2 reasons that you are interested in the job:

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_

## 4.) Why did you leave your previous job?

This can be a tricky question.

Remember: 1) do not say anything negative about your previous job and 2) do not lie.

You also do want to talk about yourself favorably. You can come across favorably or positively by wording your answer very carefully.

Review this table for examples of how to do that:

Appropriate Answer	Instead of...
"It wasn't a good fit between what they needed and my skills."	"I didn't have the skills or training to do a good job."
"I realized that I needed to look for a position where I could have more clear direction from my supervisor."	"I did not like the way my boss was treating me."
"I had been there several years and I wanted to try something different."	"I got bored."
"I was young and green, but I have matured a lot since then and I want to get back in the work force."	"I was irresponsible and was not doing a good enough job."
"I learned a lot from my previous job, but now I am looking for a change." This response is a good one because it's positive and vague.	A lot of things...that you got bored, you didn't like the people you worked with, you weren't keeping up with your responsibilities.
"I am looking for a new opportunity to broaden my horizons and learn from." This response is a good one because it's positive and vague.	A lot of things...that you got bored, you didn't like the people you worked with, you weren't keeping up with your responsibilities.

Think of why you left your previous job. Write your reason here:

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Now think of a more positive way of wording that reason. Use the table above for ideas. Write your new answer here:

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You do not need to give more than one answer for this question. One reason for leaving your previous job is enough.

## 5.) What are your strengths and weaknesses?

This question is asking two different things: What are your strengths? And, what are your weaknesses? Let's start with **strengths**.

What are you good at? Think of things that would be relevant to a *job*. It is great if you are good at basketball, but if you are interviewing for an office job, being good at basketball would not help you at an office. Think about things that would help you succeed at your job.

List three things you are good at here:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Re-read your answers. Would all of them help you be successful at your job?

Here are some questions to help you brainstorm and give you more ideas about what you might be good at. Circle your answers to each question.

1. Do you have a skill related to the job?	Yes	No
2. Are you punctual?	Yes	No
3. Are you dependable (you arrive on time, leave on time, do not miss many days of work)?	Yes	No
4. Are you attentive to details?	Yes	No
5. Are you organized?	Yes	No
6. Are you good at following instructions (can be visual instructions and checklists)?	Yes	No
7. Do you have a good memory?	Yes	No
8. Do you have a good attitude?	Yes	No
9. Do you work well with others?	Yes	No

Look at all the yeses that you circled and re-read your list of things you are good at. Are there things you want to add to your list or changes you would like to make to it? Write down a final list of three strengths (things you are good at) that you want to mention in a job interview. Use the strengths you listed above as well as the answers to the questions above.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Now that you've picked your strengths, let's move on to **weaknesses**. Talking about your weaknesses in an interview is tricky. You want to be honest, but you don't want to discourage the interviewer from hiring you if you say something bad about yourself. When you talk about your weakness, explain why that weakness is not really such a terrible thing.

In other words, turn your weakness into a strength- I am not good at \_\_\_\_, BUT I am good at \_\_\_\_.  
Here are some examples:

Weakness	BUT....
I am not social.	I get more work done because I am not socializing.
I am a slow worker.	I am careful and don't make many mistakes.
I have trouble processing spoken language and directions.	I am great at processing visual (written) information.
I don't like change.	I do very well under predictable conditions.
I stutter / talk in a monotone or unusual tone of voice.	I am still able to get my point across and communicate effectively.
I have trouble making eye contact.	I still hear what you are saying and listen effectively.

There are certain things that you should not mention in an interview because you will likely not get hired because of it. Weaknesses to avoid mentioning entirely include:

- I am often late.
- I often leave early.
- I miss work frequently.
- I argue with others.
- I don't like being bossed around.
- I steal.
- I lie.
- I make a lot of mistakes / I am careless.

Now make a list of your weaknesses in the first column of the table. Add a positive comment relating to your weakness in the second column.

Weakness	BUT...

In an actual interview, you don't want to spend too much time talking about your weaknesses. Talking about one weakness is enough. You should not talk about more than 2 weaknesses. Pick the weakness you feel most comfortable talking about from the table above.





### Do I have...

Two copies of my resume.

A copy of my social security card.

My driver's license or a government-issued picture identification card.

A print out of my name and contact information (if I don't have a resume).

A print out of my references and their contact information (if I don't include it in my resume).

A pen and paper.

A list of 2-3 questions I may have about the position.

Any important information that I learned when I researched the company.

Carry my materials in a professional looking folder, briefcase, day planner, or hand bag.



### Do:

Make eye contact occasionally and look in the direction of your interviewer.

Smile occasionally.

Give your interviewer a firm handshake at the beginning and end of the interview.

Ask 2 to 3 questions about the job to show your interest.

Stay on topic.

Answer questions directly and honestly.

Emphasize your strengths and talk about yourself positively.

Thank your interviewer at the end of the interview.



### Don't:

Look at the clock or your watch frequently.

Talk with a monotone or bored tone of voice.

Fidget or move around a lot in your chair.

Slouch in your chair.

Yawn.

Lie or exaggerate about yourself.

Point out your flaws if you are not asked directly about them.

Click pens or tap your fingers loudly.

# JobTIPS



## Key Points - Thank You Letter

1. Start the letter with "Dear Mr. / Ms. \_\_\_\_\_"
2. Thank the interviewer for meeting with you (in 1 sentence).
3. Tell the interviewer that you really enjoyed meeting with them (in 1 sentence).
4. Express your interest in the job (in 1-2 sentences).
5. Briefly state one good reason why you are a good fit for the job (in 1-2 sentences).
6. Give the interviewer your phone number and / or email so they can contact you (in 1 sentence).
7. End the letter with "Sincerely, (your first and last name)."
8. In total, your thank you letter should be approximately 5-7 sentences long.
9. Ask someone (i.e. a parent, teacher, mentor, friend) to proofread your letter before you send it.
10. Much of the information in your thank you letter may be the same as what you have stated in your resume, cover letter, and/or interview, but that is okay. For example, it is better that your phone number is written in several places so it is easy for the company to find.
11. The thank you letter should be both sincere and professional.





## Pre-Employment Screening Practice Assessment 1

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.



## Pre-Employment Screening Practice Assessment 1

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.



## Pre-Employment Screening Practice Assessment 1

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?
- Continue working and try to ignore the customer.
  - Smile and respond to the customer with a brief answer, but then get back to work.
  - Politely tell the customer that you are really busy.
  - 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?
- Don't intervene.
  - Don't intervene but talk to Leslie later about the correct installation procedure.
  - Walk over and ask to speak with Leslie for a moment in private.
  - 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?
- Meet with your supervisor to discuss your concerns.
  - Ask to work alone on the project because you can probably do a better job by yourself.
  - Work with the group and complete your tasks.
  - 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?
- Apologize to the customer and let them know that you are not able to help them.
  - Apologize to the customer and take them over to an employee who can help.
  - Try to reach your supervisor for assistance.
  - Attempt to assist the customer and hope that another employee will be available soon.



## Pre-Employment Screening Practice Assessment 1

### 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





## Pre-Employment Screening Practice Assessment 1

### 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



## Pre-Employment Screening Practice Assessment 1

### 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



## Pre-Employment Screening Practice Assessment 1

### 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

*Pre-Employment Screening Practice Assessment 1***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



*Pre-Employment Screening Practice Assessment 1*

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.



## Pre-Employment Screening Practice Assessment 1

### JobTIPS Pre-Employment Screening Practice Assessment 1

#### Answer Key:

1. The best answer is (d). Stealing is against the law and against company policy. You need to inform your supervisor if you see anyone breaking the law. Some people might choose (b) as their answer. However, it can be dangerous to confront a co-worker when they are stealing something. They might get very angry with you, and you may not be able to manage the situation well. This situation is also serious enough that you would want to involve your supervisor rather than trying to handle it on your own. Answers (a) and (c) are less effective because the response is not direct or fast enough. Answer (e) is the worst answer because it might show that you only care about yourself.
2. The best answer is (b). If you break a rule, you need to apologize for it and tell your supervisor that you will not do it again. This may seem unfair because other employees are breaking the rules and are not getting caught. However, companies want employees who take responsibility for their behavior without making excuses or blaming others. Answer (d) is the worst answer because it shows that you cannot accept constructive criticism from a supervisor.
3. The best answer is (a). You should calmly and politely address the issue with Jessica. Companies like it when employees try to resolve co-worker interaction issues on their own, before running to a supervisor. Co-worker interaction problems might include personality conflicts, minor disagreements about how to do a certain task, or disagreements about group projects. Keep in mind that if a co-worker is doing something unsafe or unlawful, then you should get your supervisor involved. Some people might select (d) as a good choice. However, if nothing changes, you will become increasingly frustrated and the situation could get worse.
4. The best answer is (d). Companies like it when employees take on new responsibilities and challenges within the company. It is usually best to talk with your supervisor about your concerns before you decide to look for a new job. This will allow you to find out if there are additional opportunities for you within their company.
5. The best answer is (b). Companies want employees who are conscientious and rule-following. Companies have very serious rules about safety regulations and procedures because they want to maintain a safe environment. Even though you might want the company to view you as more valuable than Kevin, answer choices (a) and (c) are poor answers.
6. This is a hard question, but the best answer is (c). Customer service is very important to companies, and so they want employees to place the customer's needs above almost everything else. This is a tough question because there may be times where you should not be expected to stay beyond your paid time or you may need to be somewhere shortly after your shift ends. That's why some people might choose (a) or (d) as their answer; in the real world, you may have to actually respond this way on occasion. But remember, you are trying to pick the answer that you would strive to achieve the *majority*



## Pre-Employment Screening Practice Assessment 1

of the time, as well as the answer that your employer would look the highest upon. Answer (b) is the worst answer because you are leaving the customer without providing any assistance at all.

7. The best answer is (b). When a customer is upset, you should always apologize, even if it was not your fault. Companies expect employees to do this. Customers are most satisfied when they can quickly get what they need. Some people might choose answer (a), (c), or (d). However, these responses take more time and effort from the customer.
8. The best answer is (c). John is very upset, and he might not behave in a safe or rational manner right now. So, it is best for you to walk away from him. If you approach John [answers (a) or (d)], you might end up in a yelling match. Companies do not want employees who engage in yelling matches or physical confrontations. Choice (b) is not the best answer because this is a personal conflict between you and John, so you should first try to handle the situation on your own before having your supervisor intervene.
9. The best answer is (b). As an employee, you always need to respond to the customer when they are talking to you. However, if you are trying to do your job, you should keep your responses polite and brief. Answer (d) is not the best choice because the customer might talk for 10 minutes or longer! That could cause a long delay in your work or it could cause you to make mistakes in your task. Choice (c) is not the best answer because you should briefly respond to the customer to keep them satisfied. Choice (a) is the worst answer because a customer should never be ignored.
10. This is a hard question, but the best answer is (d). Companies are very concerned with providing quality customer service. Leslie and the customer need to know the correct installation procedures. If a customer is given incorrect information, they could become very frustrated later on. That is why answer (b) is not the best answer. Some people might choose answer (c), but if you ask to talk to Leslie in private, then the customer might not understand what is going on and the customer would be waiting. The customer could become frustrated with this situation. Answer (a) is the worst answer because it shows that you are not concerned with providing quality customer service.
11. The best answer is (c). Companies want employees who are "team players." A "team player" is someone who can get along with others and who can work on projects in a group. Answer (d) is not the best answer because it could result in tension or conflict within the group. Answers (a) and (c) are poor answers because companies do not want employees who complain. They also don't want someone who thinks she /he can do a job better than everyone else.
12. This is a tough question, but the best answer is (b). It is ok to be honest with a customer and tell them that you are not sure how to help them. Even though the other employees are busy, it is best to take the customer to them and let them know that this customer also needs help. Answer (c) might be an appropriate response, but you may not be able to find your supervisor quickly. Answer (d) is not the best answer because you might give the customer incorrect information about a service or product. Answer (a) is the worst answer because you are leaving the customer alone and are not guiding the



## Pre-Employment Screening Practice Assessment 1

customer towards any help.

13. The most desirable response is (1) Strongly Disagree. Remember that companies are very concerned with providing quality customer service. No customer should be avoided or ignored, even when that customer is rude.
14. The most desirable response is (5) Strongly Agree. Companies want employees who are "team players." A team player is someone who can work well with others. Some of the best projects are produced by teams, not just one person.
15. The most desirable response is (5) Strongly Agree. Companies are very concerned about their safety regulations and policies. When employees follow safety rules, most accidents can be prevented. When employees don't follow some safety rules, accidents are more likely to occur.
16. This is a tough question, but the most desirable response is (1) Strongly Disagree. No one is perfect, everyone makes mistakes. Companies do not like it when employees make many mistakes or when they make big mistakes; but every company understands that an employee might make a few minor mistakes.
17. The most desirable response is (1) Strongly Disagree. Companies want employees who do a good job, even when they are not always recognized for it. This goes along with the old expression, "Do your best, even when no-one is looking."
18. The most desirable response is (1) Strongly Disagree. Companies want employees who respect and listen to their leaders or supervisors. If a person has negative ideas about leaders, it shows that they might not follow rules at work. Even though you may have met a leader who is bossy and controlling, you should not assume that most leaders act that way.
19. The most desirable response is (5) Strongly Agree. Constructive criticism is feedback delivered in a respectful and supportive manner. It is designed to help a person improve. Everyone makes mistakes sometimes, so everyone needs to receive constructive criticism. Companies want employees who can appropriately accept feedback from a supervisor or co-worker. Companies do not want employees who are unwilling to acknowledge any mistakes and change their way of doing things.
20. The most desirable response is (5) Strongly Agree. Companies want employees who value the opinions of others. If an employee is unwilling to listen to other people's ideas, then that means that the employee is difficult to work with. Companies do not want to hire people who are not "team players."
21. The most desirable response is (1) Strongly Disagree. Companies want employees who have positive feelings about their job. They also want employees who are willing to help implement positive, approved changes in a company. If you respond with "Agree" or "Strongly Agree," it will make the





## *Pre-Employment Screening Practice Assessment 1*

company think that you have a negative attitude about supervisors and companies in general.

22. The most desirable response is (1) Strongly Disagree. Companies want employees who are willing to acknowledge their own mistakes. Everyone makes mistakes, no-one is perfect. Companies do not want employees who try to make excuses or put the blame on others.
23. The best answer is (1) Very Ineffective. When you do not like a person, it does not improve the situation to let them know that you do not like them. Companies want employees who can get along with others. You may not like everyone you work with, but sometimes you just have to keep those feelings to yourself.
24. The best answer is (5) Very Effective. Companies are very concerned about their safety regulations and policies. When an employee does not follow safety rules, accidents are more likely to occur. An employee should report any safety violations to their supervisor.
25. The best answer is (5) Very Effective. When a customer is upset, you should always say "I'm sorry," even if it was not your fault. Companies expect employees to do this.
26. The best answer is (1) Very Ineffective. Constructive criticism is feedback delivered in a respectful and supportive manner. It is designed to help a person improve. Everyone makes mistakes sometimes, so everyone needs to receive constructive criticism. Companies want employees who can accept feedback from a supervisor without arguing. Companies do not want employees who are unwilling to acknowledge any mistakes and change their way of doing things.
27. The best answer is (5) Very Effective. Everyone needs help sometimes; no one can do every single job task without help. If you do not know how to do a job task, it is always best to ask for clarification. If you don't ask for help, you might do the job incorrectly. Companies do not want you to do your job incorrectly.
28. The best answer is (1) Strongly Disagree. Companies expect an employee to follow the rules, even when other co-workers are not following the rules. This may seem unfair, but it is always best to do the right thing. Companies do not want employees who might bend or break the rules.
29. The best answer is (5) Strongly Agree. Companies do not approve of stealing. If you answer (1) – (4), it shows that you cannot be fully trusted to respect the property of the company and your co-workers.
30. The best answer is (1) Strongly Disagree. Companies expect an employee to follow the rules. Some rules may seem unfair, but it is always best to do the right thing. Companies do not want employees who might bend or break the rules.
31. The best answer is (1) Strongly Disagree. Companies expect an employee to follow the rules. Some rules may seem unfair, but it is always best to do the right thing. Companies do not want employees

**JobTIPS***Pre-Employment Screening Practice Assessment 1*

who might bend or break the rules.

32. This is hard question, but the best answer is (1) Strongly Disagree. The next best response is (2) Disagree. Companies want employees who will not suddenly quit without notice. When an employee quits without giving at least 2 weeks notice, it could create big problems for the company. Companies need time to hire a replacement.
33. The best answer is (1) Strongly Disagree. Companies expect an employee to follow the rules. Some rules may seem unfair, but it is always best to do the right thing. Companies do not want employees who might bend or break the rules.
34. The most desirable response is (5) Almost always. A company wants an employee who arrives on time every day. If you respond (4) Often, a company might think that you arrive to work on time approximately 85% of the time. This means you are late approximately 15% of the time. From the company's perspective, this is an unacceptable percentage of time.
35. The most desirable response is (1) Almost Never. A company wants an employee who comes to work as expected. Companies do not want an employee who does not provide notice when they are going to be out. Employees who miss work without notice are often viewed as unreliable. An illness or family emergency is the only acceptable excuse for missing work without notice.
36. The most desirable response is (5) Almost Always. Companies understand that everyone makes a few mistakes. However, companies want employees who can accurately complete most work.
37. The most desirable response is (5) Almost Always. Companies understand that everyone misses a few deadlines in their career. However, companies want employees who can complete almost all of their work on time.
38. The most desirable response is (1) Almost Never. Companies want employees who are "team players." A team player is someone who can work well with others.
39. This is a hard question, but the most desirable response is (5) Almost Always. If you see that someone needs assistance, it is best to offer to help. Companies want employees who are "team players"; they want employees who are willing to help customers and co-workers.
40. The most desirable response is (1) Almost Never. Companies want employees who are focused and productive. If an employee is easily distracted, he/she may not do their job correctly or on time.
41. The most desirable response is (5) Almost Always. Companies want employees who can manage their stress and frustration without exploding (yelling, throwing things, getting physical). Companies want to maintain safe work environments. If an employee cannot stay calm during conflicts with customers or co-workers, then the work environment can become less safe.



## *Pre-Employment Screening Practice Assessment 1*

42. The most desirable response is (1) Almost Never. Everyone needs a little help from others sometimes. However, companies want employees who are able to complete nearly all of their job duties as expected. Companies value employees who are hard-working and self-reliant.
43. The most desirable response is (A) Superior. Superior means better than almost everyone else. You should be honest as you answer this question. Keep in mind that if you select (D) or (E), a company may have concerns about your potential work quality and accuracy. They might be less likely to hire you.
44. The most desirable response is (A) Superior. Superior means better than almost everyone else. You should be honest as you answer this question. Some people have a very difficult time working in teams or groups because of social skills and communication skills weaknesses. Keep in mind that if you select (D) or (E), a company may have concerns about your ability to work well with others. They might be less likely to hire you.
45. The most desirable response is (C) "I speed up my work, but try to maintain the quality." Companies want employees who can respond to deadlines. However, they also want employees who can try to maintain the quality of the work, even as they speed up their work. Answer (A) is not the best answer because it suggests to the company that you might not be able to get things done quickly by yourself. Answer (B) is not the best answer because it shows that even though you can speed up your work, you might not produce quality work. Answer (D) is not the best answer because it shows that you cannot change the pace of your work to meet deadlines.
46. The most desirable response is (A) Superior. Reliability means coming to class /work as expected, keeping promises that you make, and doing what you say you will do. You should be honest as you answer this question. Keep in mind that if you select (D) or (E), a company may have concerns about your reliability. They might be less likely to hire you.
47. The most desirable response is (B) 1-2 jobs. Companies want employees who stay with the same job for a long period of time. However, you must be honest with this question. If you have never held a job, you must respond (A) 0. If you have held 3-4 jobs in 3 years, you must answer (C). If you have held 5 or more jobs in 3 years, you must answer (D). Be aware that companies might be less likely to hire you if you have changed jobs many times. This suggests to the company that you had trouble keeping the same job or that you had trouble staying interested in a job for a long period.
48. The most desirable response is (A) 0 times. Companies want employees who always come to work on time. Be honest as you answer this question. Keep in mind that if you respond with (B), (C), or (D), a company may have concerns about your time-management skills and your reliability. They may be less likely to hire you.
49. The most desirable response is (A) Superior. Companies want employees who can manage their stress and frustration without exploding (yelling, throwing things, getting physical). Companies want to



*Pre-Employment Screening Practice Assessment 1*

maintain safe work environments. If an employee cannot stay calm during conflicts with customers or co-workers, then the work environment can become less safe. Keep in mind that if you select (D) or (E), a company may have concerns about your coping skills. They might be less likely to hire you.

50. The most desirable response is (A) "I generally get along well with all co-workers / peers." Companies want employees who are "team players." A team player is someone who can work well with others. An employee who spends time fighting with others is less likely to get their job done accurately and on time. If you have some trouble in your interactions with co-workers / peers, we recommend that you respond with answer (B). If you respond with answers (C) or (D), a company may believe that you are difficult to work with. They might be less likely to hire you.