

Job Interview

- 1 What is the most important part of the entire job search process?
 - a. **interview**
 - b. resume
 - c. cover letter
 - d. phone call
- 2 What can't a resume tell the interviewer?
 - a. career experience
 - b. **personality**
 - c. qualifications
 - d. education
- 3 What does an interview teach you?
 - a. **about the career**
 - b. about yourself
 - c. about your experiences
 - d. what you can do to get the job
- 4 If called back for a second interview, what should you discuss?
 - a. bring up something you didn't talk about in the first interview
 - b. specific skills
 - c. specific achievements
 - d. **all the above**
- 5 What does a group interview do?
 - a. **shows the natural leaders**
 - b. lessen your chance for the job
 - c. blocks you from speaking
- 6 If you walk into an interview and find yourself sitting at a table opposite of people, the type of interview is a _____.
 - a. group interview
 - b. **panel interview**
 - c. one on one interview
 - d. intimidation interview
- 7 _____ is/are a group of people or individuals you can turn to for help.
 - a. **network**
 - b. panel
 - c. Friends
 - d. Employees
- 8 You should walk into the interview _____.
 - a. cool
 - b. calm
 - c. relaxed
 - d. **all of the answers listed**
- 9 The main thing to remember about appearance in an interview is _____

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- a. **neat, clean, simple**
 - b. wrinkled and dirty
 - c. clean and stained
 - d. complex, ripped, clean
- 10 What do you bring to an interview?
- a. portfolio
 - b. resume
 - c. pen
 - d. **all the above**
- 11 Your first impression is to _____
- a. **the receptionist**
 - b. the interviewer
 - c. the owner
 - d. the manager
- 12 The first thing you do when you walk into an interview is _____.
- a. **introduce yourself using your first and last name**
 - b. shake their hand
 - c. sit down
 - d. give them your resume
- 13 What should you do with your hands during an interview?
- a. clasp them
 - b. keep them at your sides
 - c. **rest them in your lap**
 - d. arms folded across your chest
- 14 What hand do you shake with?
- a. **right**
 - b. left
 - c. none
- 15 Which is the best answer for this question. Do you prefer to work alone or as part of a team?
- a. **Each situation is different, having a team to collaborate with works better for some projects, while its best for one person to work on other projects.**
 - b. I enjoy being a part of a team but I can work independently to.
 - c. teams are clearly a better use of resources.
 - d. I am clearly a team player.
- 16 What are hard skills?
- a. **technical skills that define your job.**
 - b. skills that are hard to obtain
 - c. skills that only talented people know how to do
 - d. skills that are easier said then done
- 17 What do you use during your interview as a guideline?
- a. **resume**
 - b. cover letter

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- c. business card
- d. internet
- 18 What is a prospective employer?
 - a. more than one employee looking for a new career
 - b. a person looking for a job
 - c. an employee looking for a new job
 - d. **an employer that is looking for a new employee**
- 19 When someone is interviewing you and they ask you if you have any questions, what should you say?
 - a. **I have a few questions.....**
 - b. I have no questions
 - c. I don't think I do
 - d. I am not quite sure, let me think
- 20 You should always try to _____ your answers using actual numbers in an interview.
 - a. **quantify**
 - b. qualify
 - c. elaborate on
 - d. equate
- 21 Why should you ask questions?
 - a. to show that you are smart
 - b. just because
 - c. **to get information to decide whether or not you would like the job**
 - d. you love to ask questions
- 22 What is the first thing you do after an interview?
 - a. send your resume
 - b. **follow up letter**
 - c. call you friend
 - d. call the company to see how it went
- 23 What is the purpose of a resume?
 - a. to have yourself hired
 - b. to brag about yourself
 - c. **to show an overview of yourself and your skills to get an interview**
 - d. to think good of yourself
- 26 Which is NOT the best power word that you would put on your resume?
 - a. innovated
 - b. **doing**
 - c. achieved
 - d. constructed
- 27 When asked about salary, what should be put on an application?
 - a. \$500,000
 - b. **negotiable**
 - c. not sure

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- d. the best offer
- 28 References should NOT be a _____.
- a. teacher
 - b. administrator
 - c. counselor
 - d. family member**
- 29 If a question in the application does not apply to you, what should you put?
- a. N/A**
 - b. leave it blank
 - c. make something up
- 30 When organizing a resume, how should items be organized?
- a. by date, oldest to newest
 - b. in random order
 - c. by date, newest to oldest**
 - d. however they are typed
- 31 What type of phrases should you NOT use when describing your work history?
- a. came in right on time and left when work was over**
 - b. hard worker
 - c. always did more than was expected
 - d. loved working with my team
- 32 What would you NOT say if you were asked-What motivates you to succeed?
- a. a high standard of personal excellence
 - b. bonuses**
 - c. I don't want to disappoint my team
 - d. I always try my best
- 33 What percent of communication is communicated non-verbally?
- a. 65-85%**
 - b. 25-45%
 - c. 15-35%
 - d. 5-25%
- 34 What is off limits during an interview?
- a. compensation
 - b. travel
 - c. hours
 - d. religion**

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- 35 Why is it important to know a companies financial situation before working for it?
- it is not a good idea to get a job with a company that is financially unstable**
 - so you can know how much money they can afford to pay you
 - determine if it will make you rich
- 36 What is a job posting?
- a notice announcing that a job is available**
 - people waiting for a job
 - a job that is going to be let go
- 37 What is work history?
- past jobs that are described on one's resume**
 - the history of the company you are applying for
 - the detailed explanation of your work history in the interview
- 38 If you are doing an interview over a meal, what is the first thing you should do when you sit down?
- put your napkin in your lap**
 - take a drink
 - ask the host what their favorite meal is
 - order your food
- 39 What are the most basic items of a resume?
- objective, education, work history, summary, reference
 - objective, education, work history, community service, activities, awards, reference**
 - objective, education, work history, summary, associations
- 40 If someone asks you about a negative situation, what should you do?
- tell the whole truth, even if it is negative
 - be honest but focus on the positives**
 - be completely honest
- 41 A _____ check explores a candidate's credit worthiness and ensures your candidate has no prior criminal history
- double
 - history
 - background**
 - trustworthy
- 42 What needs to be in in the last paragraph of your cover letter?
- contact information**
 - job history
 - summary of interview

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- 43 Plan for having the right _____, not the right _____.
- answers, attitude
 - attitude, answers**
 - answer, interview
 - interview, answer
- 44 How many paragraphs should be in your cover letter?
- 2
 - 3**
 - 4
 - 5
- 45 What should your paragraphs in your cover letter contain?
- why you are writing, how did you hear about position, how to contact you
 - introduction of yourself, how you heard about the position, how to contact you
 - why you are writing, what you have to offer, how to contact**
 - why you are writing, introduction of yourself, how to contact you
- 46 What is an example of an open question?
- What was your last job?
 - Tell us a little bit about yourself.**
 - Why did you apply for this job?
 - What are your hobby's?
- 47 What is a hypothetical question?
- a question that asks you what you would do in the situation**
 - a question about the job position
 - a question that can be asked only during an interview
 - a question that makes you think
- 48 When is a smile not important?
- phone interview
 - it is always important**
 - group interview
 - one on one interview
- 49 What should you order over a meal interview?
- spaghetti and bread
 - least expensive item on menu
 - chicken and salad**
 - Pizza
- 50 What information about your references should be on your resume?

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- a. **Name, Title, Address, Phone Number**
 - b. Name, Phone Number
 - c. Name, Title, Phone Number
 - d. Name, Title, Phone Number, Relation
- 51 What is the least amount of information you should know about the interviewer?
- a. Name, Pronunciations, Position
 - b. Name, Title, Work History
 - c. Name, Pronunciation
 - d. Name, Title
- 52 Where should you look during an interviewer?
- a. at your resume
 - b. wandering around room
 - c. whatever your comfortable with
 - d. **at the interviewer**
- 53 What should you do if you make a mistake?
- a. **apologize and continue**
 - b. start crying and apologize
 - c. apologize and excuse yourself
- 54 Which of these should NOT be included in a resume?
- a. address
 - b. phone number
 - c. **age**
 - d. Year Graduated
- 55 What is NOT a way to take care of Halitosis?
- a. **Gum**
 - b. Tic-Tacs
 - c. Mentos
 - d. Brushing your teeth
- 56 How long should an informational interview last?
- a. **15-20 min**
 - b. 10-15 min
 - c. 20-25 min
 - d. 20-30 min
- 58 Why are you the best person for the job?
- a. **You need someone who can produce results, and my background and experience are proof of my ability. For example...**
 - b. I've held a lot of positions like this one, and that experience will help me here.

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- c. Because I am good at what I do.
- d. Our discussion here leads me to believe this is a good place to work.

59 If asked a point blank question such as: Are you creative? Are you analytical? Can you work under pressure? Etc. What is the best way to answer?

- a. **Answer yes and give a specific example.**
- b. Answer yes or no.
- c. Answer yes and give an explanation.

60 Tell me about yourself. Give three specific examples of your personality traits and accomplishments.

- a. **Outline personal data, hobbies, and interests.**
- b. Give an overview of your personality and work habits.

61 What was your GPA? Why is it low? Why is it high?

- a. **My GPA is 2.8 because I held a full time job while in college, working my way through school. It is not reflective of my ability to do the job.**
- b. My GPA is 2.8 basically because I had a lot of fun in college.
- c. My GPA is 2.8 which I don't think is too low, at least compared to my friends.

62 What are you looking for in a position?

- a. I'm looking for an organization that will appreciate my contributions and reward my efforts.
- b. **I'm looking for an opportunity to apply my skills and contribute to the growth of the company while helping create some advancement opportunities for myself.**
- c. I'm looking for a position that will allow me to make enough money to support my lifestyle.
- d. I am a hard worker and will give a concerted effort to earn the money I need.

63 What do you know about our organization?

- a. I understand your industry is (blank) and your primary customer is (blank). A particularly exciting part of your business appears to be (blank).
- b. **Everything I've seen and heard makes me want to be a part of this organization.**
- c. I've done a little homework and here is what I know about your organization...(cite examples)
- d. I know enough to know this is an exciting place to work. It appears to be fit for my career goals.

64 What are your strengths?

- a. **I would have to choose between two skills. I am very proud of my determination and ability to get things done. At the same time, I am very proud of my analytical abilities and problem solving skills. These skills combine to give me a unique ability to solve problems and then implement the solutions.**
- b. I am good at giving constructive criticism to my coworkers. This honesty is something I'm very proud of and have found essential to having open working relationships. I consider myself to be very consistent. I have proven myself to be someone who can be counted upon to do what is expected.

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- 65 How would co-workers describe you?
- My former employees would highlight three of my priorities which are to build loyalty and a team environment, obtain results and develop people.
 - They perceive me as someone who cared about them personally and had high expectations. I get a great deal of satisfaction from helping others do their best.**
 - They perceive me as a leader. The people who have worked with me learned a great deal and accomplished in many cases more than they thought possible.
 - My employees would tell you they got direction when they needed and the room to work when it was appropriate. I believe a measure of a good manager is how much he is able to get done through others.
- 66 What did you like and dislike about college?
- I liked the opportunity to be involved on campus. It was a small campus that allowed students to take responsibility, organize events and be a part of the planning team. I can't really think of anything I disliked, college was a wonderful experience.**
 - I didn't like the tremendous amount of homework some professors assigned us. I liked those professors who realized I had a life outside of class.
 - I liked having Wednesdays off. I think the thing I disliked most was living in the dorms.
- 67 Are you willing to relocate?
- No.
 - I'm open to opportunities within the company so if that involves relocation I would consider it.**
 - I'd move, but I know your headquarters are in Alaska and that's too cold for me.
- 68 What are your short term goals?
- Short-term, I'd like to find a position that is a good fit and where I can contribute to a company's bottom line. The position we are here to discuss today would appear to be such an opportunity. Would you tell me more about it?**
 - Short term, I just want a job. Bills are beginning to pile up. In the short run I need to find work so I can keep up with my obligations.
- 69 Where do you want to be in 5 years?
- I haven't really thought that far ahead but I think I'd want your job.
 - Long term, I hope to start my own business.
 - If selected, I would hope to meet my goals and take advantage of opportunities to learn so I will be considered for other positions within the company. I hope to build my career with a company such as this one.**
- 70 Describe a situation you've encountered with a difficult customer.
- I rarely encounter a difficult customer because of my excellent customer service.
 - In my last job I dealt with customers at a retail store. One customer wanted to return an item she had obviously bought several years ago, which was against store policy. I talked to her**

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- calmly and explained our policies and encouraged her to shop and I would exchange the item, however, I could not give a refund.**
- c. I had a customer once who claimed her steak as not cooked correctly...I picked up a knife and cut it open and explained that's the way it's supposed to be.
- 71 Before we go any further, what kind of money do you need to make?
- a. **My salary requirements are negotiable. Your firm has a reputation of compensating employees fairly and I trust you would do the same in my case. I am very interested in finding the right opportunity and will be open to any fair offer when I do so.**
- b. I feel I am worth at least \$30,000.
- c. Money is not very important to me. I need to be able to pay the bills but the work environment is far more important to me.
- 72 Tell me about yourself. Would you:
- a. Talk about your interests and hobbies.
- b. **Give examples of your strongest personal qualities and achievements.**
- c. Give a brief summary of the key decisions you have taken in your life.
- 75 Why do you want to enter this career?
- a. **Because I have the following skills to offer**
- b. Because I have a long standing interest in this field.
- c. My careers adviser suggested it would be suitable for me.
- 76 Where do you see yourself in 5 years?
- a. **I would hope to grow with the responsibility I am offered and to develop my skills as far as I am able.**
- b. The world is changing so fast that it's difficult to say.
- c. I would expect to be in a management role within my function by then.
- 77 What salary do you expect?
- a. Salary isn't very important to me.
- b. A high one as I'm the best applicant!
- c. **Initial salary is less important than training and opportunities for career development, but I'm sure a firm of your quality will reward appropriately.**
- 78 Why should we take you rather than the other candidates?
- a. **Because I have the following strong points**
- b. Because I really want this job - all I've read suggests it's an excellent place to work.
- c. Because I am a high achiever who will give you the results you require.
- 79 Are you a leader?
- a. Yes, I've always been good at this.
- b. **Here is an example of where I showed leadership skills**
- c. I'm not sure.

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- 80 What are your weaknesses?
- Talk about a weakness that you really have.**
 - I'm too much of a perfectionist.
 - I don't really have any weaknesses.
- 81 Which of our competitors have you applied to?
- None, you are the company in this field I really want to work for.
 - Some of them.
 - All or most of them.**
- 82 Do you have any questions you would like to ask us?
- Yes, I have lots of questions I wish to ask**
 - Yes, I would like to ask you about training and career development.
 - No, I've read your very informative brochure which has answered all my questions.
- 83 Why are you in the job market?
- I have a solid plan for my career. Within that plan I am looking for additional responsibility and more room for growth. I have invested a great deal of time with my company and become disenchanted with the way things are done.**
 - I have been passed over for promotions when I know I am capable of doing more. I want to move on to a company that will not stunt my growth.
- 84 What do you look for when hiring people?
- Different positions require different types of people. I try to assess the candidate's fundamental knowledge of the position and ability to learn new things. Also of importance is the candidate's attitude and ability to "fit in."**
 - A primary characteristic I look for is a driven person. I move at a fast pace and it is critical that people working with me keep up.
 - When I hire people I look for people who are independent. I find it important for everyone to be able to operate on their own and think on their feet as this is often the environment they would have to work in.
- 85 How would you characterize your management philosophy?
- I am a very driven person. I believe everyone should be dedicated to the company and achieving results necessary for success. People are our most important asset. I try to focus on the needs of the employees. The loyalty that results takes care of everything else.
 - I like to balance my focus between bottom line results and the employees. I find attention to employee needs important in building loyalty. I also keep a keen eye on the bottom line and careful measurement of productivity.**
- 86 Why haven't you taken a job yet?

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- a. **I have done some careful planning because this decision is very important to me. I have been offered positions but, to date, I have not been able to find a position that meets my criteria and this is important because the match must be good for me and the company. The position we are discussing today appears to be a good fit.**
 - b. I've talked to a number of people, but it is very difficult to find an organization that is the right fit.
 - c. I've come across a few attractive opportunities but, so far, I haven't found a position that pays what I feel I am worth.
- 87 What makes you think you have senior management potential?
- a. I've also managed several projects of increasingly complex nature. Additionally, I've been a resource to management for cost savings ideas and profit increasing ideas.
 - b. **I've had several recent experiences that have prepared me for the role. I've had departmental forecasting, budgeting, and staff management responsibilities.**
 - c. I have a degree in management and a strong desire to manage a staff.
 - d. I've been in lower level management for several years and think it is time to move up.
- 88 Which of the following is a legitimate question in a job interview?
- a. **How does your previous experience relate to the job for which you have applied?**
 - b. What type of work does your spouse do?
 - c. Are you married?
 - d. Do you own a home, or do you rent?
- 89 Which of the following steps is most important for an individual to take in preparing for a job interview?
- a. contacting a current employee of the company to find out how people dress at work
 - b. **learning as much as possible about the company and preparing some questions to ask the interviewer**
 - c. learning the names and responsibilities of the company's top executives phoning the interviewer in advance to determine the kinds of questions he or she will be asking
- 90 It is understandable to _____ during the interview.
- a. chew gum
 - b. **be nervous**
 - c. answer your cell phone
 - d. bite your nails
- 91 What are good ways to do Research on the company you're interviewing to work for?
- a. Stand outside the building and take surveys of the employees
 - b. Check them out on the internet
 - c. **Check them out on the internet AND Talk to people who you know that work there**
 - d. Talk to people who you know that work there
- 92 Which of the following is NOT necessary to do research on?

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- a. How does this industry work?
 - b. What are the skills and personal qualities that successful professionals in this industry share?
 - c. What are the religious views of the interviewer?**
 - d. What are the significant trends in this industry?
- 93 Which of the following is NOT a good way to prepare for your interview questions?
- a. Pray really hard and then watch TV to get your mind off of it.
 - b. Visit Interview Questions and Answers and review the questions and answers applicable to you.
 - c. Roll Play with a friend or family member.
 - d. Review the competencies and qualifications in a job posting and match them with your own skills and experience.
- 94 Which of the following questions is appropriate to ask your interviewer?
- a. Can you describe an average or typical day in this position?**
 - b. Sooo, do you have any plans for dinner tonight?
 - c. Do you think my top is too tight?
 - d. What's it going to take to negotiate a better starting salary?
- 95 What of the following is not okay to bring with you into the interview?
- a. Copies of your resume and references.
 - b. A briefcase or folder.
 - c. Your cell phone.**
 - d. A list of questions.
- 96 Which of the following statements is NOT correct, regarding an appropriate interview look?
- a. Wear every piece of jewelry you own.
 - b. Make-up should be done in neutral tones and not stand out from your face.
 - c. Tone down the perfume, body spray and aftershave.
 - d. Dress conservative and professionally.
- 97 Complete this statement. _____ be late!
- a. Don't**
 - b. Try to...(make an entrance!)
 - c. Always...(if you're typically late, why set false expectations)
 - d. Can't decide between Try to and Always
- 98 After the interview, you should
- a. Pat yourself on the back and then go home and veg out in front of the TV.
 - b. Get depressed for messing up that one question and then pray-pray-pray!
 - c. Go home and start writing that Thank You message while the interview is still fresh in your mind.**
 - d. None of the answers listed

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- 99 Which of the following are some of the tasks that are important to complete, on the days leading up to the interview?
- Send your clothes to the dry cleaners, get your hair dyed to match their company color and work on your questions
 - Prepare your attire, get directions to the interview and practice-practice-practice**
 - Find the cutest outfit and buy it, and pray-pray-pray
 - None of the answers listed
- 101 During his job interview, Raul spoke clearly and listened attentively.
- He was thinking about his**
 - none of the answers listed
 - image
 - non-verbal cues colloquialisms
- 102 Which of these is a good question to ask during your initial job interview?
- What are the opportunities for advancement?
 - How much does this job pay?
 - What is the retirement package like?
 - None of the answers listed
- 103 If an interviewer asks your age, the best answer is to say
- I am over 18, and I have a work permit and a valid driver's license**
 - I'm 19 years old I'd rather not answer that; I don't believe it's relevant or legal
 - Any of the answers listed
- 104 The interviewer has just asked Craig why he left his previous job. Which answer is most likely to help Craig get hired?
- "Because my employer had unreasonable expectations."
 - "Because I felt it was time to move into a more challenging and responsible position."**
 - "Because my employer violated federal safety regulations."
 - all of the answers

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- 105 How many hours a week do you find it necessary to work in order to get your job done?
- a) **"Mr. Employer, I've worked jobs that have required unlimited time commitments on an ongoing basis, and I've worked for companies that looked down on anyone who worked beyond normal business hours. I'm capable of excelling in either type of environment. Which style do you envision for this job?"**
 - b) "I work 9-5. What doesn't get done by 4:59 p.m. will still be there tomorrow."
 - c) "How many hours a week does this job require?"
 - d) None of the answers listed
- 107 What makes you stand out among your peers?
- a) "I'm proudest of the fact that I was hired to grow a region of ten sales offices within a year
 - b) "I have a track record for assuming responsibilities above and beyond the call of duty, and I'm always willing to go the extra mile to get the job done."
 - c) "I'm totally dedicated to my work and define myself by the great job that I do." and successfully met my target goals by the end of the third quarter."
 - d) **all of the answers listed**
- 109 A resume can best be described as
- a) a biographical sketch
 - b) **a summary of your background**
 - c) a vita
 - d) an inventory
- 110 The first block of information shown in your resume is
- a) **heading section**
 - b) experience section
 - c) objective or summary
 - d) education section
- 111 What are the three steps in preparing your resume?
- a) organize, analyze, and format into appropriate parts
 - b) select, analyze, and organize into appropriate parts
 - c) **select, organize, and format info appropriate parts**
 - d) None of the answers listed
- 112 Which resume would you use if you were changing careers?
- a) **functional or skills**
 - b) chronological
 - c) combination
 - d) summary

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- 113 Which resume form may be inappropriate for someone making a career change?
- a) combination
 - b) functional or skills
 - c) **chronological**
 - d) summary
- 114 Avoid choosing words like assisted and participated; use effective action words or phrases such as
- a) interesting job
 - b) **accomplished and coordinated**
 - c) utilize my skills and training
 - d) work with people
- 115 A resume should not include a section entitled
- a) education
 - b) experience
 - c) references
 - d) **personal**
- 116 A cover letter should close with
- a) a review of your most important qualification
 - b) an expression of gratitude for the opportunity to submit a resume
 - c) **a request-for-action ending**
 - d) None of the answers listed
- 117 Of the following, the one that is NOT a type of opening for a cover letter is to
- a) tell how you learned about the opening
 - b) **make a specific request for action**
 - c) summarize your qualifications for the position
 - d) refer to the organization's reputation, progress or policies
- 119 Which of the following should not be considered before you write your cover letter?
- a) What does the organization do, make, or sell?
 - b) What is my central selling point?
 - c) **How much money do I want to earn?**
 - d) What type of cover letter should I write?
- 120 The main difference between a cover letter and a resume is
- a) **a cover letter highlights the particular aspects of your skills and accomplishments that best suit a prospective employer's needs**
 - b) repeats the information on the resume
 - c) summarizes information in the resume
 - d) is a reminder to the interviewer that you are looking for a position

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- 121 The first step to take in preparing for an interview is to
- a) research information about the organization
 - b) **review your strengths and areas for improvement**
 - c) prepare answers to common questions asked by interviewers
 - d) prepare questions to ask in the interview
- 122 Which of the following is an example of a legal question asked during an interview?
- a) **Are you able to perform the duties of this job with or without reasonable accommodation?**
 - b) Do you have any disabilities?
 - c) Have you ever had surgery?
 - d) Have you ever received workers' compensation?
- 123 Interviews held at career/placement centers are often used to interview students; these interviews are called
- a) stress interviews
 - b) **preliminary interviews**
 - c) behavioral interviews
 - d) telephone interviews
- 124 Stress interviews are conducted to see how an applicant
- a) handles supervisory duties
 - b) works in a group
 - c) **performs under pressure**
 - d) accomplishes objectives
- 125 Closed questions on an interview are
- a) loosely structured
 - b) **highly structured**
 - c) structured for stress interviews only
 - d) needed in all types of interviews
- 126 A thank-you letter following a job interview
- a) is written in inductive order.
 - b) is a professional courtesy expected only for executive-level positions
 - c) should not mention the expected call or letter that will convey the employer's decision
 - d) **should be sent even if you have decided the position was not right for you**
- 127 A resume serves as a(n) marketing tool
- a) application
 - b) substitute for an employment
 - c) **interview**
 - d) inventory

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- 128 The purpose of a resume is to
- a) obtain a job
 - b) **obtain an interview**
 - c) create a letter of introduction
 - d) follow up a phone call
- 129 The most traditional resume form is the
- a) summary
 - b) combination
 - c) functional or skills
 - d) **chronological**
- 130 Unlike an employment application, a resume
- a) is signed by the applicant
 - b) **is not signed by the applicant**
 - c) verifies the truthfulness of the information
 - d) presents information about the applicant
- 131 The purpose of an unsolicited cover letter is to
- a) send it to a prospective employer for the position which you know is open and for which you are qualified
 - b) mail it to all the interviewers who are hiring within the next 30 days
 - c) **gain the attention of the employers to contact you for an interview**
 - d) None of the answers listed
- 132 The main objective of an interview is to
- a) **allow the interviewer to assess your qualifications and skills beyond the information on your resume be offered**
 - b) employment
 - c) give you an opportunity to tour the facility
 - d) all of the answers
- 133 Another purpose of the interview is to
- a) complete an employment application form
 - b) be offered employment
 - c) allow you the chance to visit the facility and make notes
 - d) **allow you the opportunity to assess the organization and the position which is open**
- 134 Which of the following should usually be omitted from your resume?
- a) employment history
 - b) graduation dates
 - c) **marital status**
 - d) related work experience

Job Interview

- 135 If you have extensive experience and are seeking a position outside your industry, which resume form is recommended?
- a) chronological
 - b) **functional or skills**
 - c) combination
 - d) summary
- 136 The purpose of an inventory is to
- a) write a resume
 - b) market your skills
 - c) obtain an interview
 - d) **determine what assets you have to offer an employer**
- 137 The _____ resume format generally is a longer resume format
- a) chronological
 - b) **combination**
 - c) functional or skills
 - d) summary
- 138 Because you will be evaluated on your understanding of the position for which you are applying,
- a) salary
 - b) benefits
 - c) **ask questions in an interview specific to opportunities for growth**
 - d) performance review systems
- 139 In the closing of your cover letter, you should make it easy for an interviewer to grant you an interview by
- a) thanking the interviewer for his or her time
 - b) **requesting an interview**
 - c) emphasizing a selling point
 - d) None of the answers listed
- 140 When an interviewer says "Anything else?" he or she allows the applicant to
- a) ask about a salary range for the desired position
 - b) thank the interviewer, smile, and end the interview
 - c) request an opportunity for a second interview
 - d) **show how his or her skills/experience will fit the position**
- 141 In your preparation for an interview, you will research the organization thoroughly. What is a good source of information about the corporation and its structure?
- a) company newsletter
 - b) income tax returns
 - c) **annual reports**

Job Interview

- d) local TV channels
- 142 If you wanted to communicate that you were very interested in what someone is saying, you would
- a) Periodically look away while they are speaking
 - b) Listen intently with your eyes closed
 - c) **Lean in if you are seated**
 - d) Walk around them in very close proximity to be able to hear and see them at all times
- 143 If a person has both arms and legs crossed, it would typically mean
- a) **They are defensive**
 - b) They are sensitive
 - c) They are cold
 - d) They want to leave
- 144 People are most comfortable in general conversation when
- a) in front of each other
 - b) are about 6-8 feet away from each other
 - c) texting each other
 - d) **standing to the side of another**
- 145 If a student's legs and feet are twitching and bouncing, this may mean
- a) **they are bored**
 - b) they are happy
 - c) they have ADD
 - d) they are nervous
- 147 If a person is rubbing their chin, this would typically mean
- a) they like what you have to say
 - b) they are ready to leave
 - c) **they are thinking**
 - d) they are signaling they are in control
- 148 If a person you are speaking to places a part of their eye glasses to their mouth, this would typically mean
- a) they want to leave
 - b) they like you and what you are saying
 - c) **they are stalling**
 - d) they don't care what you have to say
- 149 What is the most honest part of the body?
- a) The eyes
 - b) **The feet**
 - c) The hands

Job Interview

- d) The arms
- 150 "Steepling," or bringing finger tips together means
- a) lying
 - b) **confidence**
 - c) they are trying to remember something
 - d) stress
- 151 "Pillowing" means
- a) wearing baggy pants
 - b) bringing a pillow with you
 - c) **wearing a large shirt**
 - d) wearing a large hat
- 152 Sources for locating jobs include _____.
- a) Personal contacts
 - b) Classified advertisements of newspapers
 - c) Magazines or trade journals and publications
 - d) **all of the answers listed**
- 153 Which of the following item(s) do you need to know about a potential job and the company?
- a) Position available
 - b) Name of the company and personnel manager
 - c) Company address and phone number
 - d) **all of the answers listed**
- 154 Which of the following is a guideline(s) that will provide you with some direction when completing application forms?
- a) Application forms should be in ink. If you make a mistake, mark through it with one neat line.
 - b) Follow all instructions carefully and exactly
 - c) If handwritten, write neatly and legibly and should be printed
 - d) **all of the answers listed**
- 167 The specific goal of writing a resume and letters and networking is to get _____.
- a) a job
 - b) **a job interview**
 - c) experience in interviewing
 - d) recognition
- 168 You never have a chance to make a _____.
- a) first impression
 - b) **second first impression**
 - c) resume

Job Interview

d) reference

169 One should not expect to talk into an interview and "just be yourself"; one must prepare to meet and exceed the expectations of what constitutes a "good interview" in the eyes of _____.

- a) employees
- b) **employers**
- c) friends
- d) parents

170 You can predict and prepare for _____% or more of the questions the interviewer will ask you.

- a) 60
- b) 70
- c) **80**
- d) 90

171 Which of the following should you do to prepare for your interview?

- a) determine how long it will take you to arrive at the interview site and park
- b) get a good night's sleep
- c) decide on wardrobe
- d) **all of the answers listed**

172 Most employers issue invitations to interview by _____.

- a) email
- b) letter
- c) fax
- d) **telephone**

173 It is perfectly acceptable to ask to consider a job offer over a _____ period.

- a) 24-hour
- b) **48-hour**
- c) 72-hour
- d) 5-day

174 Devising canned answers designed to impress the interviewer, rather than communicate about the candidate, borders on _____ job search practices.

- a) **unethical**
- b) immoral
- c) unbusiness-like
- d) upright

175 Which of the following is a step to job search success?

- a) Conduct research on jobs, employers and communities
- b) Seek assistance and become proactive
- c) Select appropriate job search approaches

Job Interview

- d) **all of the answers listed**
- 176 Which of the following is a type of interview?
- a) Face-to-face
 - b) Telephone
 - c) Videoconference
 - d) **all of the answers listed**
- 177 Which of the following is an interviewer's goal?
- a) interpersonal skills
 - b) expertise and competence
 - c) motivation
 - d) **all of the answers listed**
- 178 Which of the following are positive verbal behaviors for a telephone interview?
- a) enunciate doubtfully
 - b) **project your voice**
 - c) use "yes" or "no" responses
 - d) pause regularly
- 179 Distracting mannerisms during a videoconference job interview may include:
- a) fiddling with jewelry or a pen
 - b) rocking back and forth
 - c) crossing your arms
 - d) **all of the answers listed**
- 180 _____ interviews are the most common type experienced by interviewees.
- a) serial
 - b) sequential
 - c) **One-to-one, face-to-face**
 - d) panel
- 181 With _____ interviews, the series has been set up from the time the interview was scheduled and no decision will be made until all interviews have been completed.
- a) **serial**
 - b) sequential
 - c) panel
 - d) one-on-one
- 182 _____ interviews occur infrequently, and you are interviewed by several people at the same time.
- a) Sequential
 - b) **Panel**
 - c) Group

Job Interview

d) Serial

183 If you find yourself being interviewed along with several other applicants, you are in a _____ interview.

- a) **Group**
- b) panel
- c) serial
- d) sequential

184 How you converse may be just as important as what you _____.

- a) hear
- b) do
- c) **say**
- d) see

185 During a lunchtime job interview, in addition to table manners, you try to avoid _____.

- a) bony fish
- b) spaghetti
- c) fried chicken
- d) **all of the answers listed**

186 Which of the following questions are considered illegal?

- a) Are you living with anyone?
- b) Are you married, divorced, separated or single?
- c) How old are you?
- d) **all of the answers listed**

187 Which of the following websites are well worth exploring for assistance with a job interview?

- a) jobinterview.net
- b) monster.com
- c) campus.monster.com
- d) **all of the answers listed**

188 In terms of clothing for an interview, buy the best _____.

- a) **you can afford**
- b) you can't afford suit money
- c) can buy and put it on a credit card
- d) shoes

189 You should arrive to your interview _____.

- a) **at least 10-15 minutes early**
- b) at least 15-30 minutes early
- c) on time a few minutes late

Job Interview

- 190 Which of the following are examples of good listening behaviors?
- a) try to listen for information and withhold evaluation of the message until later
 - b) focus your attention on the interviewer and what he or she is saying
 - c) look beyond the personal appearance or mannerisms of the interviewer or any irritating words or ideas as you listen for content
 - d) **all of the answers listed**
- 191 Avoid _____ by presenting yourself in as positive a light as possible.
- a) denials
 - b) **negatives**
 - c) contradictions
 - d) approvals
- 192 Establish your _____ in the eyes of the employer rather than accept a salary figure for the job.
- a) market price
 - b) **value**
 - c) monetary worth
 - d) rate
- 193 Keep the _____ question open until the very last.
- a) work duties
 - b) **salary**
 - c) hours
 - d) benefits
- 194 Interviewing is a _____ skill you can successfully learn and apply.
- a) **communication**
 - b) advertisement
 - c) publication
 - d) promotion
- 195 How well your interview will influence your present and future salaries as well as your _____ relationship with the employer.
- a) **future**
 - b) past
 - c) current
 - d) None of the answers listed
- 196 Successful job interview outcomes include both job offers and _____.
- a) denials
 - b) acceptances
 - c) **rejections**

Job Interview

d) hirings

197 Effective job interviews take place after conducting several other job search steps - identifying skills, stating a job objective, writing resumes and letters, conducting job research and _____.

- a) connections.
- b) associating.
- c) contacting.
- d) **networking.**

198 _____ is the key to successful interviewing.

- a) Alertness
- b) **Preparation**
- c) Rehearsal
- d) Anticipation

199 You will encounter several types of interviews which require different types of responses - informational, electronic screening, selection/hiring, telephone, one-on-one, sequential, serial, panel, group and/or _____.

- a) heat
- b) importance
- c) urgent
- d) **stress**

200 Be careful how and what you eat and drink during your interview. Your _____ is being continuously observed.

- a) habits
- b) actions
- c) **behavior**
- d) morals

201 Employers want to hire people who are competent, intelligent, honest, enthusiastic, friendly and _____.

- a) agreeable
- b) **likable**
- c) appealing
- d) sweet-natured

202 If you respond to job listings, you will probably be rejected; your chances of getting an interview are less than _____%.

- a) **5**
- b) 10
- c) 15
- d) 20

Job Interview

203 If you want to decrease your percentage of rejections and increase your probability of getting job interviews, you must take the initiative to conduct _____ interviews.

- a) telephone
- b) sequential
- c) **informational**
- d) panel

204 The best way to get an interview and a job offer is to _____ ask for a job; always ask for information, advice, referrals - and to be remembered for future reference.

- a) always
- b) **never**
- c) consistently
- d) perpetually

206 You must be prepared to both answer and ask questions in informational and _____ interviews.

- a) sequential
- b) **job**
- c) serial
- d) panel

207 In the informational interview, _____ are the interviewer; in the job interview, _____ are the interviewee. Learn to play both roles before engaging in any type of interview.

- a) **you; you**
- b) they; they
- c) you; they
- d) they; you

208 You should always stress your positives and _____; never volunteer your negatives.

- a) weaknesses
- b) power
- c) **strengths**
- d) stability

209 Always send a _____ to individuals who helped you in your job search.

- a) postcard
- b) gift
- c) memo
- d) **thank-you letter**

210 In the end, employers basically hire people they _____.

- a) **like**
- b) consider qualified for the job

Job Interview

- c) can train
 - d) dislike
- 211 If asked an illegal questions, try to be _____.
- a) careful
 - b) cautious
 - c) **tactful**
 - d) considerate
- 212 Always ask questions about the job _____ the interview.
- a) **during**
 - b) after
 - c) before
 - d) the day before
- 213 Keep the salary question to the end of the interview after you have established your value. It is preferable to have the _____ initiate the salary question.
- a) interviewee
 - b) **interviewer**
 - c) receptionist
 - d) human resource department
- 214 Your _____ can make a difference in communicating positive aspects about you during the interview.
- a) attitude
 - b) demeanor
 - c) **color combinations**
 - d) makeup
- 216 _____ is a risky and expensive business for employers.
- a) Interviewing
 - b) **Hiring**
 - c) Firing
 - d) Interviewing
- 217 Employers want to know your weaknesses; you should stress your _____.
- a) power
 - b) weaknesses
 - c) **strengths**
 - d) stability
- 218 When addressing the interviewer's questions, always use postive form and content as well as _____ for your qualifications/accomplishments.
- a) **supports**

Job Interview

- b) footholds
 - c) backings
 - d) groundwork
- 219 Take some _____ during the interview but don't try to take control.
- a) enthusiasm
 - b) action
 - c) drive
 - d) **initiative**
- 220 Salaries normally are _____.
- a) set in stone
 - b) **negotiable**
 - c) variable
 - d) debatable
- 221 If you can't reach on a salary figure, try to negotiate other terms of employment, such as special benefits, new job description, promise to _____ your salary in six months.
- a) **reconsider**
 - b) amend
 - c) reevaluate
 - d) reexamine
- 222 Never immediately accept a salary offer. Sleep on it for _____, during which time you should consider your options.
- a) **24-48 hours**
 - b) 48-72 hours
 - c) 3-4 days
 - d) 1 week

Job Interview

223 When negotiating, you are doing _____ - your talent for the employer's money. It's best to treat it as this type of transaction.

- a) occupation
- b) business**
- c) employment
- d) career

224 Your basic goal in salary negotiations is _____, not _____. The latter tend to be standard - come with the job regardless of your negotiating ability.

- a) cash; benefits**
- b) benefits; cash
- c) assets; benefits
- d) security; cash

225 When closing the interview, take the initiative to _____ your strengths and value for the employer and to ask when you might expect to hear the final decision.

- a) recapitulate
- b) condense
- c) encapsulate
- d) summarize**

226 You should _____ your job search by developing action plans and following through.

- a) complete
- b) cease
- c) implement**
- d) carry out

227 Which of the following are basic methods for seeking a job?

- a) all of the answers listed**
- b) networking using professional employment services
- c) answering advertisements

228 The heading on your resume is an essential section. It must include your name, home address and _____.

- a) date of birth
- b) email address
- c) cell phone
- d) telephone number**

229 Education is an important item to be included on your resume. If you are an experienced worker, include the degrees you have earned, the institutions at which you earned them and _____.

- a) why you chose that degree
- b) dates of attendance**

Job Interview

- c) how you earned those degrees
- d) what you did to earn those degrees

230 Work history on your resume is the most essential section and should include each of your jobs, beginning with the _____.

- a) **most recent**
- b) one that applies to the job in which you are seeking
- c) first job you ever had
- d) one that does not apply to the job in which you are seeking

231 Professional licenses and certificates is an essential section on your resume if these _____ required for the kind of work you do.

- a) are not may
- b) **are**
- c) may not

232 Age, marital status and physical characteristics used to be considered under optional sections on your resume. However, more and more employers have become aware of the legal consequences of using this _____ information as a basis for hiring.

- a) irrelavant
- b) appropriate
- c) **inappropriate**
- d) proper

233 While preparing for your interview, you need to think about your own strengths. To do this you will need to be honest with yourself. While some people exaggerate their own abilities, many other tend to be overly _____.

- a) **modest**
- b) shy
- c) coy
- d) arrogant

234 Good grooming translates into cleanliness and _____.

- a) orderliness
- b) tidiness
- c) **neatness**
- d) correctness

236 Your best bet is to avoid dishes with a lot of _____ and any raw onions on the day of an interview.

- a) cumin
- b) red peppers
- c) green chiles
- d) **garlic**

Job Interview

- 237 The clothes you wear to the interview must be clean and _____.
- a) **well pressed**
 - b) spot free
 - c) odor free
 - d) laundered
- 238 _____ is the key to winning answers and to a winning interview.
- a) **Listening**
 - b) Talking Mannerisms
 - c) Good grooming
- 239 An _____ will help you remember who interviewed you in each company so that you are prepared for follow-up interviews.
- a) excel spreadsheet
 - b) iphone app
 - c) amazing memory
 - d) **interview record**
- 240 _____, at least in job interviewing, is the best teacher.
- a) **Experience**
 - b) Resume writing
 - c) Maturity
 - d) Patience
- 241 Dress appropriately. You want to be noticed, but you don't want _____.
- a) to wear big jewelry
 - b) oversized clothing
 - c) **to stand out**
 - d) be noticed
- 242 For most businesses and most business occasions, _____ is best.
- a) traditional
 - b) formal
 - c) **conservative**
 - d) professional
- 243 When you shake hands, keep your hand straight, thumb knuckle facing _____.
- a) downward
 - b) **upward**
 - c) to the left
 - d) to the right
- 244 In business situations, _____ double-clasp (put your left hand over their right hand).

Job Interview

- a) always
- b) never**
- c) sometimes
- d) None of the answers listed

245 You're being introduced to your interviewer. Unfortunately, you've been holding a cold drink and your hands are like ice. You

- a) shake, but apologize about your hands, explaining that you've been holding a cold drink.**
- b) smile and greet the person, but keep your hand at your side for fear he or she will think you're cold.
- c) ask the person if he or she will hold your hands until they warm up.
- d) blow into your palms before extending your hands.

246 Someone has just walked up to you and introduced herself, but you weren't listening very well and didn't get her name. You

- a) don't ask again, because you don't want to look stupid.
- b) ask again, because you don't want to alienate a potential associate.**
- c) go find somebody else so he can introduce himself to her and you can listen.
- d) None of the answers listed

247 When answering your telephone, you should

- a) sit up straight, breathe deeply and smile**
- b) say "hello"
- c) sit back lay down

248 Before reaching for the phone, you should

- a) go to the restroom
- b) reach for a pad and pen to take notes**
- c) check your caller id to see who's calling get a drink of water

249 You should promptly answer your telephone by the _____ ring.

- a) first
- b) second
- c) third**
- d) fourth

250 When following up and you end up leaving a message on a voice mail, always leave your phone number and speak _____ so your number can be written as the message is being taken off the machine.

- a) slowly**
- b) at a moderate pace
- c) fast
- d) loudly

Job Interview

- 251 If sending an email to your interviewer, be sure to use caps _____.
- a) all the time
 - b) heavily
 - c) sparingly**
 - d) lightly
- 252 When having a lunch interview, it is best to put your napkin on your lap
- a) as soon as you're seated**
 - b) when your food arrives
 - c) when your drinks arrive
 - d) as the server is bringing your food
- 267 How would you describe yourself?
- a) None of the answers listed
 - b) I am smart and work hard and I get along with people
 - c) I am really fun and sweet and I have a ton of friends
 - d) I am detail-oriented, organized and self-sufficient, which is why I would be perfect for this position**
- 268 If you had the option, how would you have changed your college career?
- a) I probably would have attended class more
 - b) I would have probably focused on my major sooner**
 - c) I wouldn't have changed much
 - d) None of the answers listed
- 269 What motivates you to succeed?
- a) A high personal standard of excellence**
 - b) I don't want to disappoint my team
 - c) Bonuses
 - d) None of the answers listed
- 270 What are your short-term job goals?
- a) to work at a company like yours
 - b) to get hired somewhere
 - c) To gain more experience**
 - d) None of the answers listed
- 271 What are your long-term job goals?
- a) To move up and succeed in a company like yours**
 - b) that will depend on how the experiences I've gained go for me
 - c) well, I'd like to have your job!
- 272 What kind of financial compensation would you expect for this position?

Job Interview

- a) I'd expect my salary to match my current salary
- b) I'd expect my salary to be commensurate with my work experience**
- c) Oh, I feel uncomfortable discussing that

273 Why did you leave your last job?

- a) I was looking for an opportunity to grow**
- b) I was really drawn to this position when I saw it posted
- c) I couldn't work for my crazy boss any longer!
- d) None of the answers listed

274 Describe how you would handle a conflict with a supervisor or other superior.

- a) I try to avoid him/her so I don't get into more trouble.
- b) If I saw an opportunity to improve something, I would explain how I would go about doing it.
- c) I would do my best and let my work speak for itself
- d) I would explain my side of the story and listen to his/hers.**
- e) None of the answers listed

275 What do you consider your greatest weakness?

- a) I can be forgetful sometimes, but I've developed a reliable system for keeping on top of things**
- b) I take too much on myself
- c) I've been actively working on using my time more efficiently through delegation
- d) I work too hard
- e) None of the answers listed

276 What traits do you think a successful manager should have?

- a) They should be a good role model--someone to look up to
- b) They should have a vision and a plan for the future and have a knack for getting everyone involved**
- c) They shouldn't be like my last boss
- d) None of the answers listed

277 Which is more important to you, the job itself or financial compensation?

- a) It's crucial that I enjoy what I'm doing at work
- b) Salary. I think I can put up with almost anything if I was at least getting paid enough
- c) While a good salary is important, it's just a piece of the puzzle**
- d) None of the answers listed

278 If you know a co-worker is going to call in "sick" but she is actually going on vacation, what would you do?

- a) I would tell her that everyone needs time off and she should just use her real vacation days**
- b) I would tell the co-worker that it negatively affects us when she takes advantage of the system
- c) I would tell my manager on her None of the answers listed

Job Interview

279 What would you do if your coworkers were opposed to a recommendation you felt strongly about?

- a) None of the answers listed
- b) I would tell them that this is my call and they'll just have to deal with it
- c) I would hold a meeting to explain the reasoning behind my decision, while firmly but gently enforcing it
- d) **I would hold a meeting and ask them to explain what they didn't like about the recommendation and come to a compromise**

280 How would you deal with a difficult colleague?

- a) **I would try to deal with them directly and set some ground rules**
- b) I would ask our manager or another neutral party to intercede
- c) Avoid them. It's easier that way.
- d) None of the answers listed

281 What would you do if you disagreed strongly with the way a supervisor handled a situation?

- a) I would complain about it to colleagues to see if they agreed
- b) **I would do my best to understand his/her point of view**
- c) I would speak to him/her in private and explain why I disagreed
- d) None of the answers listed

282 What would you do if a subordinate was consistently coming in late and leaving early?

- a) **I would pull him aside and ask him what his situation is.**
- b) If I have the ability to arrange a flex schedule, I will
- c) Report him to my superior immediately
- d) I would pull him aside and give him a warning, clearly explain what would happen if he continues, and enforce it if he does
- e) None of the answers listed

283 Which of the following are considered closed-ended questions?

- a) Are you attentive to details?
- b) Are you willing to work hard?
- c) Are you good with people?
- d) **all of the answers listed**

284 Which of the following are considered open-ended questions?

- a) **all of the answers listed**
- b) Tell me about a time when...
- c) How do you feel about...
- d) Give me an example of...

285 _____ are defined as work habits that can be transferred between jobs. Also, _____ may have been learned early in life and reflect broad attitudes and beliefs about how a job should be done. They represent how a worker does a job, while Technical/Job Skills represent what is done on the job.

Job Interview

- a) Policies
- b) Team building
- c) **Performance skills**
- d) None of the answers listed

307 The interviewer will evaluate you afterwards. Consideration of which of the following will help them?

- a) **all of the answers listed**
- b) Flexibility
- c) Ability to be a team player
- d) Ability to work alone

308 "As you prepare for a job interview and the job itself, the following quotes are important words to _____.

""It doesn't matter what I do--I'm only one person.""

""I'll change just as soon as everyone else does.""

""Do as I say, not as I do.""

""That's their opinion...what do they know?""

""Because I said so, that's why.""

""I win and you lose.""

""It's not my job.""

""I don't care.""

""Those people.""

""Me.""

- a) remember
- b) treasure
- c) **forget**
- d) None of the answers listed

309 Rather than treating people equally, your goal should be to treat them _____.

- a) unfairly
- b) **equitably**
- c) unjustly
- d) emotionally

310 Frequently notice and _____ the kind of behavior and performance you want from others.

- a) **reinforce**
- b) decrease

Job Interview

- c) hinder
- d) thwart

311 In the long run, you'll be much better off using your best _____ in areas of strength rather than problem zones.

- a) debts
- b) products
- c) resources**
- d) None of the answers listed

312 With few exceptions, different isn't wrong....it's just _____.

- a) different**
- b) similar
- c) conventional
- d) harmonious

313 You don't manage people, you _____ them.

- a) follow
- b) ignore
- c) lead**
- d) comply with

314 The only time people know what you're thinking is when you _____ them.

- a) tell**
- b) listen to
- c) misunderstand
- d) None of the answers listed

315 It's not enough to just know your values. You need to _____ them...

- a) behave**
- b) misbehave
- c) act up
- d) None of the answers listed

316 One surefire way to succeed in business and life is to treat people the way _____ want to be treated.

- a) they**
- b) you
- c) your parents
- d) your grandparents

317 When dealing with performance problems, focus on problem solving and correction rather than _____.

- a) encouragement

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- b) exoneration
- c) **punishment**
- d) protection

318 See _____ for what it really is: a business success strategy.

- a) **diversity**
- b) similarity
- c) uniformity
- d) identicalness

319 Look for and create opportunities to learn, grow and continually _____.

- a) worsen
- b) disarrange
- c) diminish
- d) **improve**

320 Encourage people to have fun, enjoy their work and _____.

- a) **think**
- b) disregard
- c) forget
- d) disbelieve

321 Lasting change doesn't come from doing _____ better. It comes from doing _____ better.

- a) **a little a lot; a lot a little**
- b) a lot a little; a little a lot
- c) much; extremely
- d) None of the answers listed

322 The best developmental feedback is frequent, informal and comes from multiple _____.

- a) results
- b) ends
- c) **sources**
- d) effects

323 Everyone is responsible for their own _____.

- a) **behavior**
- b) pets
- c) car
- d) house

324 _____ means walking awhile in someone else's shoes. It's about being considerate and understanding.

- a) **Empathy**

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- b) Apathy
- c) Misunderstanding
- d) Tyranny

325 Rules should be followed or changed but not _____.

- a) noticed
- b) recognized
- c) ignored**
- d) acknowledged

326 If people don't meet expectations, find out why. Then choose an appropriate response. Don't assume _____ is the answer.

- a) neglecting
- b) forgetting
- c) training**
- d) None of the answers listed