

1. Honest goal setting usually helps you to _____ your priorities.
 - A. confuse
 - B. clarify
 - C. conceal
 - D. complicate

2. Rechargeable batteries are an example of what type of innovation?
 - A. Product
 - B. Paradigm
 - C. Convertible
 - D. Categorical

3. Mel is about to decide which job to take—using only the facts. As she compares and contrasts information about each job opportunity, Mel is showing that she is aware of which decision-making influence:
 - A. Input
 - B. Framing
 - C. Logic
 - D. Style

4. Rob decides that he really can't know if Patrick will help him unless he asks, so he decides to do so. Which step of the seven-step problem-solving method does this situation illustrate?
 - A. Evaluate the solution
 - B. Select and implement a solution
 - C. Define the problem
 - D. Determine possible solutions

5. What activity are Nikki and Josh performing when they read over a scenario and then act out the parts in a training class?
 - A. Experimenting
 - B. Brainstorming
 - C. Meditation
 - D. Role-playing

6. In order to decide which tasks are most important and the order in which the tasks are to be completed, planners can use the
 - A. GDP Factor.
 - B. ABC Principle.
 - C. RH Factor.
 - D. XYZ Principle.

7. Employees who arrive at work on time and direct their own work-related activities during the course of the day usually possess positive _____ skills.
 - A. personal-orientation
 - B. self-conceptual
 - C. inner-qualitative
 - D. self-management

8. Which of the following is an example of a right that workers should expect to have in the workplace:
 - A. Freedom from discrimination
 - B. Flexible work schedule
 - C. Unlimited personal time
 - D. Access to company information

9. One way to obtain reliable and up-to-date information about employment trends in a certain career or field is by
 - A. speaking with a salesperson.
 - B. reading older periodicals.
 - C. asking retired workers.
 - D. visiting government websites.

10. When using exploratory interviews to identify occupational interests, you should try to interview someone who
 - A. has an executive position in the company.
 - B. used to have the kind of job you want.
 - C. holds the kind of job you want.
 - D. hires people for the kind of job you want.

11. Diana prepares bills and invoices for her company. Her career is in the area of
 - A. corporate finance.
 - B. marketing communications.
 - C. securities and investments.
 - D. professional selling.

12. Brad wants to find a job in the field of advertising. An easy way for Brad to find out the names of all the advertising businesses in his area would be to
 - A. visit local businesses.
 - B. read the yellow pages.
 - C. ask his friends.
 - D. watch for advertising.

13. Which of the following guidelines should you follow when completing a job application form:
 - A. Print the requested information in black ink.
 - B. Complete the parts labeled "for employer use only."
 - C. Identify the minimum salary level that is acceptable.
 - D. Leave information blank when it does not apply to you.

14. What types of skills are extremely important for an applicant to use effectively during an employment interview?
 - A. Occupational
 - B. Communication
 - C. Management
 - D. Educational

15. What is one of the benefits of sending a job interview follow-up letter?
 - A. Reminds the interviewer of the applicant
 - B. Lets the applicant submit test scores
 - C. Allows the applicant to include a résumé
 - D. Provides the interviewer with references

16. Under what circumstances would it be appropriate for a person to send a letter of application to a business?
 - A. When acting on a referred job lead
 - B. When completing an application form
 - C. When submitting educational transcripts
 - D. When responding to a request for information

17. Which of the following must appear on your resume:
 - A. Marital status
 - B. Education
 - C. Date of birth
 - D. List of references

18. Serving as a volunteer in a specific industry or for a business-related organization is one way that individuals might obtain
- A. work experience.
 - B. monetary compensation.
 - C. technical training.
 - D. guidance counseling.
19. Which of the following often makes it necessary for workers to continue their education and obtain training to pursue different careers:
- A. Advances in technology
 - B. Increases in responsibility
 - C. Changes in geography
 - D. Limits to confidentiality
20. What type of duties do customer-service professionals often perform?
- A. Preparing ads
 - B. Paying invoices
 - C. Handling complaints
 - D. Receiving shipments

1. B
Clarify. When you spend time thinking about what goals would be appropriate for you, you clarify what is important in your life. Your goals should be based on an honest study of what you want. They must be yours, not what you think you should do or what other people want you to do. Honest goal setting would not result in confusing, concealing, or complicating your priorities.
SOURCE: PD:018
SOURCE: PD LAP 16—Go For the Goal (Goal Setting)
2. A
Product. Product innovation takes place when a company creates a new product or redesigns an existing product. Paradigm innovation takes place when the entire perception of a product, company, or industry changes. Convertible and categorical are not types of innovation.
SOURCE: PD:126
SOURCE: PD LAP 18—Ideas in Action (Innovation Skills)
3. C
Logic. Logic is a way to make sense of the facts—apart from personal or outside influence. The way information is presented to you is called framing. Input is the actual information received from others—not the way it is presented. And, style is the method for including others in the decision-making process.
SOURCE: PD:017
SOURCE: PD LAP 10—Weigh Your Options (Decision Making in Business)
4. B
Select and implement a solution. Rob has decided to take an action (asking Patrick for help) that can solve his problem with an assignment. The problem has already been defined, and Rob is no longer determining possible solutions because he has decided on one. He won't be able to evaluate this solution until after he talks to Patrick.
SOURCE: PD:077
SOURCE: PD LAP 17—No Problem (Problem Solving)
5. D
Role-playing. Role-playing is the process of assuming roles and acting through a given situation. Josh and Nikki read a scenario and role-played the parts. Brainstorming is a creative thinking technique that involves the identification of as many different ideas as possible during a certain time frame. Experimenting is the act of testing or trying out a proposed idea or procedure. Meditation, which is a mental exercise, is the act of contemplating, reflecting, or thinking over.
SOURCE: PD:012
SOURCE: Buelow, J. (2014, February 6). *3 benefits of making role-play part of training*. Retrieved May 20, 2014, from <http://www.trainingmag.com/3-benefits-making-role-play-part-training>
6. B
ABC Principle. The ABC Principle is a time-management technique in which planners assign each task to an "A," "B," or "C" category according to the time needed to complete the task and its importance. Category "A" items are the most important and should be completed during workers' high-energy times. Category "B" items follow "A" items and can be used to provide relief from the concentration required by "A" items. "C" items are routine items that can be done during waiting time or free time. GDP, or gross domestic product, is a measure of the nation's economy. RH Factor is a medical term. XYZ Principle is a distractor.
SOURCE: PD:019
SOURCE: PD LAP 1—About Time

7. D

Self-management. The ability to control one's own activities, behaviors, and attitudes in the workplace is often referred to as self-management. Employees who make a conscious effort to get to work on time each day are engaging in positive self-management skills. Other activities that employees can control in the workplace might include their ability to perform and produce quality work in a given time, willingness to learn new activities, level of flexibility, and degree of workplace socializing. Self-concept refers to how one views him/herself. Inner-qualitative and personal-orientation are not terms frequently used to describe self-control issues as they relate to the workplace.

SOURCE: PD:020

SOURCE: The University of Kansas. (n.d.). *Teaching self management skills: What is a self management plan?* Retrieved May 20, 2014, from http://www.specialconnections.ku.edu/?q=behavior_plans/positive_behavior_support_interventions/teacher_tools/teaching_self_management_skills

8. A

Freedom from discrimination. Discrimination is unfair treatment of a person or a group based on the person's or group's characteristics, e.g., race, religion, and gender. Workers have the right to not be discriminated against in the workplace. This applies to hiring new employees as well as the treatment of current employees. For example, workers should have equal opportunities for advancement and not be discriminated against in the promotion process simply because they are female. Flexible work schedules are offered by some businesses, but that is not a right that workers should expect. Employees are entitled to a certain amount of personal time but not unlimited personal time. Employees usually have access to only the company information that they need in order to do their jobs.

SOURCE: PD:021

SOURCE: Dalton, M., Hoyle, D.G., & Watts, M.W. (2006). *Human relations* (3rd ed.) [pp. 439-445]. Mason, OH: South-Western Cengage Learning.

9. D

Visiting government websites. Governments often post information on their websites about employment and occupation trends. For example, the U.S. government posts the *Occupational Outlook Handbook* online, which provides information about employment trends in the United States. This information includes salary ranges, number of workers currently working in a particular field, job responsibilities, employment outlook, etc. The Canadian government also posts employment trends in Canada (Job Futures). Old periodicals, retired workers, and salespeople would not have up-to-date information about a large number of industries, fields, and career options.

SOURCE: PD:022

SOURCE: Kimbrell, G., & Vineyard, B.S. (2006). *Succeeding in the world of work* (p. 53). New York: Glencoe/McGraw-Hill.

10. C

Holds the kind of job you want. Interviewing someone who currently holds the kind of job you want will yield information on career paths, preparation, advantages, and disadvantages of the career. Interviewing people who hire, used to be in that position, or are executives of the company may provide an incomplete picture of the career you are interested in.

SOURCE: PD:023

SOURCE: Kimbrell, G., & Vineyard, B.S. (2006). *Succeeding in the world of work* (pp. 53-54). New York: Glencoe/McGraw-Hill.

11. A

Corporate finance. Diana's job preparing bills and invoices for her company is in the area of corporate finance. The corporate finance function in a company is to manage policy and strategy for (and the implementation of) capital structure, budgeting, acquisition and investment, financial modeling and planning, funding, dividends, and taxation. Diana's career is not in the area of marketing communications, securities and investments, or professional selling. Marketing communications involves marketing activities that inform, remind, and/or persuade the targeted audience of ideas, experiences, goods/services, and/or images. The securities and investments industry consists of brokerage firms, investment banks, and stock exchanges, all of which support the flow of funds from investors to companies and institutions. Careers in professional selling involve marketing and management activities that determine customer needs/wants and respond through planned, personalized communication to influence purchase decisions and enhance future business operations.

SOURCE: PD:025

SOURCE: PD LAP 15—Go For It! (Careers in Business)

12. B

Read the yellow pages. The yellow pages section of the telephone book not only lists names, addresses, and telephone numbers for businesses but also classifies them. This means that Brad would find the names of all the advertising companies listed together, which will make his search easy. Asking friends, visiting local businesses, or watching for ads would be time consuming and would probably not provide complete, accurate information.

SOURCE: PD:026

SOURCE: Kimbrell, G., & Vineyard, B.S. (2006). *Succeeding in the world of work* (pp. 115-116). New York: Glencoe/McGraw-Hill.

13. A

Print the requested information in black ink. Printing is generally more legible than cursive writing; therefore, it is preferable to print responses on an application form. Since black ink duplicates well, applicants should use a pen with black ink to complete application forms. Job applicants should respond to all questions so that a potential employer knows that questions have not been overlooked. If a question does not apply, write "NA" in the blank. Applicants should not fill out parts of a job application form that are labeled "for employer use only." Those sections are reserved for the employer. A discussion of salary requirements should be reserved for the interview; therefore, write "open" or "negotiable" when that information is requested on application forms.

SOURCE: PD:027

SOURCE: Farese, L.S., Kimbrell, G., Woloszyk, C.A. (2012). *Marketing essentials* (pp. 900-901). Columbus, OH: Glencoe/McGraw-Hill.

14. B

Communication. Good communication skills will enable an applicant to perform well during an employment interview. An applicant who carefully listens to questions, provides brief but concise answers, and speaks clearly will make a positive impression on the interviewer. Proper body language, or nonverbal communication, such as maintaining eye contact and having a pleasant facial expression, also helps applicants to interview effectively. Applicants with good communication skills usually are able to favorably explain their occupational, educational, and management skills to interviewers.

SOURCE: PD:028

SOURCE: Clark, B., Basteri, C.G., Gassen, C., & Walker, M. (2014). *Marketing dynamics* (3rd ed.) [pp. 645-648]. Tinley Park, IL: The Goodheart-Willcox Co.

15. A
Reminds the interviewer of the applicant. Applicants should send follow-up letters immediately after the job interview to thank the interviewers for their time. Follow-up letters also remind the interviewer of the specific applicant and help to create a favorable impression. If there are several applicants with comparable qualifications, an interviewer might select the one who remembered to send a follow-up letter. An applicant's résumé, references, and test scores usually are submitted with the employment application or during the employment interview.
SOURCE: PD:029
SOURCE: Clark, B., Basteri, C.G., Gassen, C., & Walker, M. (2014). *Marketing dynamics* (3rd ed.) [p. 649]. Tinley Park, IL: The Goodheart-Willcox Co.
16. A
When acting on a referred job lead. When a friend or acquaintance refers a person to a possible job lead, it is appropriate for that person to send a letter of application to the business. One way of letting a business know that a person is interested in a job that may be available is to send a letter of application briefly outlining how s/he found out about the position and listing his/her qualifications. Job application forms provide all the information a business needs about an applicant and do not require accompanying letters. Letters of application are not used to respond to a request for information or to submit educational transcripts.
SOURCE: PD:030
SOURCE: Doyle, A. (n.d.). *Letter of application*. Retrieved May 20, 2014, from <http://jobsearch.about.com/od/jobsearchglossary/g/letterofapplication.htm>
17. B
Education. Employers want information about an applicant's educational background and work experience to determine the applicant's qualifications for a position. Marital status and date of birth are personal information that an applicant can include if desired, but they are not required. A list of references can be presented to the employer at the time of the job interview.
SOURCE: PD:031
SOURCE: Kimbrell, G., & Vineyard, B.S. (2006). *Succeeding in the world of work* (pp. 124-126). New York: Glencoe/McGraw-Hill.
18. A
Work experience. Many young people have limited paid work experience, and many of these jobs may be in areas unrelated to their career goals. One way to obtain valuable work experience is to serve as a volunteer in a specific industry or for a business-related organization. Volunteer work refers to activities or tasks that a person performs without pay. Although responsibilities might be menial in nature, the experience provides the volunteer with insight as to how business operates and what is expected of employees. Volunteers usually do not receive monetary compensation, technical training, or guidance counseling.
SOURCE: PD:032
SOURCE: Kimbrell, G., & Vineyard, B.S. (2006). *Succeeding in the world of work* (pp. 27, 518). New York: Glencoe/McGraw-Hill.
19. A
Advances in technology. Advances in technology have eliminated the need for some jobs while creating a need for new jobs. Therefore, some employees need additional education and training to change careers and pursue different occupations because the jobs for which they were trained no longer exist. Workers usually do not need to continue their education and obtain training to pursue different careers because of increases in responsibility, changes in geography, or limits to confidentiality.
SOURCE: PD:033
SOURCE: Kimbrell, G., & Vineyard, B.S. (2006). *Succeeding in the world of work* (p. 101). New York: Glencoe/McGraw-Hill.

20. C

Handling complaints. Customer-service professionals perform a variety of duties and can work in different areas of a company. One of their main duties often is handling customer complaints in order to maintain customer confidence and loyalty. Since their jobs usually focus on daily interaction with people, customer-service professionals must have strong interpersonal skills. The accounting department pays invoices. The receiving department receives shipments. The advertising department prepares ads.

SOURCE: PD:024

SOURCE: Leviticus, J. (n.d.). *How to train employees to deal with & handle customer complaints*. Retrieved May 20, 2014, from <http://smallbusiness.chron.com/train-employees-deal-handle-customer-complaints-31559.html>