

KOSSA Practice Items  
Employability Skills

EA1

1. Because of automobile trouble, you are going to be five minutes late for work. To notify your employer of your tardiness, you should:
  - a. Call your coworker and ask them to tell your boss
  - b. Apologize to your boss when arriving at work
  - c. Hurry to work and hope no one notices
  - d. Follow your company's tardiness notification policy

EA3

2. At your workplace, you have been assigned to lead a presentation on a new company policy. You are unfamiliar with the computer software program your boss asked you to use for the presentation. How should you best handle the situation?
  - a. Locate resources about the program and research how to use it
  - b. Ask your boss for someone else to do the presentation
  - c. Use a different computer software program that you are familiar with
  - d. Quickly look over the software on your own

EB1

3. A workplace's policies and procedures are used to:
  - a. Prevent salary and bonuses from increasing
  - b. Establish a clear set of guidelines for employees to follow
  - c. Keep most customer's satisfied
  - d. Prevent companies from bankruptcy

EC2

4. A healthy team environment will include all of the following EXCEPT:
  - a. A common sense of purpose and goals
  - b. Identical opinions on all issues
  - c. Balanced and shared roles among members
  - d. Continuous professional and personal growth

EC3

5. Which of the following is an example of SMART goal setting?
  - a. Obtain a better job after graduation
  - b. Go to college and get a job
  - c. Have a minimum 3.0 GPA this school year
  - d. Get good grades in all my classes

ED1

6. Hannah has an interview at the local bank for a teller position. What would be the most appropriate attire for her to wear for this interview?
  - a. Jeans and a polo
  - b. Three piece business suit
  - c. Mini skirt and casual blouse
  - d. Shorts and a t-shirt

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ED3

7. A customer is very confrontational to you as you are attempting to check them out at the cash register. The best way to handle the situation is to:
- Immediately call the police to remove the customer from the store
  - Escort the customer out of the store yourself
  - Yell at the customer
  - Attempt to calm the customer down and contact your manager

EE1

8. Your coworker makes a comment about a blouse you are wearing. The comment makes you very uncomfortable. This is an example of:
- Flattery
  - Harassment
  - Discrimination
  - Inequality

EE2

9. Hannah's coworker is extremely rude and disruptive as she attempts to complete paperwork needed by the end of the day. Hannah has mentioned the situation to her boss numerous times, but nothing seems to have been done. Her next step should be...
- Quit her job
  - File a lawsuit against the company
  - Refuse to work with the rude coworker
  - Speak to her coworker and continue doing her job

EE3

10. Diversity in the workplace is important for all of the following reasons EXCEPT:
- Ensuring stereotypes
  - Different perspectives
  - Various experiences
  - Unique backgrounds

EE6

11. Jon has been an employee at his workplace for 25 years. He is accustomed to the way that they have always done things. Jon's boss has required all workers use social media for advertising. Jon is strongly against the idea and refuses to use social media. How should he best handle the situation?
- Quit his job
  - Complain to his coworkers
  - Get a social media page and never use it
  - Attend professional development on social media

EE7

12. All of the following are examples of gender bias in the workplace EXCEPT:
- Asking a female about her future plans regarding children during an interview
  - Hiring a male because he is qualified for the position
  - Firing a female due to a recent pregnancy
  - Paying unequal amounts to a male and female for the same amount of work

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EE8

13. Javier requires accommodations due to wheelchair confinement. What should his place of employment provide to ensure equal opportunities for Javier?
- Wheelchair
  - Transportation to and from work
  - Ramp to enter building
  - Braille

EF1

14. Many of Sean's teammates are upset when he stops pulling his weight at work. What is an appropriate conflict resolution skill his coworkers should use to confront him about the situation?
- Immediately going to the boss and asking him/her to handle the situation
  - Directly speaking to Sean about the issue
  - Ignore the situation
  - Give Sean's duties to others

EF2

15. Lonnie has recently been promoted at work. One of her new duties is to evaluate several employees' performance weekly, giving constructive criticism. Which of the following statements is an example of constructive criticism?
- I appreciated the way you handled that, but have you thought about trying a different approach?
  - It was obvious you were not prepared for me to evaluate you today.
  - That was a really good job.
  - I didn't really like your presentation.

EG2

16. Pauline is a new employee at work and must complete an internship during her first year. She is required to document several pieces of evidence of her work during the internship process. Pauline did not receive training on how to complete the documentation. What should she do?
- Collect and document her best pieces of work throughout the year
  - Wait for a training to occur covering the internship process
  - Ask her coworker to copy his/her documentation
  - Research local trainings and resources on the specific internship process

EH1

17. You are seeking new employment. The job application you are completing states to "use black or blue ink only." You only brought a pencil with you to complete the application. When you asked to borrow a pen, the secretary handed you a pen with red ink. How should you best handle the situation?
- Type the application to look more professional
  - Print your application very neatly in pencil in case you make mistakes
  - Take the application home to complete in black or blue ink
  - Write a note on the application explaining that you did not have a pen with you at the time of completing it

KOSSA Practice Items  
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EH2

18. Larry is an employee with the customer service department at his workplace. An irate customer wishes to return an item without a receipt and is causing a disruption in front of other customers. According to company policy, the customer cannot return the item without the receipt. How should Larry deal with the situation?
- Calmly explain the return policy verbally and give a written version to the customer
  - Tell the customer sorry and ask for the next customer in line
  - Ignore the customer and ask a manager to come to the customer service desk
  - Hand the customer a written version of the company return policy

EH3

19. Maurice's boss, Nelson, asks to meet with her at the beginning of the work day. Nelson informs Maurice that there are several areas of her work performance that he has noticed need improvement. He provides her with several specific ways that she can improve as an employee in a respectful and constructive manner. Maurice is still very upset by the meeting. What should she do?
- File a formal complaint against Nelson for harassment
  - Thank Nelson and mention some areas of concern she has noticed in his performance as well
  - Ask for the day off so she will not let her anger show at work
  - Develop a plan to implement Nelson's constructive criticism in her work

EP1

20. At your store, you offer a 5% discount to customers enrolled in a college/university. What would be the total discount for a student that spends \$12.80 at your store?
- \$0.64
  - \$6.40
  - \$12.16
  - \$5.00

EI1

21. In regards to professional emails, it is most important to:
- Immediately respond
  - Avoid deleting all emails
  - Read the email thoroughly
  - Scan for important details

EI4

22. Your computer screen monitor has recently become fuzzy and difficult to read. Where would be the best place to find the steps to solve this issue?
- The troubleshoot section of the computer's owner manual
  - Google, Bing, or another internet search engine
  - Your computer savvy friend
  - Apple's website

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EJ1

23. Nancy has been asked to lead a group of coworkers in planning a luncheon for Staff Appreciation Day. Nancy organizes a list of tasks that need to be completed in order for the luncheon to take place. During the meeting to plan the luncheon, Nancy asks for volunteers to complete the necessary tasks. The same two coworkers volunteer for most of the tasks, leaving several coworkers with nothing to do. How should Nancy fix this problem?
- Ask the rest of the coworkers to help out those that volunteered
  - Remind the team repeatedly that this is a group effort
  - Designate specific tasks to coworkers instead of asking for volunteers
  - Cancel the luncheon because it is too much for the two volunteers to do

EK1

24. According to OSHA requirements, wearing safety glasses is required at all times at your workplace. You have been an employee with the company for several years and are confident in your ability to use the machines at work. You feel as if wearing safety glasses is distracting and unnecessary in certain aspects of your job. You should:
- Wear the safety glasses at all times at your workplace
  - Wear the safety glasses when handling dangerous equipment
  - Wear the safety glasses when others are at your workplace
  - Ask your boss to change the policy

EJ4

25. Which of the following is not an effective decision-making skill?
- Brainstorming all possible solutions to an issue
  - Weighing the pros and cons of possible solutions
  - Ignoring the situation to avoid making others upset
  - Researching facts and possible results of your decision

EP2

26. 16 of 35 customers gave one of your products a bad review. About what percentage of these customers were unsatisfied with your product?
- 5.6%
  - 56%
  - 46%
  - 21%

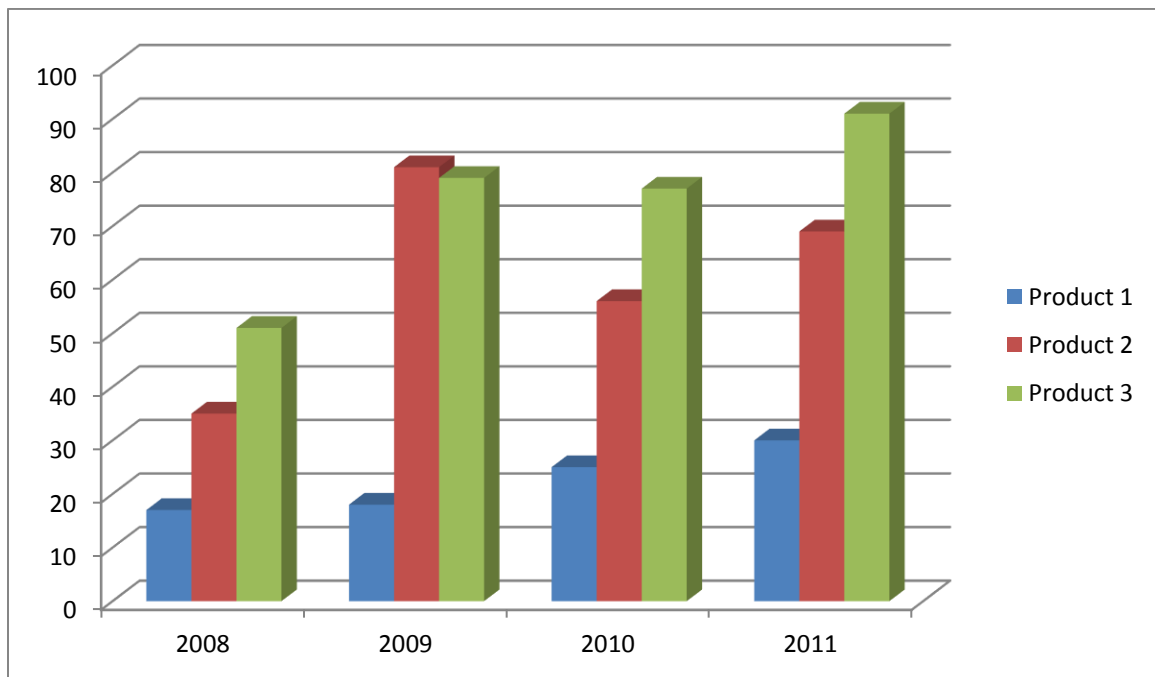
EK3

27. Which of the following is an example of a stressor in your personal life that could affect your job performance?
- Divorce
  - Diagnosis of a chronic illness
  - New Boss
  - Pregnancy

KOSSA Practice Items  
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EP4

28. Using the graph, identify which of your company's products was most popular among consumers in 2009.

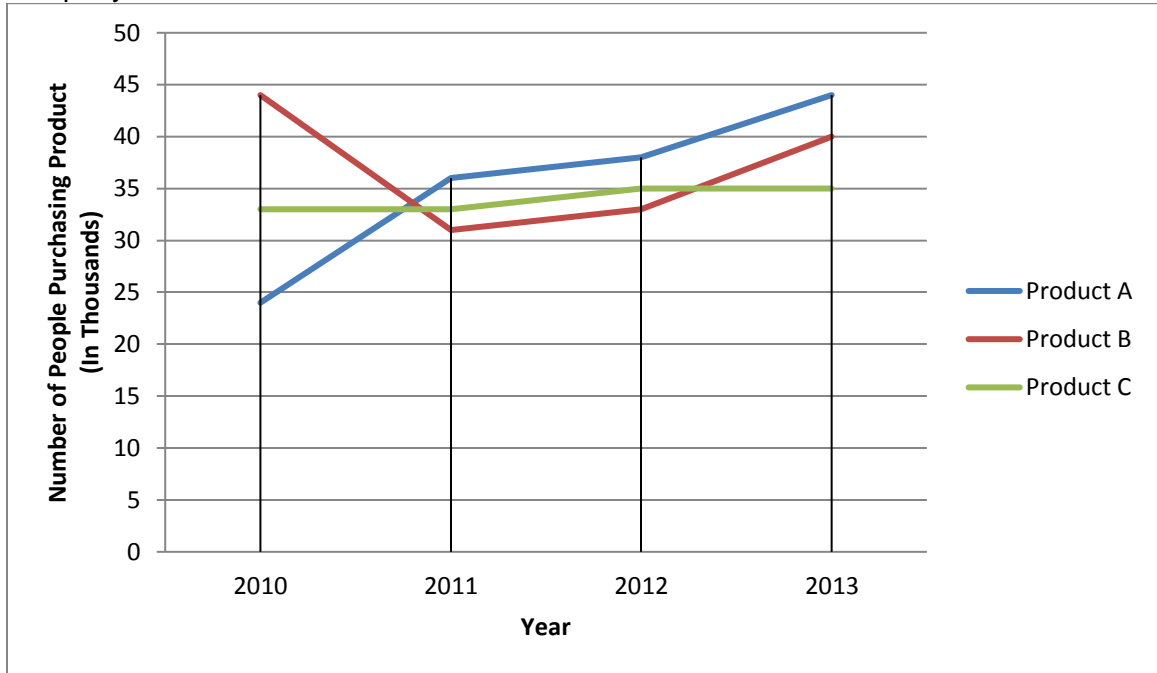


- a. Product 1
- b. Product 2
- c. Product 3
- d. Product 2 and Product 3 were equally popular

KOSSA Practice Items  
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EP3

29. Using the chart, estimate the total number of people purchasing Product C from your company in 2013 based on current trends.



- a. 44,000
- b. 50,000
- c. 36,000
- d. 40,000

EN1

30. Tiffany should include all of the following on her resume, EXCEPT:

- a. Professional Email
- b. Past Work Experiences
- c. Professional Leadership Experiences
- d. Past Home Addresses

EN2

31. The purpose of a letter of application is to:

- a. Identify possible areas of concern with possible employment
- b. Express interest in a specific job
- c. Highlight individual strengths pertaining to a specific job
- d. Request the opportunity for an interview

KOSSA Practice Items  
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EN3

32. Common mistakes that people make when completing a job application include all of the following, EXCEPT:
- Not following directions
  - Not completing or incorrectly completing sections
  - Misspelled words or grammatical errors
  - Listing appropriate salary expectations

EU2

33. Demonstrating common courtesy, professionalism, and appropriate behavior when utilizing technology in the workplace (i.e. cell phone, email, online meetings, conference calls) is known as:
- Employee Standards
  - Digital Etiquette
  - Technological Knowledge
  - Workplace Behavior

EI2

34. Hannah has a part time job after school. What is an example of accurate records Hannah should keep?
- Hours worked
  - Time spent traveling to and from work
  - Money spent during lunch
  - Numbers of emails sent

EI3

35. Jose works as a webpage designer for the high school. Being accurate and specific are essential for success at his workplace. Which of the following would not be a relevant detail in his profession?
- Schedule of sporting events
  - Extracurricular activity news
  - International news
  - Class final schedule

EJ2

36. Vanessa is researching information for a presentation at work. Which of the following would be an example of a reliable source for scientific information for her presentation?
- Facebook
  - Twitter
  - Peer Reviewed Article
  - Wikipedia

EJ3

37. Sara receives her work schedule for the week and realizes that she is scheduled to work for an evening that she had made previous arrangements with her family. What would be the best option for Sara to solve this scheduling conflict?
- Not show up for work
  - Call and let boss know that she is ill and will not be at work
  - Attempt to switch shifts with another employee
  - Quit her job



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EK2

38. Kevin often comes to work with un-manicured hair and sloppy clothing. His boss is concerned about having a conversation about his hygiene. What would be the best way to approach it?
- Drop subtle hints
  - Talk about it with other coworkers
  - Be direct, honest, and professional about the issue
  - Put an anonymous note in his mailbox

EL1

39. What would be the best way to create a "vision" for your company?
- Have the president create the vision
  - Work with key stakeholders in planning and implementing the vision
  - Google company vision ideas
  - To cooperate with closest coworker friends to create vision

EL2

40. The stakeholder team is full of "big idea" people. What role is most needed to help fulfill the company mission?
- Another person with big ideas
  - Someone who consistently agrees with all big ideas
  - A person who is a worker, organizer, and implementer
  - A negative attitude towards all ideas

EM1

41. What would be the best way to stay abreast of new innovations in the industry?
- Subscribe to industry related magazines
  - Subscribe to general magazines about numerous topics
  - Attend workshops non-related to your area
  - Ask co-workers for professional advice

ES2

42. Which of the following would be an appropriate email address for a resume?
- Cowgirl2@yahoo.com
  - Imma\_Baller@gmail.com
  - Thomas\_Jefferson@windstream.com
  - SchoolTeacherRulez@aol.com

EM2

43. Melinda has worked in the same job for a number of years. What is the best way for her to move up the ladder of employment?
- Further her professional education
  - Try hard everyday
  - Be prompt when leaving for the day
  - Be courteous to customers

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ET2

44. The best way to prevent obtaining a virus on your computer is by
- Not downloading anything from the internet
  - Keeping all anti-virus protection current
  - Only downloading material from trusted sources
  - Using password protected websites

ES1

45. Which program would you use to enhance your entire professional presentations?
- PowerPoint
  - Word
  - Excel
  - Google

EM3

46. Elmer has recently retired from his job of 42 years. What might be a way for him to continue to grow intellectually?
- Attend music festival
  - Fish every day possible
  - Mow and landscape at the senior center
  - Attend extension seminars pertinent to his interests

EQ1

47. Mary notices a perplexed customer meandering through the store. How should Mary help the customer?
- By simply asking if she can help her
  - By ignoring her perplexed look and continuing her stocking duties
  - By getting a co-worker to ask her if she needs help
  - By calling for a manager over the intercom

ER2

48. Which of the following websites would be appropriate to view during work hours?
- Facebook
  - Personal Email
  - Twitter
  - Work Email

EO2

49. When looking over the work schedule, Tristan notices a scheduling conflict. What would be the best approach to remedy the situation?
- Not show up during the scheduled work time
  - Call in sick
  - Ask a coworker to switch schedules
  - Quit his job

KOSSA Practice Items  
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EQ2

50. Jokim has a customer asking about a particular variety of plant. Unfortunately, Jokim doesn't work in the plant department. What should he do?
- a. Attempt to answer the questions to the best of his ability
  - b. Tell the customer "I don't know." and walk away briskly
  - c. Ignore the customer
  - d. Walk with the customer to a plant department employee

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- |       |       |
|-------|-------|
| 1. D  | 26. C |
| 2. A  | 27. C |
| 3. B  | 28. B |
| 4. B  | 29. C |
| 5. C  | 30. D |
| 6. B  | 31. A |
| 7. D  | 32. D |
| 8. B  | 33. B |
| 9. D  | 34. A |
| 10. A | 35. C |
| 11. D | 36. C |
| 12. B | 37. C |
| 13. C | 38. C |
| 14. B | 39. B |
| 15. A | 40. C |
| 16. D | 41. A |
| 17. C | 42. C |
| 18. A | 43. A |
| 19. D | 44. C |
| 20. A | 45. A |
| 21. C | 46. D |
| 22. A | 47. A |
| 23. C | 48. D |
| 24. A | 49. C |
| 25. C | 50. D |