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| **Unit 3 Professional Development Study Guide** | |
| Student |  |
| Class |  |
| Date |  |

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| **Instructions** |
| **Please read each item below.**   1. Make sure your **mobile phone is switched off and place it at the front with your bags**, books, coats, etc. 2. Remember that **talking is not allowed** at any time during the exam. 3. If you have a **question, please, raise your hand** and a teacher will come to you.  Teachers will not give hints or answers, so please do not ask them.  Keep your eyes on your own screen / paper (if you are using /need scratch paper).  REMEMBER COPYING IS CHEATING. 4. You are **not allowed to leave the classroom during the exam**, unless it is an emergency.   You must remain silent until everyone is done.  You are not allowed to work on other materials.  YOU MAY PUT YOUR HEAD DOWN.  Please read each question carefully.  There is only one response for each question.  Questions are in random order.  Your number is different from your neighbors.  **PLEASE COMPLETE INDEPENDENTLY!!!** |

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| **1.** | Which is an appropriate response to the question on an employment application that asks the reason for leaving a previous job? |
|  |
|  | |  |  | | --- | --- | | **A.** | demanding employer | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | never received a promotion | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | accepted another position | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | problems with management | |
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| **2.** | Job applicants use headings on their résumés to: |
|  |
|  | |  |  | | --- | --- | | **A.** | follow the standard practices for résumé preparation. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | ensure that the information is accurate and concise. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | organize the information so that it is easy to read. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | show the employer that the résumé provides complete information. | |
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| **3.** | Chris was interested in a job that was being advertised, but the ad did ***not*** provide instructions on whom to contact at the business. What should Chris do when sending a letter of application? |
|  |
|  | |  |  | | --- | --- | | **A.** | ask the newspaper who submitted the job ad | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | address the letter "To whom it may concern" | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | call to find out who will make the hiring decision | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | send the letter to the human resources department | |
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| **4.** | An employee who is continually teased and made fun of by a supervisor is a victim of: |
|  |
|  | |  |  | | --- | --- | | **A.** | partiality. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | intolerance. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | harassment. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | criticism. | |
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| **5.** | Accessing the websites of businesses and professional organizations is one way to obtain: |
|  |
|  | |  |  | | --- | --- | | **A.** | interview appointments. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | job applications. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | work experience. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | career information. | |
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| **6.** | What should individuals take into consideration when researching employment opportunities in business? |
|  |
|  | |  |  | | --- | --- | | **A.** | future outlook | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | vacation time | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | office environment | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | safety program | |
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| **7.** | Employees who have innovation skills are able to: |
|  |
|  | |  |  | | --- | --- | | **A.** | socialize effectively. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | behave aggressively. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | react to problems. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | think in new ways. | |
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| **8.** | Shannon's best friend has been excluding her lately. They were supposed to go shopping together, but her friend called and canceled. Shannon is upset about it. This is an example of which type of problem? |
|  |
|  | |  |  | | --- | --- | | **A.** | peer | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | work | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | school | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | professional | |
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| --- | --- |
| **9.** | Which industry exists to protect individuals and businesses from financial losses? |
|  |
|  | |  |  | | --- | --- | | **A.** | insurance | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | marketing research | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | operations management | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | accounting | |
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| **10.** | When asked questions during an employment interview, applicants should: |
|  |
|  | |  |  | | --- | --- | | **A.** | change the subject. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | say "yes" or "no." | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | nod in agreement. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | answer in full. | |
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| **11.** | What type of information is acceptable to leave out of a job application? |
|  |
|  | |  |  | | --- | --- | | **A.** | salary requirements | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | educational background | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | personal data | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | professional experience | |
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| **12.** | People who understand themselves and their unique skills and abilities usually are able to choose appropriate: |
|  |
|  | |  |  | | --- | --- | | **A.** | talents. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | friends. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | traits. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | careers. | |
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| **13.** | It is often necessary for employees to continue their education after working for several years to: |
|  |
|  | |  |  | | --- | --- | | **A.** | change careers. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | serve an apprenticeship. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | attend college. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | take online classes. | |
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| **14.** | Which is a situation that is likely to require a company's employees to obtain special training from an external source? |
|  |
|  | |  |  | | --- | --- | | **A.** | learning a complex computer software program | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | understanding the company's policy manual | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | interpreting a quarterly sales report | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | analyzing results of a research project | |
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| **15.** | Manuel is preparing his job résumé, but he has never held a paying job. He has only worked for his father and done some volunteer work in the community. What should Manuel do about the work experience section of his job résumé? |
|  |
|  | |  |  | | --- | --- | | **A.** | He should list his family job and volunteer work. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | He should explain that he hasn't had a real job. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | He should not include a work experience section. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | He should describe the kind of job he'd like to have. | |
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| **16.** | Jane enjoys working with people, is interested in television and advertising, has excellent grades in English and speech, and is very creative. What occupational area would she be better suited to pursue? |
|  |
|  | |  |  | | --- | --- | | **A.** | business and office | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | communications and media | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | personal services | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | health and fitness | |
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| **17.** | Job interviewers often say to job applicants, "Tell me about yourself." The purpose of this request is to: |
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|  | |  |  | | --- | --- | | **A.** | test the applicant's communication skills. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | test the applicant's honesty and integrity. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | find out about the applicant's personal life. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | uncover job-related problems the applicant has. | |
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| **18.** | Why do many businesses expect their employees to do their jobs according to strict guidelines? |
|  |
|  | |  |  | | --- | --- | | **A.** | to develop an enthusiastic attitude | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | to exhibit loyal behavior | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | to create a safe environment | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | to show an interest in work | |
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| **19.** | Is it appropriate for job applicants to ask the business to let them know when it makes a decision about filling a job? |
|  |
|  | |  |  | | --- | --- | | **A.** | Yes, this should be the applicants' first question. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | No, the business should not give out this information. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | No, the business will notify them without being asked. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | Yes, this request can be included in a follow-up letter. | |
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| **20.** | An important problem-solving skill for individuals to have is the ability to be: |
|  |
|  | |  |  | | --- | --- | | **A.** | aggressive. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | objective. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | economical. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | judgmental. | |
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| **21.** | The Fox Company provides its employees with the appropriate gear and equipment to protect them from harm and injury. The company is behaving responsibly by providing employees with: |
|  |
|  | |  |  | | --- | --- | | **A.** | professional-development opportunities. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | fair wages and benefits. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | equal employment opportunities. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | safe working conditions. | |
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| **22.** | Tia has many interests and does not know which career path is best for her. One method Tia can use to determine the ***best*** occupational options for her is to: |
|  |
|  | |  |  | | --- | --- | | **A.** | surf the Internet for job descriptions. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | have friends and family critique her personality type. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | develop a general interest questionnaire. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | complete an aptitude assessment survey. | |
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| **23.** | After an employee collects the necessary facts, what is the next step that an employee should take to solve a problem? |
|  |
|  | |  |  | | --- | --- | | **A.** | analyze the information | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | define the problem | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | act on assumptions | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | make a decision | |
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| **24.** | Following a business employee for a few days to obtain information about that particular career is an example of: |
|  |
|  | |  |  | | --- | --- | | **A.** | job shadowing. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | volunteering. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | serving an internship. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | personal interviewing. | |
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| **25.** | Jacob is interested in pursuing a specific business career and sets up a time to talk with a person who works in his field of interest. Jacob is obtaining career information by initiating a/an: |
|  |
|  | |  |  | | --- | --- | | **A.** | job evaluation. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | internship. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | discussion forum. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | exploratory interview. | |
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| **26.** | Self-understanding helps one to raise his/her level of self-esteem because it: |
|  |
|  | |  |  | | --- | --- | | **A.** | identifies social activities he/she enjoys. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | gives him/her a true picture of himself/herself. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | helps him/her to develop personal interests. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | compares his/her skills with others' skills. | |
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| **27.** | Chris likes to watch the space flight reports and to read about plans for the future in space. Space exploration is one of Chris': |
|  |
|  | |  |  | | --- | --- | | **A.** | interests. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | abilities. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | skills. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | aptitudes. | |
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| **28.** | Entry-level positions provide employees with: |
|  |
|  | |  |  | | --- | --- | | **A.** | basic job experience. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | high salaries. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | few advancement opportunities. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | limited training. | |
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| **29.** | For a job seeker to find the ***most*** satisfactory job, he/she needs to: |
|  |
|  | |  |  | | --- | --- | | **A.** | consider salary or wages top priority. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | identify his/her own goals and skills. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | interview with several large companies. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | seek a job with advancement possibilities. | |
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| **30.** | If three employees have the same level of ability and competence, what factor might a business use to decide which one to promote? |
|  |
|  | |  |  | | --- | --- | | **A.** | age | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | gender | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | seniority | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | tenure | |
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| **31.** | Which is an example of a person obtaining unpaid work experience? |
|  |
|  | |  |  | | --- | --- | | **A.** | Jim hires Kevin to cut his lawn every week. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | Kelly volunteers at a local radio station. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | Sarah researches information about different careers. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | Ben performs contract work for his friend's new company. | |
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| **32.** | The newly redesigned Toyota Corolla is an example of: |
|  |
|  | |  |  | | --- | --- | | **A.** | product innovation. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | process innovation. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | position innovation. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | paradigm innovation. | |
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| **33.** | Several employees are facing the possibility of being laid off from work. By concluding that they should look for new jobs before that happens, they are: |
|  |
|  | |  |  | | --- | --- | | **A.** | solving problems. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | doing research. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | asking questions. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | gathering information. | |
|  |  |
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| **34.** | Which is an internal factor that might influence a business owner's decision making? |
|  |
|  | |  |  | | --- | --- | | **A.** | opinions of others | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | competitors' activities | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | comfort with risk | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | market share | |
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| **35.** | What is one of the main reasons for sending an interview follow-up letter? |
|  |
|  | |  |  | | --- | --- | | **A.** | to submit personal information | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | to explain one's qualifications | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | to show one's continued interest | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | to ask questions about benefits | |
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| **36.** | ***Most*** businesses expect their employees to show an interest in the company by being: |
|  |
|  | |  |  | | --- | --- | | **A.** | emotional. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | aggressive. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | cooperative. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | impulsive. | |
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| **37.** | A primary reason that employers often consider hiring a person with internship experience is because it implies that the applicant possesses: |
|  |
|  | |  |  | | --- | --- | | **A.** | a well-rounded educational background. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | the ability to work with financial data. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | traits such as initiative and commitment. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | a network of prospective sales contacts. | |
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| **38.** | Which is the ***best*** source of information about job leads? |
|  |
|  | |  |  | | --- | --- | | **A.** | family and friends | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | Occupational Outlook Handbook | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | business advisors | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | Bureau of Labor Statistics | |
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| **39.** | Because a business spends a lot of money to purchase and maintain office equipment, it expects its employees to: |
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|  | |  |  | | --- | --- | | **A.** | call service personnel when equipment is not working correctly. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | use and handle the equipment with care. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | develop procedures to fix the equipment. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | ask others to operate equipment that they do not know how to use. | |
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| **40.** | Which is a guideline for writing a job application letter? |
|  |
|  | |  |  | | --- | --- | | **A.** | Be brief and to the point. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | Provide as much information as possible. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | Mention other prospects. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | Include a list of references in the letter. | |
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| **41.** | People who have limited work experience often include what type of references on their résumés? |
|  |
|  | |  |  | | --- | --- | | **A.** | personal | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | family | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | social | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | private | |
|  |  |
|  |  |