***Career Exploration – Middle Level***

***The written objective test may include questions on skills, career plans, career goals, job searches, job applications, cover letters, resumes, interviews, Occupational Outlook Handbook, and basic career education.***

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| 1. True | 1. | True/False: In a business conversation over the phone the person who placed the call should be the one to end the conversation. |
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| 2. True | 2. | True/False: A letter of application is written for the purpose of getting an interview. |
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| 3. True | 3. | True/False: Effective business documents are clear, concise, and complete. |
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| 4. False | 4. | True/False: Better Business Bureaus serve primarily as assistant to district attorneys, helping expose corrupt business practices. |
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| 5. True | 5. | True/False: A code of ethics should not only express the principles that members of the firm should follow, but also give examples of situations likely to be faced. |
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| 6. True | 6. | An effective accounting system should reveal employee theft, waste, fraud, and record-keeping errors. |
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| 7. True | 7. | Career planning should be an ongoing process rather than a one-time effort. |
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| 8. b | 8. | All of the following are features of the United States market economy **except** \_\_\_.  a. private enterprise  b. government-controlled  c. freedom of choice  d. competition |
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| 9. c | 9. | All of the following are examples of hardware **except** \_\_\_.  a. monitor  b. disk drive  c. an operating system  d. printer |
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| 10. c | 10. | To archive means to \_\_\_.  a. send to be deleted or shredded  b. send to a museum to be displayed as a historical item  c. keep permanently in inactive files  d. keep temporarily in current files |
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| 11. d | 11. | Which of the following is a detailed plan of a trip that serves as a guide for the business traveler while he or she is away from work?  a. plan of operation  b. travel journal  c. proposed scheme  d. itinerary |
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| 12. d | 12. | Writing helpful comments on correspondence before your supervisor receives it is called \_\_\_.  a. longhand  b. shorthand  c. note-taking  d. annotating |
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| 13. a | 13. | Continuous quality improvement starts with \_\_\_.  a. critically assessing business procedures  b. establishing a code of conduct for the business  c. determining the level of customer satisfaction  d. installing customized engineering |
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| 14. c | 14. | If you want to learn how much money in net profit a company earned during the preceding quarter, you would review the \_\_\_.  a. balance sheet  b. budget  c. income statement  d. expenditure schedule |
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| 15. c | 15. | An internet name containing “com” generally means it is from a \_\_\_.  a. community organization  b. communist state  c. commercial business  d. communications startup company |
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| 16. d | 16. | Which of the following is a nine-digit code system preferred by the United States Postal Service to facilitate mail delivery?  a. zip code  b. area code  c. area code + 6  d. zip code + 4 |
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| 17. a | 17. | A letter of application is sometimes known as a \_\_\_.  a. cover letter  b. job application  c. vita  d. resume |
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| 18. a | 18. | All of the following are tips for having a good interview **except** \_\_\_.  a. bring someone to the interview with you for support  b. do not be too formal or too informal with your dress  c. send a thank-you letter to the person with whom you interviewed  d. be on time for the interview |
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| 19.  b | 19. | A tax-supported agency that helps people finds jobs and provides information about careers is known as \_\_\_.  a. a headhunting agency  b. an employment office  c. a temp agency  d. a welfare office |
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| 20. c | 20. | Which of the following is a written guide that helps entrepreneurs during the design and startup phases of the business?  a. business prospectus  b. break-even analysis  c. business plan  d. financial plan |
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| 21. d | 21. | Which of the following refers to the duty of a business to contribute to the well being of society?  a. consumerism  b. environmentalism  c. business ethics  d. social responsibility |
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| 22. a | 22. | A contract \_\_\_.  a. must be a voluntary agreement  b. must be written  c. is typically enforceable  d. can involve an illegal product |
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| 23. d | 23. | What is the purpose of the first paragraph of the body of a letter?  a. to provide information and details  b. to be clear  c. to ask the recipient to respond to the letter  d. to introduce the main point of the letter |
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| 24. d | 24 | An example of an uninsurable risk is to \_\_\_.  a. fire  b. a business auto accident  c. death of a business partner  d. product obsolescence |
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| 25. a | 25. | The number of subordinates reporting to one superior constitutes that manager’s \_\_\_.  a. span of control  b. informal leadership  c. organizational repertoire  d. chain of command |
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| 26. c | 26. | A business that performs some sort of action for a fee is known as \_\_\_.  a. manufacturing business  b. an extractor  c. a service business  d. a wholesale business |
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| 27. a | 27. | All of the following are examples of benefit of doing business over the Internet **except** \_\_\_.  a. direct personal contact with consumers  b. business can be conducted 24 hours a day  c. quick response to consumers  d. business can sell to anyone in the world |
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| 28. a | 28. | What information is found in the return address in a letter?  a. only the person’s address who is mailing the letter  b. the person’s name and address who is mailing the letter  c. the date  d. the person’s name and address who is receiving the letter |
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| 29. b | 29. | The U.S. Department of Labor publishes the Occupational Outlook Handbook where you can learn about the prospects in many fields. The projections are for \_\_\_.  a. 5 years  b. 10 years  c. 3 years  d. 2 years |
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| 30. d | 30. | The deductions from wages required by law is/are \_\_\_.  a. FICA  b. federal income tax  c. health insurance  d. both a and b |
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| 31. a | 31. | At the end of the year, a company is responsible for giving each employee a(n) \_\_\_.  a. W-2 form  b. bonus  c. W-4 form  d. both a and b |
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| 32. b | 32. | Health insurance that protects you if injured on the job is \_\_\_.  a. an HMO  b. worker’s compensation  c. Medicare  d. Medicaid |
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| 33. d | 33. | After a job interview, the applicant should \_\_\_.  a. wait to be contacted  b. call the next day after the interview to thank the interviewer  c. call the next day to see if he/she got the job  d. write a follow up letter thanking him/her for the interview |
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| 34. c | 34. | Questions the job applicant may want to ask an interviewer include all **except** \_\_\_.  a. How much orientation is provided for the job?  b. Are there promotional opportunities?  c. How often are your employees evaluated?  d. What does the company’s benefit package include? |
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| 35. False | 35. | True/False: Etiquette is a modern behavior that has no basis for being practiced in the business office. |
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| 36. True | 36. | True/False: Ethics are accepted standards of good and bad behavior that distinguished between what is right or wrong. |
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| 37. d | 37. | All of the following are good telephone techniques **except** \_\_\_.  a. being ready to talk and to listen  b. smiling as you speak on the phone  c. picturing the listener as you sepak  d. continuing to key as you talk on the phone |
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| 38. a | 38. | When leaving a place of employment, you should \_\_\_.  a. be prepared to express positive comments during the exit interview  b. make you own rules about how much notice to give the employer  c. tell your coworkers how much money you will be making at the new job as you express your negative feelings about your current employer  d. tell your superior after you have discussed it with your colleagues |
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| 39. a | 39. | In planning a job search, one should first \_\_\_.  a. become acquainted with the types of jobs available  b. prepare a resume  c. ask for an interview  d. prepare a letter of application |
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| 40. b | 40. | In planning a career goal, consider first \_\_\_.  a. job opportunities  b. specific kinds of jobs available to fulfill your goals  c. experience and qualifications  d. educational qualifications |
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| 41. d | 41. | To interact effectively among co-workers, one must \_\_\_.  a. keep all aspect of our work confidential  b. use the grapevine” network to communicate  c. engage in friendly conversation during the day  d. accept responsibility for mistakes |
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| 42. b | 42. | The basic values and principles that are reflected in the way you live are referred to as \_\_\_.  a. integrity  b. character  c. maturity  d. reliability |
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| 43. False | 43. | True/False: When creating a resume, you should not include information about community activities outside of school or participation in sports and music. |
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| 44. False | 44. | True/False: Because it is not good practice to leave blank area on an application for employment, all questions should be answered, including those that ask your age, what your natural origin is and what religion you practice. |
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| 45. b | 45. | You have the responsibility of making wise decisions within the scope of your responsibility during your employer’s absence. You should \_\_\_.  a. send all correspondence and e-mail messages to you employer so he or she can make the decisions.  b. determine which matters to refer directly to the employer through a phone call or FAX and take care of routine matters  c. call the employer 3 o4 times per day to keep him/her advised of all matter so decisions can be made  d. refer all matters to someone else in the company |
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| 46. c | 46. | The time rom when a task is given to a person and when it is expected to be completed is known as \_\_\_.  a. response tie  b. deadlines  c. turnaround time  d. immediate feedback |
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| 47. b | 47. | The primary purpose of a resume is to \_\_\_.  a. create a good impression  b. convince someone to interview you for a job  c. state a job objective  d. complete an application quickly |
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| 48. c | 48. | When crating a cover letter to accompany your resume, it should \_\_\_.  a. reflect exactly what is stated on your resume  b. be typed or printed only on white paper  c. state why you are writing, why you are interested, and ask for an interview  d. be brief, concise, and to the point |
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| 49. c | 49. | To prepare for an interview and make a good first impression, the job applicant should \_\_\_.  a. be thirty minutes early for the interview and be in control of the conversation  b. never offer his/her hand to shake unless the interviewer offers his/her hand first  c. research the company and be organized and prepare for questions to be asked  d. be prepared to explain all the negative aspects of former jobs and ask about hourly pay first thing |
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| 50. d | 50. | When you are considering leaving a job, you should \_\_\_.  a. give a couple of days’ notice before walking away  b. demand to know why you have not been promoted  c. tell all your co-workers first but ask them not to say anything  d. maintain a good attitude and request an exit interview |
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| 51. a | 51. | After the job interview, the applicant should \_\_\_.  a. send a follow-up thank you letter immediately  b. wait for the employer to contact him/her  c. call each day to determine if the job has been filled  d. call and thank the employer for his/her time |
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| 52. d | 52. | A flexible work schedule that permits employees to divide the time and responsibilities of a job between two employees is \_\_\_.  a. flextime  b. telecommuting  c. phased retirement  d. job sharing |
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| 53. a | 53. | Working in harmony with others requires \_\_\_.  a. courtesy,, cooperation, and cheerfulness  b. knowledge, technical experience, and a flexible work schedule  c. a code of ethics, good credit, and a good sense of humor  d. tact, prestige, and keeping to oneself |
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| 54. a | 54. | The value judgment of right and wrong in any given situation or circumstance is known as \_\_\_.  a. ethics  b. disciplinary action  c. criticism  d. policy decision |
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| 55. a | 55. | Employees who feel their jobs are taking over their lives may be experiencing the pressures of job-related stress. To help deal with this problem, employees should \_\_\_.  a. eat a balanced diet, exercise regularly, and have interests outside the office  b. speak to the supervisor and initiate a formal complaint  c. eat out more often to reduce the amount of responsibility at home  d. take advantage of sick days and work only four days per week |
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| 56. b | 56. | Ethical behavior can relate to \_\_\_.  a. how many hours an employee works overtime  b. how an employee uses company equipment and supplies  c. asking permission to take periodic brakes from computer work  d. observing other employees and making the supervisor aware of all discrepancies |
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| 57. True | 57. | True/False: Setting goals is one of the most important steps in a career searach. |
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| 58. b | 58. | Legal tender means \_\_\_.  a. interest rates above those allowed by law  b. money  c. a gift in a will  d. legal and official proof |
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| 59. d | 59. | Which of the following is a disciplinary produced in the work environment?  a. An official written warning  b. I’m going to tell my supervisor if you don’t stop talking  c. suspension without pay for three days  d. a and c |
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| 60. c | 60. | Job sharing is \_\_\_.  a. two or more companies working on a single project  b. obligation of one party to reimburse another party for losses which have incurred or which my occur  c. arrangement in which the responsibilities and hours of one position are carried out by two people  d. jobber who sells primarily to retailers |