#  Skilled Workers Assessment

Please circle the alphabet, answer true or false or write in your best answers.

1. **What important soft skills can keep you from being fired.**
	1. having lunch 10 minutes longer than scheduled
	2. showing up to work on time
	3. doing coworkers favors
2. **Which one is considered a soft skill?**
	1. teamwork
	2. cleaning
	3. observing coworkers
3. **Who in the company is responsible for a positive customer experience?**
	1. the managers
	2. the employees
	3. the company’s owner
	4. All
4. **Teamwork is not always important in a company.**
	1. \_\_\_\_\_\_\_\_\_ True - Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	2. \_\_\_\_\_\_\_\_\_ False - Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. **The owner is the most important person in the company.**
	1. \_\_\_\_\_\_\_\_\_ True - Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	2. \_\_\_\_\_\_\_\_\_ False - Explain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. **When on the job and you have a question who should be your first option?**
	1. the owner. b. a customer. c. a coworker d. a member of your team
7. **What can you do if you finish your project early?**
	1. leave and go home
	2. offer to help someone else
	3. sit around and wait for the next job
8. **Once you arrive at your job**
	1. it is ok to have coffee and catch up with coworkers
	2. to make a few personal phone calls
	3. to check your schedule and start work right away
9. **Under what circumstances could you be fired?**
	1. you arrive at work 30 minutes late
	2. you left work 30 minutes early without permission
	3. you were absent and did not call in
	4. all
10. **If you can’t satisfy a customer, you can**
	1. walk away leaving the customer to cool off
	2. find someone who can help
	3. tell the customer to come back later

**Answer Key**

1. B

2. A

3. All

4. False

5. False

6. A, C or D

7. B

8. c

9. All

1. B