# 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