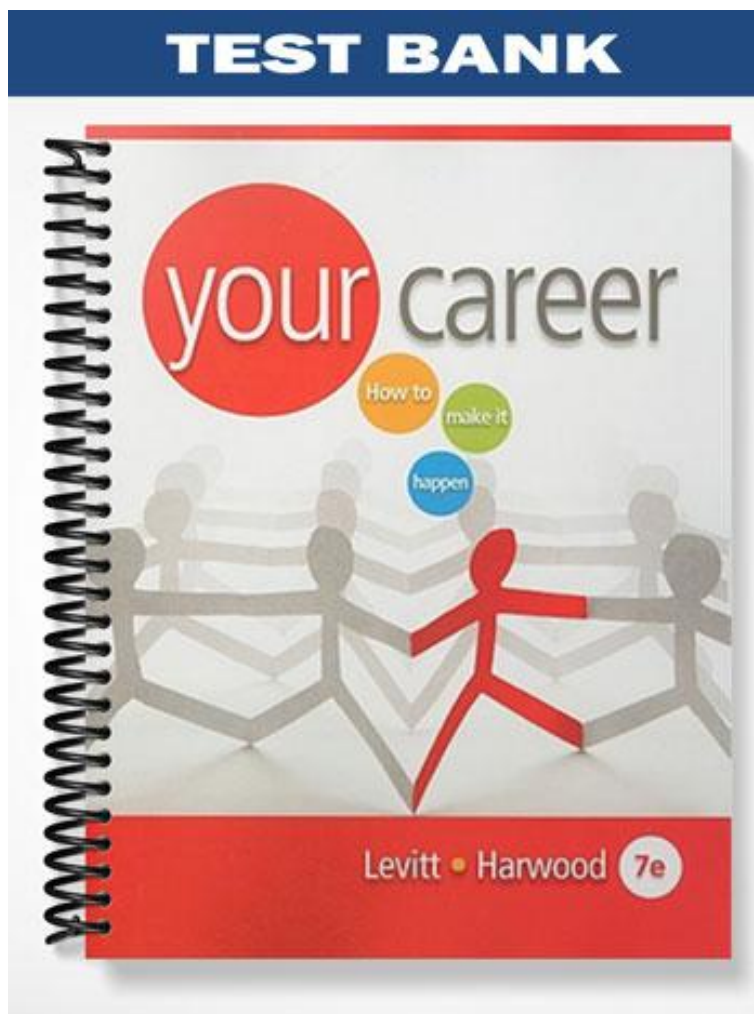


TEST BANK



Chapter 2 Know What Employers Expect

TRUE/FALSE

1. Employers usually specify the education, training, and experience they are looking for applicants to possess.

ANS: T PTS: 1

2. Employers expect to train new workers in basic academic skills.

ANS: F PTS: 1

3. Employers are only interested in paid work experience, not volunteer work.

ANS: F PTS: 1

4. You will not need to record personal data in your inventory (address(es), phone number(s), courses studied) because you already know most of it.

ANS: F PTS: 1

5. The ability to work in teams is a work value employers look for in job applicants.

ANS: T PTS: 1

6. Because technology is essential to many jobs, employers must provide formal training classes to help employees learn new technology quickly.

ANS: F PTS: 1

7. Business etiquette is the expected professional behavior in the workplace.

ANS: T PTS: 1

MULTIPLE CHOICE

1. Employers would be interested in which of the following school activities?

- a. your schedule of classes
- b. your participation in interscholastic competitions
- c. your roommate
- d. all of the above
- e. none of the above

ANS: B PTS: 1

2. Which of the following would not make a good professional reference for a job seeker?

- a. mother or father
- b. teacher or coach
- c. coworker or supervisor
- d. all of the above
- e. none of the above

ANS: A PTS: 1

3. To document what you have to offer an employer, you should include
- paid work experience.
 - volunteer experience.
 - education.
 - all of the above
 - none of the above

ANS: D PTS: 1

4. To be successful in a place of business, an employee must have:
- specific skills the organization needs.
 - good work values.
 - personal qualities that enable the employee to get along with others.
 - all of the above
 - none of the above

ANS: D PTS: 1

5. Business etiquette is:
- a way of thinking, feeling, and behaving at work.
 - the expected professional behavior in the workplace.

ANS: B PTS: 1

6. Most of the job growth in the next several years is predicted in the areas of
- financial services and aerospace.
 - retail and construction.
 - homeland security and information technology.
 - hospitality, health care, and education.
 - none of the above

ANS: D PTS: 1

7. Proper conduct at work means following the rules, such as
- following safety and health rules.
 - maintaining a clean and orderly work area.
 - being punctual and reliable.
 - all of the above
 - none of the above

ANS: D PTS: 1

COMPLETION

1. By working in a job that matches your _____, you greatly increase your chances of enjoying and succeeding in the job.

ANS: values

PTS: 1

2. Skills and technical abilities that relate directly to a job are known as _____.

ANS: job-specific skills

PTS: 1

ESSAY

1. Explain why it is important to dress appropriately at work.

ANS:

The chief reasons in the book are to avoid distraction and embarrassment, to show good judgment, and for safety reasons.

PTS: 1

2. Why do employers value employees who have thinking skills?

ANS:

Employees with thinking skills can solve problems and learn new tasks. They can think about issues, make effective decisions, and learn new tasks quickly without retraining. Employees with good thinking skills can also use information and resources, understand complex relationships and systems, and prioritize and manage multiple tasks.

PTS: 1