

## Chapter 2 - Workplace Skills

True / False

1. Even if you have never had a job, you still have skills to offer an employer.

- a. True
- b. False

ANSWER: True

2. A reference can be anyone, including a family member.

- a. True
- b. False

ANSWER: False

3. A bad driving record does not jeopardize getting a job.

- a. True
- b. False

ANSWER: False

4. All previous jobs should be listed on a résumé.

- a. True
- b. False

ANSWER: False

5. The same cover letter should be sent out to all potential employers.

- a. True
- b. False

ANSWER: False

6. A job application is a legal document.

- a. True
- b. False

ANSWER: True

7. A social insurance number (SIN) is not required for job applications.

- a. True
- b. False

ANSWER: False

8. Non-verbal communication includes body language and tone.

- a. True
- b. False

ANSWER: True

9. An automobile is a customer's second largest expense.

- a. True
- b. False

## Chapter 2 - Workplace Skills

ANSWER: True

10. The flat-rate pay system favours new and inexperienced technicians.

- a. True
- b. False

ANSWER: False

### Multiple Choice

11. Which ability is considered a technical skill?

- a. using a computer
- b. working independently
- c. persuading others
- d. working with people

ANSWER: a

12. Which ability is considered a soft skill?

- a. diagnosing problems
- b. negotiating with others
- c. doing math problems
- d. using a computer

ANSWER: b

13. What is a characteristic of a good résumé?

- a. It is five to six pages long.
- b. It is easy to read.
- c. It has important information sprinkled throughout.
- d. It lists all the jobs you have done, whether for pay or just to help someone out.

ANSWER: b

14. What is the ideal length of a résumé?

- a. 1-2 pages
- b. 2-3 pages
- c. 3-4 pages
- d. 4-5 pages

ANSWER: a

15. Who would make a suitable reference?

- a. uncle
- b. teacher
- c. parent
- d. spouse

ANSWER: b

## Chapter 2 - Workplace Skills

16. How many paragraphs should a cover letter have?

- a. 1
- b. 2
- c. 3
- d. 4

ANSWER: c

17. To whom should a cover letter be addressed to?

- a. "To Whom It May Concern"
- b. the person doing the hiring
- c. "Dear sir"
- d. "Dear potential employer"

ANSWER: b

18. Unless otherwise stated, what is the best way of submitting your résumé to a prospective employer?

- a. by fax
- b. in person
- c. by e-mail
- d. by mail

ANSWER: b

19. What should you do when you are being interviewed for a job?

- a. Avoid looking at the interviewer.
- b. Answer as many questions as you can with a simple yes or no.
- c. Show up looking neat and in clothing more formal than you would wear on the job.
- d. Talk negatively about past jobs.

ANSWER: c

20. If an employer requests an electronic application, what might they also check?

- a. high school grades
- b. computer skills
- c. social media links
- d. vocabulary

ANSWER: c

21. How soon after an interview should you send a thank-you letter?

- a. within a few hours
- b. 3 days later
- c. 5 days later
- d. one week later

ANSWER: b

22. A flat-rate technician is paid \$20.00 per hour and took 3 hours to complete a 4-hour job. What should he or she expect to be paid?

## Chapter 2 - Workplace Skills

- a. \$20.00
- b. \$40.00
- c. \$60.00
- d. \$80.00

ANSWER: d

23. A technician works 40 hours in a week but completes 50 hours worth of work. He or she is being paid a flat rate of \$20 per hour. How much is he or she actually earning per hour?

- a. \$20 per hour
- b. \$25 per hour
- c. \$30 per hour
- d. \$50 per hour

ANSWER: b

24. Which of the following is considered part of effective communications?

- a. pride
- b. grooming
- c. listening
- d. accountability

ANSWER: c

25. How should you show your interest to a customer who is describing a problem?

- a. Sit with your arms folded.
- b. Clean your glasses.
- c. Look at the ceiling.
- d. Face the customer and listen politely.

ANSWER: d

26. Which of the following shows good nonverbal communication during an interview?

- a. leaning forward and nodding
- b. leaning back and looking at the ceiling
- c. doodling on a notepad
- d. sitting with folded arms or crossed legs

ANSWER: a

27. What is the first step in a logical diagnostic approach?

- a. Gather information.
- b. Verify that the problem exists.
- c. Check for service bulletins.
- d. Research the information.

ANSWER: b

28. Which of the following best demonstrates positive behaviour for a technician?

- a. neatness

## Chapter 2 - Workplace Skills

- b. computer skills
- c. honesty
- d. managing money

ANSWER: c

29. If you wish to leave your workplace, how should you inform your employer?
- a. Present a letter of resignation in person to your employer.
  - b. Write a letter attacking fellow employees.
  - c. Walk up to your employer and tell him or her "I quit."
  - d. Stop showing up.

ANSWER: a

30. Which pay plan is recommended for new or inexperienced technicians?
- a. hourly wages
  - b. flat rate
  - c. commission
  - d. piece work

ANSWER: a

### Completion

31. Your \_\_\_\_\_ is an honest appraisal of yourself and your career hopes.

ANSWER: employment plan

32. A(n) \_\_\_\_\_ and \_\_\_\_\_ are considered personal marketing tools.

ANSWER: résumé, cover letter  
cover letter, résumé

33. \_\_\_\_\_ means being willing to be accountable for your decisions and actions.

ANSWER: Responsibility

34. Working in an automotive facility requires communication with \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.

ANSWER: supervisors, fellow employees, customers

35. The meaning of words can be altered significantly by changing the \_\_\_\_\_ of your voice.

ANSWER: tone

### Essay

36. What are three things that an employment plan should contain?

ANSWER: Short-term goals, long-term goals, and a list of potential employers

37. What is the purpose of a personal skills inventory?

ANSWER: It helps you to match your skills with an employer's needs.

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

## Chapter 2 - Workplace Skills

38. What are five things that should be included in a résumé?

*ANSWER:* Contact information, skills/accomplishments, education, work experience, and statement about references

39. What is the flat-rate pay system?

*ANSWER:* It is a pay system in which technicians are paid for the amount of work they do.

40. What are three things that are essential to an automotive technician's success?

*ANSWER:* Good training, a desire to succeed, and a commitment to be a good technician and employee