**HFB.CO1.LM03**

**Formative assessment for oral and written communications**

1. The term “Dress for Success” means that
   1. You should always wear your best clothes to work (Professional Image: Professionalism 101)
   2. You decide the style of clothes that best fit you and don’t worry about work (Professional Image: Professionalism 101)
   3. Always be the best dressed person at work (Professional Image: Professionalism 101)
   4. Dress according to the work environment
2. Professional demeanor is often demonstrated by:
   1. Being on time (Professional Image: Professionalism 101)
   2. A firm handshake (Professional Image: Professionalism 101)
   3. Looking people in the eye when speaking (Professional Image: Professionalism 101)
   4. All of the above
3. Employers are always looking for people who:
   1. Always smile and agree with them (Professional Image: Professionalism 101)
   2. Take the initiative
   3. Always make sure they are covered if something goes wrong (Professional Image: Professionalism 101)
   4. Are always looking to move to a better job in another company (Professional Image: Professionalism 101)
4. Emotional intelligence is defined by:
   1. How high of an IQ a person has (Developing Emotional Intelligence)
   2. How we manage ours and others emotions
   3. Our business intelligence (Developing Emotional Intelligence)
   4. How we manage our employees (Developing Emotional Intelligence)
5. The first step to develop Emotional Intelligence is to recognize other people’s thinking patterns.
   1. True (Developing Emotional Intelligence)
   2. False
6. The term “Social Skills” includes the ability to:
   1. Communicate your feelings
   2. Work well by yourself (Developing Emotional Intelligence)
   3. Motivate yourself (Developing Emotional Intelligence)
   4. All of the above (Developing Emotional Intelligence)
7. “Esprit de Corps” is the French term for:
   1. Being ready to work (Why Teamwork is Important)
   2. Having a good vibe (Why Teamwork is Important)
   3. Winning the game (Why Teamwork is Important)
   4. Teamwork
8. Teamwork is important because it:
   1. Creates synergy – the sum is greater than its parts (Why Teamwork is Important)
   2. Promotes flatter and leaner organizational structure (Why Teamwork is Important)
   3. Both of the above statements
   4. Neither of the above statements (Why Teamwork is Important)
9. All effective teams are made up of friends.
   1. True (Why Teamwork is Important)
   2. False
10. An effective team is composed of a:
    1. Facilitator
    2. Head coach (Teamwork Basics)
    3. Assistant coach (Teamwork Basics)
    4. All of the above (Teamwork Basics)
11. On-going teams should rotate team members:
    1. Every 6 months (Teamwork Basics)
    2. Every 12 months
    3. Every 18 months (Teamwork Basics)
    4. Every 24 months (Teamwork Basics)
12. Successful teams
    1. Have clear goals and objectives (Teamwork Basics)
    2. Involve all members (Teamwork Basics)
    3. Keep focused (Teamwork Basics)
    4. All of the above
13. In order for a team to be successful, which of the following communication skills are important?
    1. Brainstorming during meetings (Communicating in a Team)
    2. The team members are familiar with industry jargon (Communicating in a Team)
    3. Limit team diversity to ensure better communications (Communicating in a Team)
    4. Asking for feedback

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**Summative assessment**

1. Write a two-page paper in which you identify four of the most important personality traits for success in the restaurant. Define each one and explain why you think it is important for success.
2. Write a two-page paper describing either a successful or unsuccessful team in which you were a member. The paper must address the topics addressed in the reading and videos. Make sure you include at least one important lesson you learned from your experience. Remember, we can learn as much being a member of a bad team as we can from being a member of a good team.