

# Behaviour Questions

## Question : 198

An organisational restructure saw the administration department taking responsibility for payroll, which was previously managed by finance administrators. During this transition period, the finance team still holds most of the key payroll related information, which will be transferred to the administration team over the coming months. The finance department however, operates in another building, making internal communication difficult. They rarely answer phone calls and take an excessively long time to reply to emails. This makes managing payroll very difficult, and you fear that staff may not be paid on time.

### Option 1 :

Refuse to manage payroll until the finance team start cooperating with the admin team.

### Priority 1 : 3

### Option 2 :

Take no additional action and blame the finance team for any payroll related issues.

### Priority 2 : 4

### Option 3 :

Ensure that the finance team are not paid on time, forcing them to take the matter seriously.

### Priority 3 : 2

### Option 4 :

Arrange regular conference calls with the finance team, ensuring the exchange of information.

### Priority 4 : 1

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## Question : 199

You have recently invoiced a new client for products sold and services rendered, but you feel the client is being evasive. Two weeks after receiving your invoice, the client requested an alternative invoice format, stating their system cannot process the invoice in its current state. You oblige and resend the invoice, but after another week they request that additional account information be presented on the invoice, which is highly unusual. Based on conversations with your manager, it seems the client is experiencing financial problems, and may be unable to pay the invoice at this time.

### Option 1 :

Refuse to update the invoice and remind the client of their obligation to pay.

**Priority 1 : 3**

**Option 2 :**

Write-off the costs as a loss and refuse to work with the client again.

**Priority 2 : 4**

**Option 3 :**

Call the client, discuss an alternative payment plan to better suit their financial situation.

**Priority 3 : 2**

**Option 4 :**

Offer to invoice for products and services separately, making each invoice easier to pay.

**Priority 4 : 1**

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**Question : 200**

A client engagement team has booked the main meeting room, inviting a large potential client for an initial meeting. This prospective client represents one of the largest opportunities of the year, and winning their business is considered the top priority for the engagement team. However, due to a technical error with the room booking software, the room is now double booked. The managing director (MD) had previously booked the room, having arranged a meeting with a smaller existing client. Both the new and prospective client are on their way to their respective meetings, and every other meeting room has been booked. How will you respond to this situation?

**Option 1 :**

Inform the engagement team that the room has already been booked, and they must go elsewhere.

**Priority 1 : 4**

**Option 2 :**

Take no action and pretend that you were unaware of the double booking when the delegates arrive.

**Priority 2 : 3**

**Option 3 :**

Call the managing director, explain the situation and ask how they would like you to proceed

**Priority 3 : 2**

**Option 4 :**

Call both the engagement team and the MD, see if either suggest alternative meeting arrangements.

**Priority 4 : 1**

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**Question : 201**

Everyone in your department has received a new computer system except for you. What would you do?

**Option 1 :**

Assume this is a mistake and speak to your manager.

**Priority 1 : 1**

**Option 2 :**

Confront your manager regarding why you are being treated unfairly.

**Priority 2 : 2**

**Option 3 :**

Take a new computer from one of your colleagues.

**Priority 3 : 4**

**Option 4 :**

Complain to the Human Resources department.

**Priority 4 : 3**

**Option 5 :**

Quit

**Priority 5 : 5**

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**Question : 202**

The human resource (HR) department's internal admin team is currently understaffed, so you have been seconded by the HR team to support their internal administrative requirements. However, you have received almost no training in HR related policies, practices or procedures, and you are struggling to keep up with the HR

admin team. Although this position is temporary, it is likely you will need to remain in this role for at least a year. How you will respond to this situation?

**Option 1 :**

Intentionally deviate from HR procedures, ensuring you are transferred back to the admin team.

**Priority 1 : 3**

**Option 2 :**

Take no further action, if you make any mistakes then blame the HR team for providing insufficient training.

**Priority 2 : 4**

**Option 3 :**

Request additional HR training to bring you up to speed with the rest of the HR admin team.

**Priority 3 : 1**

**Option 4 :**

Request to be assigned an experienced HR professional as a mentor to guide you through HR related processes.

**Priority 4 : 2**

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**Question : 203**

You are aware that large amounts of company property have been going missing over the past couple of weeks. You have noticed one of your colleagues putting stationery and other equipment from the office into her bag on a number of occasions and suspect that she is responsible.

**Option 1 :**

Gather more evidence and catch her red-handed.

**Priority 1 : 4**

**Option 2 :**

Try to talk to your colleague and ask her about what you have noticed.

**Priority 2 : 1**

**Option 3 :**

Inform your manager that you suspect your colleague is stealing.

**Priority 3 : 2**

**Option 4 :**

Dont do anything. If guilty your colleague will be caught.

**Priority 4 : 5**

**Option 5 :**

Privately ask some of your colleagues if they have noticed anything suspicious recently.

**Priority 5 : 3**

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**Question : 204**

You provide administration support to a large team of engineers, particularly regarding pay and working hours. Engineers are required to fill out time-sheets, outlining working hours, billable hours and paid overtime. Last month, as a favour to a particular engineer who was experiencing personal problems, you filled out his weekly time-sheet on his behalf, saving him the effort. Now, the rest of the engineers are passing this responsibility on to you, which is not part of your job description and is interfering with your designated workload. How you will respond to this situation?

**Option 1 :**

Intentionally fill out the engineer's time-sheets incorrectly, ensuring they do not ask again.

**Priority 1 : 2**

**Option 2 :**

Take no action and continue filling out the engineer's time-sheets for them.

**Priority 2 : 4**

**Option 3 :**

Offer to continue filling out the time-sheets, but only if they secretly pay you for your time.

**Priority 3 : 3**

**Option 4 :**

Remind them of their responsibility to complete time-sheets, and refuse future requests.

**Priority 4 : 1**

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**Question : 205**

At the end of a busy day at work, you accidentally send an e-mail containing an attachment with some confidential client information to the wrong person.

**Option 1 :**

Decide to leave the office and deal with any problems tomorrow.

**Priority 1 : 4**

**Option 2 :**

Find your manager, explain what has happened to them and let them deal with any problems.

**Priority 2 : 2**

**Option 3 :**

Decide to overlook your error, send the e-mail to the correct person and leave things like that.

**Priority 3 : 3**

**Option 4 :**

Immediately send a follow up email to the "wrong" person, or if possible telephone them explaining your mistake. Then send the email to the correct person.

**Priority 4 : 1**

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**Question : 206**

You are a department manager and you have recently thought of a new procedure that you believe would improve the work process. Some of the employees in your department agree with the change and some do not. One of your employees openly criticises the idea to your director. What would you do?

**Option 1 :**

You decide not to respond to the critics in order to avoid unnecessary conflict.

**Priority 1 : 3**

**Option 2 :**

You reprimand the employee for going over your head to the director and work to promote your idea with even more enthusiasm.

**Priority 2 : 2**

**Option 3 :**

You meet the employee for a talk and explain that bypassing your authority is unacceptable.

**Priority 3 : 1**

**Option 4 :**

Employee(s) trust in their manager is important so you decide to implement only some of the changes to keep my employees satisfied.

**Priority 4 : 4**

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**Question : 207**

Your primary equipment supplier has complained of underpayments from your organisation, stating that invoices have been ignored or underpaid. Based on your internal accounting software, everything seems to be balanced, and you are fairly confident that all payments are up-to-date. Your supplier however, has recently adopted new accounting software, and you suspect this account imbalance is simply due to human error on their part, but you can't be completely sure. How will you respond to this situation?

**Option 1 :**

Ignore the supplier's request, allowing them to identify the source of the error internally.

**Priority 1 : 4**

**Option 2 :**

Request a full list of costs and cross-reference this with your accounting software.

**Priority 2 : 1**

**Option 3 :**

Send the supplier a full list of payments made, so they can cross-reference with their accounting software.

**Priority 3 : 3**

**Option 4 :**

Request a list of outstanding or underpaid invoices, closely investigate these payments.

**Priority 4 : 2**

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**Question : 208**

At a marketing meeting with your supervisor and the senior marketing manager you find yourself in the midst of a conflict between them. You know that the two do not get along professionally and that they are in constant disagreement. They are now arguing about strategies for a new campaign, and are asking you to pick a side. What would you do?

**Option 1 :**

You accept the idea of the senior marketing manager. Since she is more senior she has more influence on your status in the company and therefore it is politically wiser to support her.

**Priority 1 : 4**

**Option 2 :**

You accept the idea of your supervisor. Since he is directly above you, he has more influence on your daily routine in the company and therefore it is politically wiser to support him.

**Priority 2 : 3**

**Option 3 :**

You weigh up the advantages and disadvantages of each side and decide accordingly without getting involved in their personal conflict.

**Priority 3 : 1**

**Option 4 :**

You believe that getting involved in this dispute would be detrimental to you as both sides are superior to you. Therefore, you refuse to pick a side saying that both strategies are equally successful.

**Priority 4 : 2**

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**Question : 209**



You recently accepted an office manager role, and before your predecessor left he placed a large order of office supplies without notifying anyone. Although the company maintains a strict approved supplier list, the supplier was not from the list, and your predecessor did not have permission to make the purchase. Although there is still time to cancel the order, doing so incurs heavy cancellation costs of over 25% of the order's value. The office however, desperately needs new supplies, and approving orders of this kind is a lengthy process. How you will respond to this situation?

**Option 1 :**

Cancel the order but refuse to pay the cancelation cost to the supplier.

**Priority 1 : 3**

**Option 2 :**

Accept the order and secretly add the supplier to your approved supplier list.

**Priority 2 : 4**

**Option 3 :**

Reduce the order's size, covering the office until an approved order can be made.

**Priority 3 : 1**

**Option 4 :**

Begin the process to get the supplier approved, cancelling this if quality is unsatisfactory.

**Priority 4 : 2**

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**Question : 210**

After you have served two years as manager of the sales team, the director of your company appoints a new deputy manager. You both work together, and your impressions of her is negative - you find her arrogant and disloyal. The director has now considered sending her on a course that would create an opportunity for her relocation to a different position within the company. However, it would also speed up her promotion. What will you do?

**Option 1 :**

Since this course is likely to result in the relocation of the deputy manager, you approve her participation in the course.

**Priority 1 : 4**

**Option 2 :**

You contact your director immediately and ask that she be relocated to a different position, more suited to her capabilities.

**Priority 2 : 3**

**Option 3 :**

You veto her participation in the course and discuss it with her. You express your concerns and you try to work out your differences. You update your director.

**Priority 3 : 1**

**Option 4 :**

You approve her participation in the course since it was offered by the director. However, you voice your concerns to the director.

**Priority 4 : 2**

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**Question : 211**

You have been working as a salesperson for the past year and have consistently achieved great sales numbers. Due to personal reasons, you have recently been unfocused at work and as a result your work performance has declined. Additionally, due to changes in the market, the sales figures of your team have decreased as well. Your director does not seem to be taking the changes in the market into account and is blaming your poor performance on poor leadership on your part. What would you do?

**Option 1 :**

You explain your personal situation to the director and apologise for the decline in the performance of my team. You ask to take a few days off to recuperate.

**Priority 1 : 2**

**Option 2 :**

You make a decision to put aside your personal situation and consult other sales directors regarding their ways of coping with a volatile market. You devote yourself entirely to your work.

**Priority 2 : 1**

**Option 3 :**

You update the director on the changes in the market and explain that there is nothing that can be done at the moment to improve sales.

**Priority 3 : 3**

**Option 4 :**

You scold your team members for their poor performance and set new, more attainable sales targets in line with the changes in the market.

**Priority 4 : 4**

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**Question : 212**

As personal assistant to Sharon, the head of sales, you are required to arrange accommodation in preparation for meetings and other engagements. You recently booked a hotel room for Sharon, but the hotel manager has just informed you that the booking has been cancelled. The hotel building has recently suffered structural damage, and will be closed until further notice. There are no other hotels in the local area and Sharon is already on her way to the hotel. Sharon's presence is expected at this meeting, and her input will be highly regarded by the other delegates. How you will respond to this situation?

**Option 1 :**

Take no action, once Sharon reaches the hotel the hotel manager will be responsible instead.

**Priority 1 : 4**

**Option 2 :**

Cancel Sharon's meeting, then call Sharon and let her know the situation.

**Priority 2 : 3**

**Option 3 :**

Cancel Sharon's plane tickets, ensuring she doesn't waste time traveling to the hotel.

**Priority 3 : 2**

**Option 4 :**

Immediately call Sharon and inform her of the situation, work together to create an alternative plan.

**Priority 4 : 1**

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**Question : 213**

You have been working in the same place for the past three years and have managed to work your way up. Lately, you have been feeling that you have reached your potential in the company so you start pursuing options

for advancing your career in other companies. You are now in the midst of negotiations for a new position. Rumours that you are leaving have spread in your current work place. What would you do?

**Option 1 :**

Since the rumour is already out, you update all your acquaintances in the organisation that you are in the midst of negotiations for a new position. This may even encourage your directors to promote you within the company.

**Priority 1 : 2**

**Option 2 :**

Since it is only a rumour, you don't update anyone until you actually hand in your notice. Nothing has been decided yet.

**Priority 2 : 3**

**Option 3 :**

Since the rumour is already out and you will probably leave, you invest a little less in your work and a bit more in attaining the new position.

**Priority 3 : 4**

**Option 4 :**

Because the rumour is out you update your manager and only him about your intention of leaving. Since you are still an employee there, you keep working normally.

**Priority 4 : 1**

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**Question : 214**

The company you work for is experiencing financial difficulties. You have thought of a creative solution that will enable it to recruit more clients. However, the downside is that the company will have to let go a stable, loyal but not so profitable client (due to a conflict of interest). Two out of three marketing people agree with you while your manager does not because she believes this is too risky. What would you do?

**Option 1 :**

You trust your manager(s) judgement and withdraw your proposition. There is no point in going against her better judgement.

**Priority 1 : 2**

**Option 2 :**

You present a document to your manager systematically detailing the advantages of your proposition and its contribution to the company. If she keeps insisting, you will support her decision.

**Priority 2 : 1**

**Option 3 :**

You implement your proposition despite the manager(s) resistance. Since you have a lot of faith in this proposition, you decide to trust your judgement and go behind her back this once for the benefit of the company.

**Priority 3 : 4**

**Option 4 :**

You confront your manager on the issue and insist that she accept your proposal. You are positive that you are right. You have the marketing people to back you and will not give up until you convince your manager otherwise.

**Priority 4 : 3**

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**Question : 215**

You manage an extremely busy team of six people who operate as an office-based customer service department. The peak business period for the year is approaching and your department is undoubtedly beginning to feel the strain. Matters are reaching the breaking point, with staff morale dropping and errors increasing. Your staff are openly questioning what is expected of them and are confused about their department's overall objectives. However, the situation is not irretrievable if you act now: your major customers remain happy. Urgent action is required. What will be your response to the situation?

**Option 1 :**

Set up weekly meetings with your team to review progress and set up short-term objectives.

**Priority 1 : 1**

**Option 2 :**

Inform the team that there is too much careless work and announce the introduction of a formal record of errors. Stress the fact that individuals making repeated errors will be dealt with.

**Priority 2 : 3**

**Option 3 :**

Establish formal target setting and review arrangements for each member of the team.

**Priority 3 : 2**

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**Question : 216**

A co-worker is undermining you. Currently, he is at a less senior position than you in the company and has not been working there for long. However, he has greater qualification than you and is also considered a fast learner. You know from a third party that he is interested in taking over some of your responsibilities. What would you do?

**Option 1 :**

You wait to see how things develop; at the moment this information is merely hearsay.

**Priority 1 : 2**

**Option 2 :**

You call your co-worker in for a talk. You explain that cooperation is an essential feature of any workplace and tell him you believe both of you can learn from one another. If he refuses to understand you take more serious steps.

**Priority 2 : 1**

**Option 3 :**

You do not want to take any chances with such issues. You report the matter to your supervisor and advise him to consider replacing your co-worker.

**Priority 3 : 4**

**Option 4 :**

Since you do not want to make a big deal out of the issue, you ask a third party to intimate to your co-worker that his behaviour is unacceptable.

**Priority 4 : 3**

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**Question : 217**

You have just arrived to the office as an administrative worker at a large accounting firm. It is Monday, 8:30 am, and you have multiple tasks that need to get done before the day is done. Most of the staff in your office are very busy doing other things and will be unable to assist you. Your workday will be over at 2:00 PM. Which of the following task you will accomplish first?

**Option 1 :**

You receive a note indicating a personal talk with an HR specialist to discuss your work environment between 10:15AM-12:30PM.

**Priority 1 : 2**

**Option 2 :**

Your supervisor needs you to call a list of important clients and gather information regarding their service preferences. This needs to be done by tomorrow.

**Priority 2 : 3**

**Option 3 :**

You receive an Email indicating an impromptu administrative staff meeting starting in 15 minutes.

**Priority 3 : 1**

**Option 4 :**

There are 17 purchase orders to review for completeness. These orders need to be finished by the end of the week.

**Priority 4 : 4**

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**Question : 218**

You are a department manager. Two members of your staff are long overdue to participate in a professional training course. The training department manager has informed you that she has chosen employees from a different department instead. Relations with the training department are already problematic. What would you do?

**Option 1 :**

You do not accept the decision and send the training manager a furious email demanding that she re-open the course for your employees as their performance is hindered by the delay in their training. You make sure to cc the executive director.

**Priority 1 : 4**

**Option 2 :**

Since relations between you and the training manager are already strained, you decide to let the subject go this time and wait a few months until the next course opens.

**Priority 2 : 3**

**Option 3 :**

You contact the manager of the other department, whose workers were selected for training instead of your employees. You try to convince him to let one of your employees take the course instead of one of his.

**Priority 3 : 2**

**Option 4 :**

You talk to the training manager and try to understand the reasons for her decision. You explain the necessity of training for your department(s) performance and try to persuade her to let at least one of your employees attend the course.

**Priority 4 : 1**

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**Question : 219**

In the past month one of your employees has shown a major decline in sales performance. Although the decline has been ongoing for a couple of months, it has been particularly steep during the past two weeks. In addition, she has started coming in late and seems very frustrated with her work. Her behaviour is influencing the atmosphere in the office as she is popular employee and has been working for the company for the past two years. What would you do?

**Option 1 :**

You meet with the employee and explain that her negative behaviour is affecting not only her performance but that of the entire office. You express a sincere desire to help her during her rough patch on condition that she cooperate with you and improve her attitude.

**Priority 1 : 1**

**Option 2 :**

You feel that since she is a very popular employee it is crucial that she be replaced temporarily or else office performance will suffer. You assign her to back office tasks for the time being and promise her that once her performance improves, you will re-instate her in her former position.

**Priority 2 : 3**

**Option 3 :**

You call a staff meeting to talk about the negative atmosphere in the office. You single out the problematic employee and discuss her contribution to this atmosphere in the hope that her behaviour will improve.



**Priority 3 : 2**

**Option 4 :**

You decide to let it blow over. She has been a consistently good employee until recently and you feel you need to "cut her some slack". Part of your job is to be sensitive to your employee(s) needs when necessary.

**Priority 4 : 4**

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**Question : 220**

You are currently employed at King's Accounting as an administrative staff and you are now finishing a presentation you have been working on in the past week. The presentation is due tomorrow morning. A few days ago, you have created a schedule that would allow you to finish the task a few hours before the end of the day- as you wanted to leave on time to attend a family member's graduation ceremony, and received permission to leave early. However, Samantha, your supervisor sends you an email and asks that you create a report on a new data-set that was collected today by your team. She wants you to write the report urgently. Writing the report could take between one and two hours. How would you respond to this situation?

**Option 1 :**

Send an email to Samantha asking if something can be done to postpone one of the tasks or reassign it to someone else.

**Priority 1 : 2**

**Option 2 :**

Send an email to Samantha explaining that you still need to finish the presentation you have been working on, and will therefore send them the report tomorrow by noon.

**Priority 2 : 2**

**Option 3 :**

Speak to your peers to see if anyone else is available to produce the report so that you can finish the presentation. If you find a replacement – you can finish your presentation and leave.

**Priority 3 : 1**

**Option 4 :**

You should work extra hours until everything is finished.

**Priority 4 : 3**

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### Question : 221

You are assigned to work on a project along with another co-worker. He has been working in the department longer than you. Since he has no great ambitions or aspirations to develop professionally, he does not put much effort into your mutual project. What would you do?

#### Option 1 :

This is an inflexible situation as far as you are concerned, so you accept it and do your share of the work load to the best of your ability. The rest is up to your co-worker.

#### Priority 1 : 4

#### Option 2 :

You are concerned that the quality of the project will reflect badly on you and the company, so you put in extra hours to complete the project by yourself to the best of your abilities.

#### Priority 2 : 2

#### Option 3 :

You cannot accept this kind of attitude. You immediately contact your manager to discuss the situation. You request that your co-worker be replaced by another worker to complete the project.

#### Priority 3 : 3

#### Option 4 :

You reach out to the co-worker, explain your difficulty and try to negotiate a fair distribution of the work load between you. You take into account that you might have to put in extra hours to complete whatever tasks he neglects to do.

#### Priority 4 : 1

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### Question : 222

You are working for a bank. This week your supervisor is on vacation and you are replacing him. Your team is in charge of submitting a large report on major accounts in your branch. After filling your report you come across an error in the account numbers that could cause problems with future transactions. What will be your response?

#### Option 1 :

You should fix the report and report this to your supervisor by the end of the day, although correcting the mistake could take a few more hours.

#### Priority 1 : 1

**Option 2 :**

You should fix the report but without informing the supervisor- there is no need to trouble him for this mistake.

**Priority 2 : 2****Option 3 :**

You should continue with your tasks so that you can achieve more. Perhaps if a future mistake arises – you could do something to fix it.

**Priority 3 : 3**

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**Question : 223**

You work in a large audit firm as a consultant. There are five additional members in the team, all working under the supervision of a team manager and the department manager above him. John, a co-worker in your staff with whom you share an office, needs your advice regarding a report he is about to present at this week's team meeting. These meetings are led by your team manager but the department manager is almost always present, too. Although the part of the report that John shows you seems fine, you notice that the numerical analysis in another section of the report is missing important conclusions. You can tell that this section of the report does not adhere to the standards of your department's supervisors. John seems to be confident about that part of the report and you get the impression that he is not interested in your opinion about it. What would you do?

**Option 1 :**

If he is not interested in your opinion there is not much you can do about it, so you let it go and leave him to deal with the consequences of a poor presentation.

**Priority 1 : 3****Option 2 :**

If he does not want to listen to you, notify management about it. Talk to your manager and ask him to explain to John the importance of the necessary changes.

**Priority 2 : 2****Option 3 :**

You do your best to get him to listen. It may involve some discomfort but you try to explain the logic behind your criticism in the hope that he will understand.

**Priority 3 : 1**

**Option 4 :**

Its best to stay out of it. If John does not want to hear your thoughts, that is his right and there is always the possibility that you are mistaken.

**Priority 4 : 4**

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**Question : 224**

You and Travis from the sales department have been working on a presentation about a large and important client due by the end of the week. Your supervisor will present your work to the board of directors. Travis is responsible for gathering data related to the customer, while you are responsible for transforming his data into presentation slides. Accidentally, Travis has collected the data from a wrong document- which caused you to produce 30 inaccurate slides. Your manager is counting on the presentation to be ready on time for the weekend meeting. What is the most effective response?

**Option 1 :**

Explain to the supervisor that Travis has made an error gathering the data- which can cause a delay in the presentation. Ask Travis politely if he could amend the mistake- as it was mostly his doing.

**Priority 1 : 2****Option 2 :**

Tell the supervisor that you and Travis made an error while building the presentation from the data. Modify the inaccurate slides accordingly with the help of Travis.

**Priority 2 : 1****Option 3 :**

Don't tell the supervisor about the mistake. Hand him notes with some corrections to include while presenting the presentation.

**Priority 3 : 3****Option 4 :**

No need to bother the supervisor with this. You should talk to Travis about modifying the inaccurate slides as soon as possible.

**Priority 4 : 4**

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**Question : 225**

Sara was given a list of tasks to complete two days ago. After working fast and efficiently she has now finished her tasks. Sara's supervisor is working from a different location today. What is the most effective response that Sara can take?

**Option 1 :**

Sara could find a colleague that needs help with a task- this could be more interesting than just sitting around at the office.

**Priority 1 : 4**

**Option 2 :**

Sara could call her supervisor and ask him what she could do next- so that her work is more efficient.

**Priority 2 : 1**

**Option 3 :**

Sara could go study materials that are generally relevant for her work.

**Priority 3 : 3**

**Option 4 :**

Sara could ask another member of the office if there is anything she can do to help - as it's important to help a teammate.

**Priority 4 : 2**

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**Question : 226**

You are an employee who has successfully worked in large corporate firms. The new company where you joined is a small, closely-knit organization with many young employees; most do not have as much work experience as you. They have an informal dress code which you not used to in your previous office, how will you react?

**Option 1 :**

you will perceive the dress code in the same way as the other employees.

**Priority 1 : 1**

**Option 2 :**

may have a different perception of the dress code because of differences in the target.

**Priority 2 : 2**

**Option 3 :**

may have a different perception of the dress code because of differing past experiences.

**Priority 3 : 3**

**Option 4 :**

will ignore the new dress code.

**Priority 4 : 4**

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**Question : 227**

You are serving a customer who is looking to buy a new television set. As you show him the products you have to offer, he shows interest in one of the more expensive options and says that he plans to take advantage of the fact that it is on sale at the moment. After a while, when you think he is almost ready to make a purchase, he thanks you and announces that he wants to take some time to make his decision and that he will return to the store later in the week. However, the sale he wants to take advantage of ends tomorrow. How would you respond?

**Option 1 :**

Give the customer your card and ask him to call if he has any questions; remind him that the sale ends tomorrow.

**Priority 1 : 4**

**Option 2 :**

Encourage the customer to take his time in making a decision and don't mention the end of the sale, as you don't want him to feel pressured.

**Priority 2 : 3**

**Option 3 :**

Remind the customer that the sale is about to end and let him know that he should make up his mind quickly. You don't want to lose this sale when the customer returns and finds out that the price has gone back up.

**Priority 3 : 2**

**Option 4 :**

Tell the customer that the sale ends tomorrow but that you are willing to make an exception for him. This way you will make the customer feel cared for and develop rapport, and he is likely to return and complete the purchase.

**Priority 4 : 1**

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**Question : 228**

You may discover that the other younger employees believe the older employee(Like you) to be rigid and intolerant of various behaviours and values. Hence, they are not very comfortable with coming, upto you. What will be your reaction?

**Option 1 :**

You will react the same way as they do with you

**Priority 1 : 3**

**Option 2 :**

Try to communicate with them and be friendly

**Priority 2 : 1**

**Option 3 :**

Ignore the situation

**Priority 3 : 4**

**Option 4 :**

Try to talk to your head and understand the perspective of the office

**Priority 4 : 2**

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**Question : 229**

Suppose you are in the sales team and the sales manager is unhappy with the performance the whole sales team and attributes this to laziness on their part. Closer scrutiny of the real situation, however, shows that the sales manager has made a "fundamental attribution error." This means that she has

**Option 1 :**

only attended to superficial indicators.

**Priority 1 : 4**

**Option 2 :**

inadequately explored the job satisfaction of the sales people.

**Priority 2 : 3**

**Option 3 :**

merely stereotyped employees.

**Priority 3 : 5**

**Option 4 :**

underestimated the effects of external factors relative to internal factors.

**Priority 4 : 1**

**Option 5 :**

ignored her responsibility in the entire process of not holding workers accountable.

**Priority 5 : 2**

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**Question : 230**

A customer calls the customer service line. He says that since he had to wait so long, he is now in a hurry and doesn't have much time to speak. Which of the following is the most important response from the representative?

**Option 1 :**

Apologizing for the long wait.

**Priority 1 : 2**

**Option 2 :**

Suggesting a better time for the customer to call when the line is less busy, so that he can talk without pressure of time.

**Priority 2 : 4**

**Option 3 :**



Proceeding at the usual pace in order to thoroughly solve the customer's problem.

**Priority 3 : 3**

**Option 4 :**

Adjusting his conduct to the customer's need by showing desire to complete the task quickly and effectively.

**Priority 4 : 1**

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**Question : 231**

Work on your team is difficult because of the other two individuals. The work has been divided among the three of you, but each time your team meets Janet and Jim disagree about the progress that the team has made on the project. Janet is convinced that Jim's lack of progress is because he is inherently lazy and not because some information is still not available to him because Janet has not completed some of her work according to the schedule she agreed to. The truth seems to be that Janet is not doing her part of the work. You have to meet the deadline irrespectively, what will you do?

**Option 1 :**

Try to communicate with janet and jim, get them to work with you

**Priority 1 : 1**

**Option 2 :**

Ignore the work and leave it on jim and janet

**Priority 2 : 4**

**Option 3 :**

Tell the manager about the situation

**Priority 3 : 3**

**Option 4 :**

Work hard and complete the task alone

**Priority 4 : 2**

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**Question : 232**

You work as an office receptionist, providing information about a specific department in your company. You receive a call from Mrs. Jones, who asks you questions about a different department. You do have some unofficial knowledge about the subjects she is asking about, but her questions are not within your scope of expertise. What would be the best response?

**Option 1 :**

Apologize and explain that it is not within your authority to provide the information she needs as it regards a different department.

**Priority 1 : 1**

**Option 2 :**

Explain that you don't have this information, and provide her with the contact information of someone in the department she is inquiring about.

**Priority 2 : 3**

**Option 3 :**

Tell her what you think the answers are likely to be, but warn her that the information is not official and she should verify it.

**Priority 3 : 4**

**Option 4 :**

Apologize and say that you don't have information on that department.

**Priority 4 : 2**

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**Question : 233**

Work on your team is difficult because of the other two individuals. The work has been divided among the three of you, but each time your team meets Janet and Jim disagree about the progress that the team has made on the project. Janet is convinced that Jim's lack of progress is because he is inherently lazy and not because some information is still not available to him because Janet has not completed some of her work according to the schedule she agreed to. The truth seems to be that Janet is not doing her part of the work. You have decided after consultation with your manager that the problem between Janet and Jim must be solved; somehow Janet must be made aware of the impact of her work not being completed within the required timeline. In order to resolve the situation and maintain as much objectivity as possible, you want to create a response that:

**Option 1 :**

Avoids Delay in work

**Priority 1 : 2**

**Option 2 :**

Creates a situation where you can relax

**Priority 2 : 4**

**Option 3 :**

can end into a joint meeting with the manager to resolve the situation

**Priority 3 : 1**

**Option 4 :**

will ignore the purpose of the work

**Priority 4 : 3**

---

**Question : 234**

Your manager is not well, and your team has been given a task which has to be completed the same day, in the absence of the manager, team mates are working but have lost their direction. What will you do?

**Option 1 :**

Take the initiative and lead the team

**Priority 1 : 1**

**Option 2 :**

Talk to the manager, arrange a video call

**Priority 2 : 2**

**Option 3 :**

Ask the other senior manager to help out the team

**Priority 3 : 4**

**Option 4 :**

Talk to the most senior guy in the team to lead.

**Priority 4 : 3**

---

**Question : 235**

A customer approaches you and says: “The service here is just horrible!” What would you say to her?

**Option 1 :**

“I am really sorry you feel that way. Would you like me to get the manager so that you can talk to him?”

**Priority 1 : 4**

**Option 2 :**

“I understand your frustration; this is an unexpectedly busy hour. We are doing our best.”

**Priority 2 : 3**

**Option 3 :**

“I am sorry to hear that. What is it about the service that disappointed you today?”

**Priority 3 : 1**

**Option 4 :**

“I am sorry to hear that you had a bad experience today. I hope your next visit will be more pleasant.”

**Priority 4 : 2**

---

**Question : 236**

Today, your work got over but a colleague in your office is stuck in a task given by the manager of which you have some idea of, but at the same time it is one of your colleague's farewell, you will?

**Option 1 :**

Help out the colleague in your team and not go for the farewell party

**Priority 1 : 2**

**Option 2 :**

You will tell the colleague in your team the way out and then attend the farewell party

**Priority 2 : 1**

**Option 3 :**

You will ignore the colleague in your team and go to farewell party

**Priority 3 : 4**

**Option 4 :**

You will ask another team member to help out so that the work is over soon

**Priority 4 : 3**

---

**Question : 237**

A customer is asking for a product which he saw on the store's website. However, it is currently out of stock. The customer is disappointed and upset. Choose the best response for handling the situation.

**Option 1 :**

Apologize and explain that since the product is out of stock there is nothing you can do.

**Priority 1 : 4**

**Option 2 :**

Tell him that the product is out of stock and give him a catalog of your other products.

**Priority 2 : 2**

**Option 3 :**

Show him a similar product that you think would suit his needs and offer a refund if he is not satisfied.

**Priority 3 : 1**

**Option 4 :**

Suggest that he checks the availability of this product in another branch.

**Priority 4 : 3**

---

**Question : 238**

Your manager is a little strigent and does not like involvement of employees but he is stuck in one task, and not able to make a decision on the same that you have some idea of, what will you do?

**Option 1 :**

Ignore the idea in your mind and not say anything

**Priority 1 : 3**

**Option 2 :**

Voice your idea

**Priority 2 : 1**

**Option 3 :**

Tell your team member the idea who can communicate

**Priority 3 : 2**

---

**Question : 239**

There is a major project that your team got. Only few days are left to close it but your two team members are unwell and you team has to make the delivery of the project, what will you do?

**Option 1 :**

Ask your manager to take actions

**Priority 1 : 2**

**Option 2 :**

Work extra hours to complete the project

**Priority 2 : 3**

**Option 3 :**

Ask the member of other team to help out

**Priority 3 : 1**

**Option 4 :**

Ignore the situation and work on only your bit

**Priority 4 : 4**

---

**Question : 240**

A customer is asking you for information about a new product. Since you were on sick leave for the last few days, you haven't had a chance to catch up on all the information on the product. How you will respond to this situation?

**Option 1 :**

Try to get information from the booklet that is provided with the product

**Priority 1 : 1**

**Option 2 :**

Ask a colleague to help

**Priority 2 : 2**

**Option 3 :**

Apologise and ask the customer to check with someone else

**Priority 3 : 3**

**Option 4 :**

Explain the situation to the customer and apologise that you can't be of help

**Priority 4 : 4**

**Option 5 :**

Ask the manager to help the customer

**Priority 5 : 5**

---

**Question : 241**

Your manager is assigning your team a new innovative project which he believes could increase revenue tremendously. He is very excited about it and seems to expect that you would feel the same, leading the team that would work on the project. However, when he describes the project's details, you begin to have doubts – the costs seem high and you are not sure that customers would show as much interest in the product as your manager expects them to go along with the project. Your manager has more information than you do and

probably thought everything through. There's no reason to drop a project he believes in so much before it even began.

**Option 1 :**

Show appreciation for his choice to assign the project to your team, but mention that you have some additional thoughts on the matter and speak your concerns.

**Priority 1 : 1**

**Option 2 :**

Say you're worried that not everything would work out as expected, and point out the troubling elements.

**Priority 2 : 2**

**Option 3 :**

Take the project and thank your manager. Later, make adjustments to his plan that you think may help.

**Priority 3 : 3**

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**Question : 242**

You are being promoted to replace your supervisor and supervise the team in which you work. The team includes 10 people who you appreciate – they are hard-working, ambitious and collaborative. Your personal relationships with them are close and you believe you can lead and motivate them. The thing that you feel concerned about, however, is the tight deadlines your team has to meet on a regular basis. Which of the following would be the most helpful in meeting the team deadlines?

**Option 1 :**

Delegating tasks.

**Priority 1 : 4**

**Option 2 :**

Using your good relationship with your workers to motivate them.

**Priority 2 : 3**



**Option 3 :**

Scheduling work assignments and staying informed on progress regularly.

**Priority 3 : 2**

**Option 4 :**

Knowing your employees' strengths and competencies.

**Priority 4 : 1**

**Option 5 :**

Sending regular reminders about deadlines to your team members

**Priority 5 : 5**

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**Question : 243**

Mike is a new employee you have hired just this week. He is still in his training period, and today you asked him to study some material. One hour before the end of the day, Mike steps into your office and says that he has finished reading the material and has even completed the practice. He is asking you if it's ok if he leaves now, as he is going to a wedding this evening and doesn't want to be late. There isn't anything particular that you need him to do today, but work hours are important to you. What will be your response to the situation?

**Option 1 :**

Refuse this time and explain that if he has special requests, he should ask in advance.

**Priority 1 : 4**

**Option 2 :**

Agree that he leaves since he has finished his tasks and has a reasonable reason.

**Priority 2 : 2**

**Option 3 :**

Agree that he leaves, but on the next day talk to him about working hours.

**Priority 3 : 3**

**Option 4 :**

Allow him to leave 15 minutes before the end of the day. You want to help but you also want him to get used to regular work hours.

**Priority 4 : 1**

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**Question : 244**

Nellie is your most competent employee. She has the lowest errors rate, she always precedes her deadlines and she is very knowledgeable. She is well aware of her value to the unit and is not ashamed to use it in arguments with other employees, even when it's irrelevant. Other employees say that she thinks she "knows it all" and avoid any interaction with her, professionally or not. What should you do?

**Option 1 :**

Move Nellie to a separate office to reduce interaction with other people.

**Priority 1 : 3**

**Option 2 :**

Tell Nellie that you appreciate her professional contribution, but you need her to be more cooperative with the team.

**Priority 2 : 1**

**Option 3 :**

Don't get involved. As long as Nellie doesn't mind being left out, her social status is none of your business.

**Priority 3 : 3**

**Option 4 :**

Encourage the team not to take her comments personally.

**Priority 4 : 2**

**Option 5 :**

Talk to Nellie and ask her why she behaves this way. Tell her that if she doesn't make an effort to get along with the team, you'll have to transfer her to a more individual position.

**Priority 5 : 4**

---

**Question : 245**

Your unit is working in full power on a product, which should reach production soon. You are near your deadline already and are well behind schedule. Your unit is arranged into smaller work teams, and you meet regularly with each team to review their progress and help tackle problems. In one of your meetings you discover that one of your teams forgot to document their work, despite it being part of their task's requirements. Asking them to document now will inevitably cause further delay. Which course of action would be the worst at the moment?

**Option 1 :**

Tell the team to complete the documentation regardless of the inevitable long overtime hours they will need to undertake in order to do the forgotten task.

**Priority 1 : 3**

**Option 2 :**

Ask other supervisors to support your unit by transferring personnel to this team.

**Priority 2 : 4**

**Option 3 :**

Tell the team to ignore the documentation and continue to work as they did so far.

**Priority 3 : 2**

**Option 4 :**

Bring someone from another team in your unit to help this team complete documentation.

**Priority 4 : 1**

---

**Question : 246**

Your team is assigned to work on a big project. Your manager meets with you and you go over the details together, and establish specific tasks that need to be done. He informs you that succeeding in this project is not only expected to increase the company's revenue in the next few months, but it can also build the reputation of the company and bring in more customers. How would you approach this mission?

**Option 1 :**

Since this project is so important, I will take an active part in it by assigning the more crucial tasks to myself. I will use the assistance of my most experienced team members for other assignments.

**Priority 1 : 4**

**Option 2 :**

This is an important project, and I want the team to feel involved and take responsibility. I would gather the team and introduce the project and required tasks, then let everyone choose what they want to work on.

**Priority 2 : 2**

**Option 3 :**

This could be a good chance to practice team work. I would gather the team and ask for their ideas on the project. Then, I would assign tasks for each team member based on their skills, and schedule weekly team meetings in which everyone will share their progress and we can exchange ideas.

**Priority 3 : 1**

**Option 4 :**

This is an important task and we should start working on as soon as possible. I would send an email to the staff, introducing the project and delegating tasks to each one. I would emphasize the importance of this mission and ask them to stay focused on it, putting it as a high priority. I would also encourage them to contact me if they have any difficulty.

**Priority 4 : 3**

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**Question : 247**

You are a senior manager in the company and there have been issues lately regarding financials and due to which lot of employees are leaving your company. You are invited for a conference wherein the CEO was also present. You will?

**Option 1 :**

raise your concern and share it in the conference so that this issue is resolved.

**Priority 1 : 2**

**Option 2 :**

do not discuss about this in the conference and decide to quit as other employees

**Priority 2 : 3**

**Option 3 :**

to talk to your vice president first and discuss this issue before raising it in the conference.

**Priority 3 : 1**

**Option 4 :**

Ignore this situation.

**Priority 4 : 4**

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**Question : 248**

You have recently joined the company as a fresher in the sales department. According to the current scenario sales department is facing lot of troubles and hence, you are not able to gain incentives as you were told you could at the time of joining. What would you do?

**Option 1 :**

Quit the job and opt for another job which gives you higher incentives

**Priority 1 : 4**

**Option 2 :**

Stay in the company as its your first job and try to work harder

**Priority 2 : 1**

**Option 3 :**

Try to help out your department by giving your inputs

**Priority 3 : 2**

**Option 4 :**

Talk to your manager about this issue

**Priority 4 : 3**

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**Question : 249**

Your friend who is also your co-worker is going through a stressful period in his work. You as a friend helped him out wherein your own work suffered due to which your manager was really unhappy and which also affected your appraisal. In this situation, you would?

**Option 1 :**

talk to your manager and tell him about this situation

**Priority 1 : 1**

**Option 2 :**

quit as you have worked hard in this company and due to one situation you have not got the appraisal

**Priority 2 : 3**

**Option 3 :**

talk to your co-worker and tell him to take onus of this situation

**Priority 3 : 2**

---

**Question : 250**

You are in XYZ Company in Delhi working for past 2 years, and you are one of their star and dependable employee. You are working on one of the most important project's of the company, meanwhile your family is shifting to Pune, and you had applied sometime ago in a company in Pune, who is ready to hire you at a higher position. What will you do?

**Option 1 :**

You will take up the job in Pune

**Priority 1 : 4**

**Option 2 :**

You will talk to your manager, and try to figure out if you can be relocated to their office in Pune

**Priority 2 : 2**

**Option 3 :**

You will give a notice time to the company for your replacement.

**Priority 3 : 3**

**Option 4 :**

You will continue working in the company until the project is fully completed, deliver it and then talk to your manager for your replacement.

**Priority 4 : 1**

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**Question : 251**

A senior manager in your company is busy conducting a workshop with foreign clients so he tells you to hold your work for a while and work towards conducting the workshop. You will?

**Option 1 :**

Help the manager to conduct the workshop

**Priority 1 : 2**

**Option 2 :**

Refuse the manager as you have work pressure

**Priority 2 : 3**

**Option 3 :**

Tell your current manager the situation and then take action.

**Priority 3 : 1**

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**Question : 252**

The company you are currently in, is giving you an appraisal by giving you a post of Senior Manager but the salary hike is not of a Senior Manager level, wherein there is this other company where you gave an interview where you are getting 30% greater hike but the post of a manager. You will?

**Option 1 :**

You stay in your current company and work as a Senior manager

**Priority 1 : 1**

**Option 2 :**

You join the new company as a manager

**Priority 2 : 3**

**Option 3 :**

You will talk to your head and discuss this opportunity.

**Priority 3 : 2**

---

**Question : 253**

You are working in a company in a project which is giving you a great exposure but the salary is low. Meanwhile the other department manager wants you to join their team wherein the salary is good but the project is not of your domain. What will you do?

**Option 1 :**

You will leave your current project and opt for the position in the other department

**Priority 1 : 3**

**Option 2 :**

You will continue working in the same project

**Priority 2 : 1**

**Option 3 :**

You will talk to your manager if they can help in giving you a hike

**Priority 3 : 2**

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