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| QN=1 | The most important part of an application letter is the |
| a. | action-promoting close |
| b. | attention-getting opening |
| c. | logical explanation |
| d. | summary of qualifications |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=2 | How should you best respond to interview questions? |
| a. | Be enthusiastic, honest, sincere, and state your accomplishments in a specific and positive manner. |
| b. | Embellish your achievements and accomplishments to make sure the employer remembers them. |
| c. | Say that your achievements and accomplishments are detailed on your resume. |
| d. | Use caution when describing what you have accomplished so you will not appear to be bragging on yourself. |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=3 | Which of the following interview questions is a behavioral question? |
| a. | Where do you want to be in the next five years? |
| b. | What type of work environment, structured or unstructured, is your most productive work setting? |
| c. | You are younger than most people you will supervise. Do you think that is a problem? |
| d. | Tell an experience of a time when you faced a major problem in group projects and how have you dealt with it? |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=4 | When developing an application letter, which of the following should not be added in the opening of the letter? |
| a. | The name of your referee who introduced this job to you |
| b. | Your knowledge about the position or the company |
| c. | Reasons why you find this position interesting |
| d. | Your most significant accomplishments |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=5 | Which questions below that a job applicant should prepare to ask during an interview? |
| a. | Please describe the normal routine of this position in a typical day? |
| b. | How can I gain promotion? |
| c. | When do you expect to make a hiring decision as it is said in the recruitment advertisement that this position is in urgent need? |
| d. | How much is the salary? |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=6 | “I am the first person in my family to complete a Bachelor degree; and now that I have finished my education, I want to give something back to my family by getting a good job with a company like yours. I worked part time while attending school, so I have work experience at food stores. I am a hard worker; I grew up on the farm and could drive any kind of machinery.”  This part of an application letter to software developer position is not effective because\_\_\_\_\_\_\_ |
| a. | It uses impersonal salutation. |
| b. | It does not relate to the company needs. |
| c. | It conveys negative tones. |
| d. | It provides the family background of the applicant. |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=7 | In a job interview, which of the following answers is most appropriate to answer the question “Are you planning a family in the near future?” |
| a. | I suppose everyone has a family plan in their own way. What will be will be! |
| b. | May I not answer this over personal question? |
| c. | As an active person in the young generation, I am quite open to this issue, I am working hard to support my parents first, and then I gaining a high social status for my future children. |
| d. | Currently I am focused on my career. Although having a family is always a possibility, it is not a priority at the moment. |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=8 | Examples of communication challenges in a global environment are |
| a. | Not understanding cultural differences |
| b. | Differences in time |
| c. | Words that have different meanings and connotations and different language |
| d. | Differences in calling each other by first name or family name |
| ANSWER: | C |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=9 | Which of the following is NOT a requirement of a valid contract? |
| a. | Written on a contract form |
| b. | Competency of parties |
| c. | Offer and acceptance |
| d. | Legal subject matter |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=10 | When being asked “please tell us your strengths?” in a job interview, what should you focus on in your answer? |
| a. | Tell about your academic awards, your successful school projects. |
| b. | Tell about your two key personal qualifications. |
| c. | Tell your work-related accomplishments, mention how your previous supervisor or manager have pleased with your work performance. |
| d. | Tell about your skills and knowledge and explain how they satisfy the job requirements. |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=11 | Which of the following is NOT the reason for leaders to enable a broader social-connectedness between employees in the workplace? |
| a. | Psychological wellbeing is at risk, as is cognitive performance, if people can't socialise at work |
| b. | People with broad organisational knowledge that people like collaborating with seem to add the most value |
| c. | The act of socialising with other people on a regular basis is increasingly being seen as necessary for maintaining and increasing the information highways within the brain. It helps people think better. |
| d. | People with friends at work tend to be happier and more productive |
| ANSWER: | D |
| MARK: | 1 |
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| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=12 | When doing business in a diverse global environment, you will want to adopt an open, respectful attitude toward cultural differences of others by doing all of the following except\_\_\_\_\_ |
| a. | accept other people’s needs for indirectness in communicating as in Asia. |
| b. | open to understanding and be respectful of the different ways people of other cultures think and feel. |
| c. | sense that your own culture represents one way—and not the only way—to believe and to do things. |
| d. | rush to an early judgment about the way a business deal is going. |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=13 | In order to make good impression, positive words convey optimism and confidence are |
| a. | regret, sorry, terror |
| b. | trouble, unable, happy |
| c. | wrong, obnoxious, yes |
| d. | willing, thank, appreciate |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=14 | Nonverbal behavior that reflects positive attitude is \_\_\_\_\_ |
| a. | moving your knees and your feet toward to door |
| b. | looking at your watch |
| c. | playing with your jewelry |
| d. | leaning your body toward the person with whom you are conversing |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=15 | When you conduct a job campaign to obtain employment. After analyzing your qualifications and job preferences, you will \_\_\_\_\_ |
| a. | start an interview for a job |
| b. | obtain information about employment opportunities |
| c. | email cover letter to potential companies |
| d. | go to gym to prepare good health and appearance for the job interview |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=16 | When analyzing your qualifications and job preferences, you will look into your most positive attributes including |
| a. | your achievements, background, soft skills, professional referees |
| b. | your strengths, weaknesses, interests, skills |
| c. | your accomplishments, education, experience, and personal traits |
| d. | your awards, education, qualifications, hobbies |
| ANSWER: | C |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=17 | When analyzing job preferences, which of the following questions is not necessary to consider? |
| a. | Do you like working indoors, outside an office environment, or in varied work environments? |
| b. | Do you want to work in a large company with a structured work environment, or do you prefer a small or less-structured company? |
| c. | Do you want to work alone, working with other people or being in charge? |
| d. | Do you want to work in a comfortable and open environment with people who share the same hobbies and personal life with you? |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=18 | The resume opening should include a |
| a. | heading, job or career objective, and a summary of your qualifications. |
| b. | section with information for contacting your references. |
| c. | summary of education. |
| d. | list of special skills, honors, and activities. |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=19 | The primary purpose of networking contacts is to |
| a. | ask for their help in finding a job. |
| b. | ask them to serve as a reference for your resume. |
| c. | leave a resume with them. |
| d. | seek their guidance and advice. |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=20 | For new college graduates with limited experience, the preferred number of pages for a resume is |
| a. | one. |
| b. | two. |
| c. | three. |
| d. | four. |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=21 | Which of the following interview questions is a behavioral question? |
| a. | Do you like to work alone or with other people? |
| b. | Give me an example of a situation in which you were successful (or unsuccessful) in motivating someone. |
| c. | What does teamwork mean to you? |
| d. | What is your greatest weakness? |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=22 | An interview question that asks about one of your weaknesses would be answered best by |
| a. | admitting the weakness. |
| b. | asking if it is necessary to talk about weaknesses. |
| c. | naming a weakness and turning it into a strength. |
| d. | saying that you do not have any weaknesses. |
| ANSWER: | C |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=23 | Which sentence below is unbiased? |
| a. | Our white boss is going to deliver a speech. |
| b. | Mrs. Nancy is going to deliver a speech. |
| c. | The Jewish lady is going to deliver a speech. |
| d. | Mr. Nando, our city senior, is going to deliver a speech. |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=24 | Which of the following is the best content for an answer to the interview question, “What do you consider your strengths?” |
| a. | Cite your academic record and achievements |
| b. | List 3 specific abilities that you have and explain how they have served you in the past |
| c. | Refer to your work-related accomplishments |
| d. | Relate your skills and knowledge to the job requirements |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=25 | What is career development? |
| a. | It’s a lifelong process in which we become aware of, interested in, knowledgeable about, and skilled in a career. |
| b. | It’s a key part of human development as our identity forms and our life unfolds. |
| c. | It’s a development process that varies from person to person on the life journey to discover themselves. |
| d. | All are correct |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=26 | What are the four cyclical steps of the career roadmap identifies? |
| a. | Know yourself, Explore and choose options, Gain knowledge and experience, Put it all together: the job search process |
| b. | Know yourself, Increase income, Gain more business relationship, Put it all together: the job search process |
| c. | Know the job market, Know leadership, Explore and choose options, Improve living standard of self and family |
| d. | Know employees’ requirement, Explore your passion, Gain money, Gain social relationship |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=27 | Which of the following is incorrect about resume? |
| a. | A résumé is a “selfie” for business purposes. |
| b. | It is a written picture of who you are—it’s a marketing tool, and a promotion of you as an ideal candidate for any job you may be interested in |
| c. | The word *résumé* comes from the French word *résumé*, which means “a summary.” |
| d. | Resume is to show to your family what you do for a living. |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=28 | Which of the following is optional in a resume? |
| a. | Work experience |
| b. | Education background |
| c. | Job-related skills |
| d. | Hobbies/interests |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=29 | What should you put in the Education part in a resume? |
| a. | academic degrees, professional development, certificates, internships |
| b. | most recent jobs you have experience; include the title of the position, employer’s name, location, employment dates |
| c. | 5–10 skills you have gained in your field |
| d. | Personal contact |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=30 | What should you put in the Work experience part in a resume? |
| a. | Academic degrees, professional development, certificates, internships |
| b. | Most recent jobs you have experience; include the title of the position, employer’s name, location, employment dates |
| c. | 5–10 skills you have gained in your field |
| d. | Personal contact |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=31 | What should be written in the Personal Information part in a resume? |
| a. | Email and phone number |
| b. | Health issue |
| c. | Religious belief |
| d. | Gender, height, weight |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=32 | What can a student put in his or her cover letter? |
| a. | GPA |
| b. | Soft skills |
| c. | Volunteer works |
| d. | All are correct |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=33 | Which of the following advice is NOT suitable for a job interview? |
| a. | Review job description |
| b. | Be confident |
| c. | Come prepared |
| d. | Dress casually |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=34 | Which of the following advice is NOT suitable for a job interview? |
| a. | Research the company |
| b. | Research other companies in the same industry |
| c. | Practice answer questions about the job |
| d. | Practice answer questions about personal life |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=35 | What should you do right after a job interview? |
| a. | Do nothing |
| b. | Wait patiently for the HR department to call you |
| c. | Send an email to HR department asking about the result of the interview |
| d. | Send thank you email to the interviewer |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=36 | Below are questions that a job applicant should prepare to ask during an interview EXCEPT |
| a. | What are the major responsibilities of the job? |
| b. | Please describe the normal routine of this position? |
| c. | How is job performance evaluated and how often? |
| d. | How much can the company pay me? |
| ANSWER: | D |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=37 | Who do potential employers consider references from as the best type of references? |
| a. | Your friends |
| b. | Your lecturers or your previous manager |
| c. | Your family |
| d. | Your best friends |
| ANSWER: | B |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=38 | Choose the best answer for the interview question “How old are you?” |
| a. | Old enough to have the knowledge to do the job well but not too old to be excited about continuing to improve and do it better. |
| b. | 22 years old. |
| c. | Old enough to take this job. |
| d. | My age is written in my resume. I am a very young, active, energetic person. |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=39 | An interviewer may intentionally challenge you by asking difficult questions to ……….. |
| a. | see how you handle different situations. |
| b. | see you panic. |
| c. | show you the working environment can be stressful. |
| d. | avoid being friendly. |
| ANSWER: | A |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |

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| QN=40 | What is good advice to communicate effectively in a job interview? |
| a. | Using jargon |
| b. | Rambling |
| c. | Keep eye contact |
| d. | Over friendly |
| ANSWER: | C |
| MARK: | 1 |
| UNIT: | 7 |
| LO: | 11 |
| MIX CHOICES: | Yes |