

# Principles of Health Science

NTI Day 11

Name:

Healthcare  
Employment

Mrs. Gilbert  
Days 11-20 front & back

Instructions: Bold the correct answer to each question and submit

1. Employers typically prefer employees who:
  - A. Communicate well
  - B. Show up late
  - C. Participate in office gossip
  - D. All of the above
2. The process of career planning does NOT involve:
  - A. Evaluating personal interests
  - B. Researching a particular career path
  - C. Evaluating career goals
  - D. Accepting an organization's job offer
3. Interest inventory (career aptitude) tests identify:
  - A. Possible career areas related to one's interests.
  - B. Positions available with individual firms.
  - C. The number of questions answered incorrectly.
  - D. The career path one has to follow for happiness.
4. Which of the following is acceptable for an employee to email to an employer?
  - A. Funny forwards from friends
  - B. Religious or chain emails
  - C. Anything unpleasant or controversial in nature
  - D. Work related messages of two paragraphs or less
5. Which of the two following traits are keystones for establishing strong, long term employee/employer relationships?
  - A. Respect and communication
  - B. Honesty and humor
  - C. Discernment and good social skills
  - D. Outgoing personality and works quickly
6. Individuals with more educational training have:
  - A. Higher estimated lifetime earnings.
  - B. Lower personal satisfaction.
  - C. Greater amounts of leisure time.
  - D. More comfortable work environments.
7. Traits of successful workers include:
  - A. Self-knowledge, tardiness, and competitiveness.
  - B. Flexibility, interpersonal skills, and laziness.
  - C. Leadership, self-confidence, and intelligence.
  - D. All of the above

DAY-12

8. Places to perform job searches include:
- A. Want ads
  - B. In person visits
  - C. Employment agencies
  - D. All of the above
9. Factors to consider when evaluating a job offer include:
- A. Salary.
  - B. Location
  - C. Benefits.
  - D. All of the above.
10. Which of the following is NOT an example of a diverse workplace?
- A. Women and men
  - B. Same age groups
  - C. Various ethical backgrounds
  - D. All of the above
11. An enthusiastic and confident employee would:
- A. Excel at selling business services to customers
  - B. Perform minimum tasks required
  - C. Extend help to the wealthiest customers
  - D. Defer problem customers to supervisor
12. As an effective team player, you will
- A. Keep your appointment at the gym when your duties on the job are not finished
  - B. Tell your supervisor that an error in your department was made by a co-worker
  - C. Procrastinate until a co-worker performs your job
  - D. None of the above
13. Your place of employment has a very conservative business attire dress code. Ellen, a new teller, doesn't agree with the dress code and hasn't been dressing accordingly. What should her supervisor do?
- a. Document her insubordination
  - b. Document her insubordination, and discuss the situation with her
  - c. Document her insubordination, discuss the situation with her, and refer her to the employee handbook to review the appropriate conservative attire
  - d. None of the above
14. All new employees at Bank USA begin as tellers with the opportunity for advancement within the bank. Frank, a new teller, enjoys the bookkeeping aspect of his job but does not enjoy working with customers. Frank's goal is to become an accountant at Bank USA so he won't have to wait on customers. What should Frank do?
- A. Quit his job immediately and look elsewhere for a new job in accounting
  - B. Give his two-week notice to Bank USA and begin to look for a new job in accounting
  - C. Talk with his supervisor, and continue to work as a teller with the plan of becoming an accountant for the bank
  - D. Discuss the situation with a co-worker while looking for a new job in accounting

Day-13

15. Why is proper etiquette very important when greeting customers?
  - A. Customers enjoy being recognized and called by their name
  - B. Smiling makes you feel better
  - C. A friendly rehearsed greeting allows you to focus on another task
  - D. Customers will likely give you a tip if you always greet them cordially
16. Which of the following is a good listening skill?
  - A. Formulating a response while the speaker is still talking
  - B. Looking at the speaker and maintaining eye contact
  - C. Interrupting the speaker with questions
  - D. Finishing an important task while listening to the speaker
17. Mary Anne has been called for an interview at ABC Company. How can she prepare for a successful interview?
  - A. Review potential questions and research the company
  - B. Review potential questions and invest in an expensive outfit to wear
  - C. Research the company and invite a friend in case she gets nervous
  - D. Buy an expensive outfit and invite a friend in case she gets nervous
18. Which of the following non-verbal communication skills will make a good impression during an interview?
  - a. Slouching in chair so as to relax his nerves
  - b. Direct eye contact
  - c. Chewing gum
  - d. Professional answers
19. Which of the following would be an example of the types of appropriate questions to ask the interviewer?
  - A. Questions about salary and benefits
  - B. Questions about the direction of the company
  - C. Questions about demographics of employees
  - D. Questions about vacation time
20. What is appropriate to post on social media about your job?
  - A. Your opinions about your boss
  - B. Gossip from work (only if those involved can't see it)
  - C. Pictures from your work Christmas party
  - D. Nothing is appropriate

NTI Day

Day 14

Name:

21. Which of the following is appropriate to wear on your first day of work?
- A. Blue jeans and a nice shirt, until you know what is required.
  - B. Dress pants/skirt and a dress shirt, or a suit.
  - C. Whatever you are comfortable in since it will be a long first day.
  - D. Any of the above are acceptable
22. Which of the following is NOT a characteristic of Professionalism?
- A. Honesty
  - B. Competency
  - C. Politeness
  - D. Highly competitive
23. If you have a conflict with a client and you need assistance with the situation, what should you do?
- A. Tell the co-worker closest to you.
  - B. Seek assistance from someone in authority over you
  - C. Tell the client why you are so frustrated/disappointed and what they have done wrong.
  - D. Ignore the situation and wait until it dies down
24. Which of the following is not important information to be included in a resume?
- A. Name, address, contact number and email address
  - B. Past work experience
  - C. Explanation of specific job skills and job related achievements
  - D. Reasons why did not like your previous employer, your hobbies and political affiliation
25. What is the maximum amount of pages generally recommended for resume length?
- A. 4 B. 3 C. 2 D. 1
26. If you have not had any real work experience it would be important to include which of the following information in your resume?
- A. summer job experience
  - B. volunteer work
  - C. degree title you are working toward and estimated date of completion
  - D. all of the above
27. Which of the following is the most common mistake made when writing a resume?
- A. Not including information about your marital status and religion
  - B. Not proofreading adequately to correct all grammatical and punctuation errors
  - C. Not including a picture of yourself
  - D. Not including the following statements at the end of the resume: Available for interview and References available upon request

28. All of the following are good tips for writing a resume except:
- A. Keep it concise, use bullet points and avoid long paragraphs of information
  - B. Proofread twice then proofread again
  - C. Individualize your resume and cover letter for each prospective employer
  - D. Use colored paper and fancy font to attract attention to your resume
29. If the supervisor on duty gives you a task you do not understand, you should:
- A. Get a co-worker who is more experienced to complete the task
  - B. Tell your supervisor you do not know how to do it and ask him to assign a co-worker the task.
  - C. Try to figure it out on your own
  - D. Ask your supervisor for further clarification
30. One of your co-workers has been sharing confidential information with others outside the company. If you are unsure of the company rules relating to this, you should:
- A. Contact the company personnel manager to report the employee who made the mistake.
  - B. Ask co-workers for an interpretation of how to handle the situation.
  - C. Refer to the company policy manual.
  - D. Write a letter to your supervisor so that you will be cleared of any responsibility.
31. What general communication skills are most employers looking for in their employees?
- A. Public speaking skills
  - B. Ability to make presentations via PowerPoint
  - C. Effective speaking, listening, reading and writing skills
  - D. Basic math and writing skills
32. Which of the following subjects is illegal for a potential employer to ask during the hiring process?
- A. Availability to work nights and weekends
  - B. Disabilities
  - C. Work experience
  - D. Education level
33. After you read an office memo that is confidential, you should
- A. Discuss it with your family to determine how it impacts you.
  - B. Discuss it only with your friends and co-workers.
  - C. Pretend you never saw it.
  - D. Not discuss it with anyone.
34. Which of the following is not considered an important skill for the workplace?
- A. Ability to work in teams
  - B. Working well with people from diverse backgrounds
  - C. Ability to work independently and never work with anyone
  - D. Providing excellent customer service

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- A. Get a co-worker who is more experienced to complete the task.
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  - D. Ask your supervisor for further clarification.
36. A sales person is paid \$500 per week plus 5% commission on sales. The sales for the week were \$2,500. What is this person's gross pay for the week?
- A. \$625
  - B. \$650
  - C. \$750
  - D. \$1200
37. When searching for a job one of the best practices to engage in is:
- A. Looking at classified ads in the newspaper
  - B. Networking with friends and colleagues
  - C. Searching for jobs online
  - D. Posting your resume on monster.com
38. A fixed amount of pay per hour is termed:
- A. wage
  - B. bonus
  - C. salary
  - D. net
39. If a job pays \$8.00 per hour for 40 hours per week, your gross pay for that week is?
- A. \$320
  - B. \$320 minus FICA and taxes
  - C. \$320 minus social security
  - D. \$320 minus insurance and benefits
40. If a job pays \$8.00 per hour for 40 hours per week, your net pay for that week is?
- A. \$320
  - B. \$320 minus FICA and taxes
  - C. \$230 minus
  - D. \$230 minus FICA and taxes



DAY-16

35. If the supervisor on duty gives you a task you do not understand, you should
- A. Get a co-worker who is more experienced to complete the task.
  - B. Tell your supervisor you do not know how to do it and ask him to assign a co-worker the task.
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1. Information about a job opening is a/an

|   |              |   |           |
|---|--------------|---|-----------|
| A | contact list | B | reference |
| C | job lead     | D | resume    |

2. A one page document telling who you are and why you are sending a resume is a/an

|   |              |   |              |
|---|--------------|---|--------------|
| A | reference    | B | cover letter |
| C | contact list | D | work permit  |

3. All resume contain

|   |                      |   |              |
|---|----------------------|---|--------------|
| A | personal information | B | education    |
| C | work experience      | D | all of these |

4. When applying for a job, always use

|   |                                       |   |                  |
|---|---------------------------------------|---|------------------|
| A | a public or private employment agency | B | standard English |
| C | job referrals                         | D | a resume         |

5. Networking, employment agencies, and classified ads can all be sources of

|   |                |   |              |
|---|----------------|---|--------------|
| A | job leads      | B | resumes      |
| C | school-to-work | D | work permits |

6. Performance, polygraph, or drug tests are

|   |                                    |   |                                                                   |
|---|------------------------------------|---|-------------------------------------------------------------------|
| A | illegal and cannot be given        | B | required for job seekers without social security numbers          |
| C | always written in standard English | D | sometimes used by employers in various fields test job applicants |

7. Communicating with people you know or can get to know to share information and advice is

|   |              |   |             |
|---|--------------|---|-------------|
| A | contact list | B | networking  |
| C | job lead     | D | referencing |

8. References that employers trust the most are from an applicant's

|   |              |   |                               |
|---|--------------|---|-------------------------------|
| A | friends      | B | relatives                     |
| C | contact list | D | teachers and former employers |

9. All of the following information is included in a cover letter except

|   |                                            |   |                          |
|---|--------------------------------------------|---|--------------------------|
| A | title of the position you are applying for | B | amount of pay needed     |
| C | qualifications you may have for the job    | D | request for an interview |

10. Kellen is going to call a potential employer about a job in a Pharmacy. Kellen should be most concerned with

|   |                 |   |           |
|---|-----------------|---|-----------|
| A | his resume      | B | his tone  |
| C | his application | D | his dress |



DAY 18 2

11. An example of a red flag is

|   |                       |   |                                 |
|---|-----------------------|---|---------------------------------|
| A | using correct grammar | B | filling in all blanks           |
| C | writing N/A           | D | being fired from a previous job |

12. Given the following options, the first thing you should do when completing an application is

|   |                       |   |                 |
|---|-----------------------|---|-----------------|
| A | write the date        | B | write your name |
| C | use blue or black pen | D | sign your name  |

13. Work done for pay is a

|   |          |   |                 |
|---|----------|---|-----------------|
| A | job lead | B | career          |
| C | job      | D | work experience |

14. NASCAR hires another company to produce and distribute its new line of model cars. NASCAR is practicing

|   |               |   |                 |
|---|---------------|---|-----------------|
| A | outsourcing   | B | exporting       |
| C | Telecommuting | D | quality control |

15. The best way to approach your career choice is to

|   |                                              |   |                                          |
|---|----------------------------------------------|---|------------------------------------------|
| A | choose the same career as someone you admire | B | follow a logical decision-making process |
| C | wait to see what develops after high school  | D | determine how to earn the most money     |

16. The principles that you want to live by and the beliefs that are important to you are your

|   |                    |   |           |
|---|--------------------|---|-----------|
| A | ability            | B | values    |
| C | personality traits | D | aptitudes |

17. One of the first things you do to prepare for a job interview is to

|   |                                       |   |                               |
|---|---------------------------------------|---|-------------------------------|
| A | plan how to spend your first paycheck | B | ask for a formal offer letter |
| C | send a follow-up letter               | D | research the company          |

18. It is a good idea at an interview to

|   |                                  |   |                                     |
|---|----------------------------------|---|-------------------------------------|
| A | bring a tape recorder            | B | dress conservatively                |
| C | wear your most expensive jewelry | D | take a snack in case you get hungry |

19. To create a good first impression when meeting an employer the applicant should

|   |                       |   |                       |
|---|-----------------------|---|-----------------------|
| A | maintain eye contact  | B | give a firm handshake |
| C | maintain good posture | D | all of the above      |

20. If you have to reject a job offer because it isn't what you wanted,

|   |                                                                     |   |                                                                    |
|---|---------------------------------------------------------------------|---|--------------------------------------------------------------------|
| A | say no at the interview because it isn't what you wanted            | B | do not call the interviewer back                                   |
| C | call back, thank the interviewer, and give a reason for your answer | D | call the interviewer and let him know you would never work for him |

21. A document that thanks the interviewer and restates an applicant's interest in the job is

|   |                  |   |                 |
|---|------------------|---|-----------------|
| A | interview        | B | rehearsal       |
| C | follow-up letter | D | self-evaluation |

22. A formal meeting between an employer and a job applicant is a(an)

|   |                  |   |                 |
|---|------------------|---|-----------------|
| A | interview        | B | rehearsal       |
| C | follow-up letter | D | self-evaluation |

23. When interviewing you should always

|   |             |   |              |
|---|-------------|---|--------------|
| A | be relaxed  | B | be positive  |
| C | be yourself | D | all of these |

24. After an interview you should always

|   |                                       |   |                              |
|---|---------------------------------------|---|------------------------------|
| A | ask for another interview             | B | send another resume          |
| C | send a follow-up letter to thank them | D | fill out another application |

25. You should bring all of the following to an interview except

|   |                        |   |                       |
|---|------------------------|---|-----------------------|
| A | copy of a resume       | B | friend for support    |
| C | social security number | D | pen and pad for notes |

26. The lifelong earning potential of an individual is generally related to his or her

|   |                             |   |                      |
|---|-----------------------------|---|----------------------|
| A | professional contacts       | B | volunteer experience |
| C | supervisor's recommendation | D | education training   |

27. Your talent and potential for success in certain fields are known as your

|   |           |   |            |
|---|-----------|---|------------|
| A | aptitude  | B | education  |
| C | character | D | motivation |

28. A series of related jobs built on a foundation of interest, knowledge, training and experience

|   |            |   |           |
|---|------------|---|-----------|
| A | job        | B | lifestyle |
| C | job market | D | career    |

29. What document should be sent with your resume

|   |                  |   |                               |
|---|------------------|---|-------------------------------|
| A | follow-up letter | B | copy of your driver's license |
| C | cover letter     | D | transcript                    |

30. A clear and concise statement of the type of job you are seeking and the benefits the company will gain by hiring you is the definition of a

|   |                  |   |                    |
|---|------------------|---|--------------------|
| A | personal summary | B | objective          |
| C | heading          | D | personal statement |

DAY-20

**NTI Day - 9 - Careers in Drafting****Multiple Choice***Identify the choice that best completes the statement or answers the question.**Place your response on the provided answer sheet.**Each correct response is worth 2 points.*

1. If you decide to change jobs, you should give your present employer at least
  - a. six months notice.
  - b. two to four months notice.
  - c. two to four weeks notice.
  - d. six to eight weeks notice.
2. A job is
  - a. the same as a career.
  - b. volunteer work.
  - c. lifelong employment.
  - d. work done for pay.
  - e. none of the above.
3. Harassment in the workplace is
  - a. continuous attention.
  - b. unwanted attention.
  - c. lack of attention.
  - d. continuous unwanted attention.
4. Prepare your résumé so that it
  - a. does not need a cover letter.
  - b. is job specific.
  - c. lists every job experience you have ever had.
  - d. is very colorful and eye catching.
5. Your portfolio should contain
  - a. every piece of work you have ever done.
  - b. only one or two of your very best pieces of work.
  - c. a reasonable number of pieces of your best work.
  - d. a mixture of good and bad examples of your work.
  - e. any of the above.
6. Your overall career plan should
  - a. change monthly.
  - b. change annually.
  - c. consist of both short-term and long-term goals.
  - d. specify what you will be doing in five years.
7. The principles of conduct that govern any group or society are known as
  - a. objectives.
  - b. behavior.
  - c. ethics.
  - d. characteristics.
8. The federal government established \_\_\_\_\_ to monitor health and safety standards in the workplace.
  - a. ANSI
  - b. ASEE
  - c. ASME
  - d. OSHA

- ID: A
- DAY-20
9. A successful entrepreneur must have which of the following personal characteristics?
- enthusiasm
  - self-reliance
  - ability to think clearly and calmly under stressful circumstances
  - ability to get along well with employees and clients
  - all of the above

STOP Here

**True/False**

*Indicate whether the statement is true or false.*

*Place your response on the provided answer sheet.*

*Each correct response is worth 2 points.*

- Right-to-know requirements and regulations are established by ASME to monitor health and safety standards in the workplace.
- A series of related jobs built on a foundation of interest, knowledge, training, and experience is a career.
- Pursuing knowledge throughout your life and career is called *continuing education*.
- A career is a series of related jobs.
- Equality in the workplace deals only with the relationships between men and women.
- A person who coordinates all the specialized areas of engineering and design for production or construction is a design engineer.
- Short-term goals are an important part of your overall career plan.
- Human resources department and personnel department are two names often used interchangeably.
- A good résumé is all that is generally needed when applying for a job.
- Through your portfolio, you present yourself as a qualified applicant for employment.
- References are people who can recommend you on a personal or professional level.
- You should never e-mail your résumé to a prospective employer.
- A cover letter can be as important as a résumé when applying for a job.
- Most companies require design drafting technicians to have an associate degree in drafting technology and at least one year of drafting experience.