

Entry Level Sample Questions

Background and Experience

In the past, when I have helped others it was ...

- Very easy for them to follow my instruction
- Fairly easy for them to follow my instruction
- Somewhat difficult for them to follow my instruction
- Very difficult for them to follow my instruction
- I have never been in such a situation

Situational Judgment

The primary goals of your company are to increase customer satisfaction and to sustain profitability by decreasing operating expenses. You have noticed in the last few weeks, however, that other members of your workgroup at your level have been ignoring customer complaints. In addition, you recently overheard some coworkers speaking rudely to customers.

Two months have gone by and you still notice that your coworkers are being rude to customers. You feel as though nothing has been done to improve the situation, even though your manager is aware of the problem.

Indicate the effectiveness of the following to solve this problem: Send a memo both to your manager and your manager's boss outlining your concerns.

- Very ineffective
- Ineffective
- Somewhat ineffective
- Somewhat effective
- Effective
- Very effective

Practical Quantitative Reasoning

Use this table to answer the question below.

Product Order Report

	Number of Boxes of Product A in Order	Number of Boxes of Product B in Order	Number of Boxes of Product C in Order	Number of Boxes of Product D in Order	Weight of Total Order
Order 1	12	15	20	10	209 lbs.
Order 2	5	4	15	10	120 lbs.

What is the weight of one box of Product A?

- 3 lbs.
- 4 lbs.
- 5 lbs.
- Cannot be determined from the information provided
- None of the above

Following Policies and Procedures

In the Training and Development Department at Harrison and Harrison, employees are scheduled for training sessions. Periodically, the previously submitted training requests are compiled. Then, according to the guidelines below, training sessions are scheduled.

Training Courses	Number of Employees Scheduled for Session
Basic Computer Skills	Exactly 20
Advanced Computer Skills	1 to 12
Team Communication	4 or more
Reading or Mathematics	1 to 10
Leadership	1 to 5

Note: Some training requests may need to be set aside until later. However, when possible, the maximum number of employees should be scheduled.

Use the information above to choose the best answer for each of the following questions.

Two employees have requested Leadership Training. Each session is scheduled to last six hours. How many more employees may be scheduled for Leadership Training?

- 1 employee
- 2 employees
- 3 employees
- 4 employees

Language Usage

When he started to call the customer, he discovered there were two Mr. Fiskes in the database and was **unsure which was the one with the order problem.**

- unsure who had the order problem.
- unsure which was the order problem.
- unsure which had the order problem.
- unsure whom had the order problem.
- Correct as is

Comparing and Checking

Read the examples below and compare the "List To Be Checked" to the "Correct List" and select the Number of Errors you find.

SECTION I: CORRECT LIST

<u>Name</u>	<u>Address</u>	<u>Amount</u>
Mr. John Smith	New York, N. Y.	127.32
Dr. James Dunn	Moline, Ill.	2437.16

SECTION I: LIST TO BE CHECKED

<u>Name</u>	<u>Address</u>	<u>Amount</u>	<u>Number of Errors</u>
1. Mrs. John Smythe	New York, N. J.	127.32	Ⓐ Ⓑ Ⓒ Ⓓ
2. Dr. John Dunn	Moline, Ill.	2374.16	Ⓐ Ⓑ Ⓒ Ⓓ

Reading Comprehension

Reading Passage:

All work groups possess some degree of cohesiveness and productivity, both of which can vary along a continuum. Some experts feel that there is a linear relationship between the two – the more cohesive a group, the more productive it is. Others argue that the relationship is not linear. That is, an increase in cohesiveness results in an increase in productivity up to a certain point, but when cohesiveness increases beyond that point, productivity suffers. For example, a group with very high cohesiveness may become too social in nature, resulting in decreased work focus. Additionally, group members' unwillingness to question others' ideas because they fear offending others could cause problems. Before individuals in a group attempt to change productivity, members need to ensure that the determinants of cohesiveness are present and in balance.

Based on the above passage:

Factors that affect a group's cohesiveness might include all the following elements EXCEPT

- Common goals
- Similar backgrounds
- Working independently
- After work mingling