

CHEERS! FOOD & FUEL

JOB SKILLS TEST

Applicants Name: _____

Date: _____

Please answer the following questions to the best of your ability.
(MUST BE TAKEN AT THE STORE AND TURNED IN)

1 _____ X 9 = 45

2 45 ÷ _____ = 3

3 5 + 8 = _____

4 7 + 4 + 9 = _____

5 \$10.00 - \$7.53 = _____

6 \$2.00 - \$1.16 = _____

7 \$2.13 + \$1.86 = _____

8 \$6.97 + \$2.63 + \$4.69 - \$8.27 = _____

9 11 + 12 - _____ = 4

10 _____ + 2 + 7 - 3 = 12

Electronics Price List

DVD Player	\$135.00
Computer	\$899.00
Digital Camera	\$349.00
Cordless Phone	\$29.00

11 6% sales tax on one Digital Camera

What is the sales tax? _____

12 30% discount on a DVD Player

What is the discount? _____

13 You purchase the Cordless Phone & the Computer. Sales Tax is 6%.

What is your total bill? _____

14 Jim Sold 2 RC 12 packs for \$2.99 each and 5 Hot Dogs for \$1.10 each. Sales tax is 5%

Jim was given \$15.00. What is the customer's change? _____

(Hint: Round to 2 decimals places)

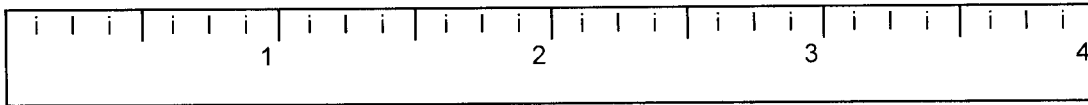
15 John works at the gas station and earns \$7.25 per hour. If John works 22 hours this

week, how much will John receive? _____

16 What is 42.7% of 100? _____

17 Add: 222 + 22.2 + 2.22 + .222 = _____ (rounded to 3 decimals)

18 Subtract: 99.9 - 9.99 = _____ (rounded to 2 decimals)



Using the Ruler Above label (mark) the following points on the ruler.

- 19 Point A = $1 \frac{1}{2}$
 20 Point B = $3 \frac{7}{8}$
 21 Point C = $2 \frac{1}{4}$
 22 Point D = $\frac{1}{8}$

23 Most upset customers will calm down if you offer a sincere apology.
 _____ True or _____ False

24 When dealing with an angry customer face to face, making no eye contact and looking away will feel better for you and the customer.
 _____ True or _____ False

25 Customers are more easily satisfied if their expectations are effectively managed.
 _____ True or _____ False

26 The most credible advertising is a satisfied customer.
 _____ True or _____ False

27 A store is staffed by a manager and a team of 3 employees. One of the 3 is a new hire that begins work on the day of a large snowstorm. The manager is very busy with weather related issues and asks the other 2 experienced employees to work together to help orient the new hire. One of the experienced workers is the cashier and the second usually stocks shelves and helps customers. Feeling that he will be very busy, the cashier tells the stocker to help the new worker.

As a member of the team, this stocker could best support the team and get the work accomplished by:

- a) _____ having the new employee help stock shelves as they explain store procedures
 b) _____ have the new employee learn by watching the other employees
 c) _____ telling the cashier to take care of training the new employee, so the stocker can get their own work done.
 d) _____ telling the manager that nothing is going right and that they don't have time to assist the new employee.

Your store is budgetted (expected) to sell \$24,500 per week in merchandise.

28 How much must you average each day of a 7 day week to meet your budget?

- a) _____ \$3,000 c) _____ \$3,500
 b) _____ \$7,500 d) _____ \$7,000

29 Your store is over budget by \$150 each day of the 7 day week how much over budget do you end up at the end of the week?

- a) _____ \$1,050 c) _____ \$1,500
 b) _____ \$500 d) _____ \$1,000

30 Your sales are as follows: Day 1 - \$3600 Day 2 - \$3000 Day 3 - \$3500
 Your averaging enough this week to date to make your buget of \$24,500 per week?
 _____ True or _____ False

- 31 As _____, he forgot to bring his notebook to school.
 a) _____ usual b) _____ usually
- 32 The storm prevented _____ on a picnic.
 a) _____ us to go b) _____ us from going
- 33 He objects _____ treated like a child.
 a) _____ to be b) _____ to being
- 34 I _____ here for three years
 a) _____ am teaching b) _____ have been teaching
- 35 He typed _____.
 a) _____ the report carefully b) _____ carefully the report.
- 36 _____ he didn't like her, he invited her out.
 a) _____ However b) _____ Although
- 37 We _____ the pictures on the wall.
 a) _____ hung b) _____ hanged
- 38 The students have no difficulty _____ the exercise.
 a) _____ in doing b) _____ to do
- 39 Can you give me _____ details, please.
 a) _____ further b) _____ farther
- 40 How should this customer's shirt be treated based on the ticket below?
- a) _____ Dryclean it, add light starch, and fold it.
 b) _____ Dryclean it, add light starch, and place it on a hanger.
 c) _____ Launder it, no starch, and place it on a hanger.
 d) _____ Launder it, medium starch, and fold it.

Customer: Edna Brown		Date: 8/29	
Phone: 555-2261			
Folded	<input type="checkbox"/>	On Hanger	<input checked="" type="checkbox"/>
Starch	<input type="checkbox"/> None	<input checked="" type="checkbox"/> Light	<input type="checkbox"/> Medium
		<input type="checkbox"/> Heavy	
<input type="checkbox"/>	Trouser	<input type="checkbox"/>	Trouser
<input type="checkbox"/>	Shirt	<input checked="" type="checkbox"/>	Shirt
<input type="checkbox"/>	Dress	<input type="checkbox"/>	Dress
<input type="checkbox"/>	Blouse	<input type="checkbox"/>	Blouse
<input type="checkbox"/>	Short	<input type="checkbox"/>	Short
<input type="checkbox"/>	Jacket	<input type="checkbox"/>	Jacket

Laundry **Dry Clean**

- 41 If you are scheduled to work at 6:30 am, you should arrive at work no later than.
 a) _____ 6:25 am c) _____ 6:35 am
 b) _____ 6:31 am d) _____ 6:40 am
- 42 It is ok to arrive at work without being in proper uniform as long as you change after you clock in.
 _____ True or _____ False

43 If you are sick or can not show up for your scheduled shift, you should report this to your manager.

- a) _____ after your shift is suppose to start, since there is someone already
- b) _____ as soon as possible, hopefully at least 4 hours before your shift
- c) _____ if you don't show up or call it is alright, the manager will know that you are sick and find someone else

44 You should apologize to an upset customer, even if the fault was done by another employee from your store.

_____ True or _____ False

45 Your appearance (attire) matters when dealing with customers face to face.

_____ True or _____ False

SCRATCH PAD AREA