

Preparing Workers for 21st Century Employment

Situational Judgment Reading Practice Exercises Form 1

Directions:

Read each of the situations that follow. There are four choices presented for each scenario. You will choose two answers for each. Pick the best choice first. Then decide on the worst choice. The worst choice is one that will possibly cause the person to lose the job. Your instructor will tell you how to mark your answers.

**Situational Judgment
Form 1
Scenario # 1**

Juan is a boat mechanics helper. He notices that Larry (one of the three mechanics) does not add a very important step at the end of the rewiring/electrical repair. Juan has heard from the other two mechanics that without properly securing the wire there could be a possibility of a fire or explosion. He has mentioned this to Larry, but Larry just laughs and says it takes too long and is not necessary. What should Juan do?

- A. Tell Larry he is not doing the job correctly, because the other mechanics do it differently.**
- B. Talk to the other two mechanics and tell them that Larry does not think this last step is important.**
- C. Say nothing because he does not want problems.**
- D. Go to the boss and ask him to explain why the last step is necessary.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 2**

Deidra is a ticket agent for a major airline. She has been on the job for two weeks. Today a customer is unhappy. He wants Deidra to get him on an earlier flight. The flight is full. The customer becomes very angry. He begins to shout at Deidra. He will not leave. What should Deidra do?

- A. Shout back at the customer, he started it!**
- B. Leave her station; just walk away.**
- C. Request a supervisor's help.**
- D. Call security to remove the angry customer.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 3**

Simon has started a new job. He works at a local restaurant in the kitchen. The dress code requires that all workers wear hairnets. Simon thinks this is a silly rule. His hair is not that long. Simon really likes his new job. He just doesn't like the way he looks when he wears a hairnet. What should Simon do?

- A. Refuse to wear the hairnet because it looks "uncool."**
- B. Talk to employees of other restaurants about the rule.**
- C. Wear the hairnet because it is the restaurant's rule.**
- D. Complain to the customers about the rule.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 4**

Sue works in a restaurant setting up the tables. Ching, her supervisor, has noticed Sue often watches other people work instead of getting her job done. Ching knows when one person is slow; it makes it difficult on the other workers. Ching talks with Sue about getting the tables set up faster. What should Sue do?

- A. Tell Ching she is not lazy and is working as fast as she can.**
- B. Rush around and set the tables quickly but not carefully.**
- C. Make more of an effort to work faster and more efficiently.**
- D. Tell Ching that she doesn't really like this job anyway and she will be quitting soon if Ching does not leave her alone.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 5**

Umberto works as a maintenance man at a large condominium complex.

Today Umberto is asked to remove grease from the marble floor at the front door. He has the correct chemicals but is not sure of the procedure. The supervisor will not be there until late afternoon. This needs to be completed now so no one will slip and fall. What should Umberto do?

- A. Do not do anything until the supervisor comes back in the afternoon.**
- B. Go ahead and clean the marble with the product even though he is not sure of the correct procedure.**
- C. Call the chemical company help line listed on the package to confirm the directions and complete the job now.**
- D. Block the front door so no one can come in or out until the supervisor comes back in the afternoon.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 6**

Paul works at an auto repair shop. He has worked on cars for over thirty years. He knows his customers and does a good job. Paul's boss is putting in a new computer system. The computers will diagnose what is wrong with the cars. Paul's boss has spent a lot of money on the system. He is requiring that everyone use it. Paul's boss knows that other auto shops in town are using the system because it makes repairing cars quicker. Paul is angry about the change. He does not think there is a good reason to ever use a computer. He knows how to tell what is wrong with a car. What should Paul do?

- a. Go to another auto repair shop that does not use a computer system.**
- b. Tell his boss the computer system is worthless and that he refuses to use it.**
- c. Talk with his boss about his concerns and ask for help in learning how to use the computer system.**
- d. Change jobs to another field that doesn't use computers.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 7**

Monique is working as a teacher's assistant. She has her college degree from her home country in math, but is unable to secure a teaching position due to not being able to pass the teacher's exam in English. She will take the exam again in three months. What should Monique do?

- A. Quit her job and go to a private school to be tutored in English even though she does not have any money.**
- B. Look for free classes that teach English at community schools or centers, libraries, online courses or other programs to help prepare for the exam.**
- C. Just take the exam again without any additional preparation.**
- D. Study for the exam at the school library during her work hours.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 8**

Walter has just gotten a job as a security officer at an office building. As part of his job, Walter must check each office every three hours. Walter must also check in with his supervisor every three hours. The company has given Walter a phone and a list of codes for the security system. During his first evening on the job, Walter gets confused on how to use the security system. What should he do?

- a. Call the supervisor and ask for assistance on how to use the security system.**
- b. Sit at the front door to ensure no one enters the building.**
- c. Wait until tomorrow and talk with the supervisor about how to work the security system.**
- d. Lock the front door and leave for the evening as there is nothing more that can be done.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 9**

Jason has had to work overtime all week. He works as a repair person at a large hotel chain. Today, Jason finally gets to go home after having been on the job for twelve hours. As he gets ready to leave, Jason notices that a pipe in the laundry room appears to be leaking water. Jason is exhausted. What should he do?

- a. Leave a note about the leak in the manager's mailbox**
- b. Go home as he has already worked over his allotted hours for the day**
- c. Put a sign out warning people about the wet floor**
- d. Fix the leak prior to going home as it is a safety issue for the hotel**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 10**

Serena works at the hospital as a CNA. One of the nurses, Wendy, does not fill in her charts in a timely manner. This is the fourth time this week Serena has privately asked Wendy to complete the charts, so she can complete her job on time. Wendy always replies she is too busy. This would be acceptable; however, Wendy spends a lot of time telling personal stories at the nurse's desk. What should Serena do?

- A. Ask another nurse to fill in the chart.**
- B. Go immediately to the supervisor and complain that Wendy is talking too much and not doing her job.**
- C. Keep asking Wendy and then just wait until she fills in the chart.**
- D. Request a meeting with Wendy and the supervisor to discuss a solution.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 11**

Zach works for a new supervisor. The supervisor has implemented new rules for the department. Zach does not like the new rules. However, he likes his job and the other people at the company. Zach wants to attend a state-sponsored workshop. He is not sure whether his new supervisor will approve. What should he do?

- a. Ask for a personal a day off from work. Attend the workshop and not tell the supervisor.**
- b. Request approval for the workshop from the owner of the company as the owner likes Zach.**
- c. Talk with the new supervisor about the benefits that information from the workshop will provide to the department and request permission to attend.**
- d. Forget about attending the workshop, since the supervisor will never approve Zach attending.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 12**

Mandy works for a psychologist. She types the notes from the counseling sessions. As she is typing, Mandy notices that the client is a neighbor. Mandy reads the personal information. She is very shocked at what she is reading. What should she do?

- a. Talk to her neighbor about her problem.**
- b. Type the notes and not say anything to anyone.**
- c. Talk to the psychologist about what to do as this is her neighbor.**
- d. Ask the psychologist to assign someone else to type the notes.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 13**

The supervisor is coming to inspect the new construction on a house. There have been many problems and delays. Jamal has just spilled a large jar of nails and a can of paint on the floor. He also has pieces of wood and mesh wire thrown all over the ground. It makes it difficult for everyone to move around. What should Jamal do?

- A. Clean up the nails so they don't dry in the spilled paint and make the clean up much harder later, then clean up the mesh and wood.**
- B. Take his lunch break now because he can't work while the supervisor is there.**
- C. Go work on another area of the house and tell everyone he doesn't know how the nails and paint got on the floor.**
- D. Clean up the mesh and wood because it is easy to pick up fast.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 14**

Betty works for a florist. However, today she did not receive the correct roses for a customer's order. She does not have enough time to find the correct roses and still have the customer's order delivered in time. What should Betty do?

- A. Call and tell the customer she can use other roses for the arrangement.**
- B. Call and tell the customer they need to call another florist.**
- C. Make the arrangement with the incorrect roses and have them delivered.**
- D. She should inform her supervisor/owner about the problem and follow that advice.**

The best answer is:

The worst answer is:

**Situational Judgment
Form 1
Scenario # 15**

Pauline just started working as a nursing assistant yesterday. This is her first full-time job. She wanted the job and wants to do well, but her supervisor, Ms. Bailey, scares her. Yesterday she told Pauline, "Don't make the beds like that." and then rushed off. Later, Ms. Bailey came back and said, "Here, fill in the chart." Pauline didn't know how. Pauline knows that Ms. Bailey wasn't happy with her work yesterday. Pauline is worried about talking with Ms. Bailey since she always seems so busy. Pauline is afraid that Ms. Bailey will think that she isn't a good worker if she asks questions. What should Pauline do?

- a. Ask Ms. Bailey if she can make an appointment to talk with her. Pauline should explain that she likes the job and wants to do well, but that Ms. Bailey is going too fast for her to understand all of the instructions.**
- b. Watch how other employees complete the job.**
- c. Explain her problem to a co-worker and ask what to do.**
- d. Complain how unfair and incompetent Ms. Bailey is as a supervisor.**

The best answer is:

The worst answer is: