

Professional Knowledge Study Guide Test for NLSC

WORKPLACE

Complete Questions 1 thru 20 using the provided Word Bank. All words in the Word Bank will be used and no words will be used more than once.

WORD BANK

Black	Compromise	Entrepreneur	Perseverance	Competency
Ethics	Reliability	Teacher or Employer	Gross	Priority
Cultural Diversity	Application	Shadowing	Trade Show	Customer Service
Organizational Chart	Where would you like to be in five years?	Time Management	Employment Portfolio	Start with your current or most recent job

1. What is a form that many employers use to identify worker applicants' qualifications for employment?
2. What color ink should be used when completing a job application?
3. What term defines an organized display of materials, equipment and services from business and industry?
4. The diagram or chart that shows how a company or business is organized is called a/an?
5. Which of the following is an appropriate question an employer can ask in an interview?
6. What is the term for a settlement of differences between opposing sides in which each makes concessions?
7. Who is someone who organizes, operates and assumes the risk of a business venture?
8. The process of directing or controlling activities with regard to use of time is called:
9. Conduct or attitudes toward work or a philosophy dealing with rules of right or proper conduct is referred to as:
10. An item or task that merits first line of action is a/an:
11. A worker who continues difficult tasks until they are completed is said to have:
12. A worker who does assigned tasks without constant supervision is said to have:
13. What term defines a task performed to business and industry standards that is developed through repeated successful attempts?
14. Which term defines a collection of work representing education, self-development and career information about you?
15. It is important for us to be aware of others' feelings and the individual differences within a school, community, organization or workplace. What term defines the mixing and blending of many people of different cultures who are involved in a similar activity or setting?
16. Which term describes a person's income before any deductions?
17. What are you doing if you are observing someone you respect during his or her job?
18. Who would you ask to write you a letter of recommendation?
19. When you consistently meet or exceed your customer's expectations you are said to have or provided good:
20. When completing the past employment section on an application, in what order should jobs be listed?

PERSONAL/GENERAL

Complete Questions 21 thru 40 using the provided Word Bank. All words in the Word Bank will be used and no words will be used more than once.

WORD BANK

Internal or external	Structured Style	Establish a plan	Role Model	Service Learning
Brainstorming	Goal	Introduction, body, closing	Social-people style	Interpersonal
Long term	Question and test style	Confidence	Emotions and values style	Comprehension
Communication	Etiquette	Survey	Listening	Communications skills

21. What term defines the prescribed forms and practices of correct behavior?
22. What term defines a person who others try to emulate or copy?
23. Goal setting is an important factor in being successful. Learning to motivate yourself to reach your goals is an important step in the process. Not all people are motivated by the same things. Which of the following are motivating factors that will help you?
24. Each individual has his/her own unique way of learning. That is called your learning style. If you learn information in a concrete step-by-step manner, which learning style is yours?
25. To be successful as a person and an employee, you have to have positive goals. If you set a goal for yourself, what would be your next step to reach that goal?
26. What term describes a study to evaluate something in detail using a set of questions aimed to a specific group of people?
27. What has these three parts: What is going to happen? When will it happen? How will it happen?
28. If a goal describes your plans for retirement, what kind of goal is it?
29. What are considered the three basic parts of a speech?
30. Volunteering in your school or community is a positive activity for students. When you take the concept of volunteering a step farther and tie the volunteerism to what you are learning in school, what is it called?
31. What is defined as the sudden unrestrained offering of ideas by all members of a group to seek solutions to problems?
32. Someone who learns by focusing on ideas and abstract thoughts; likes to reason and test things and likes evidence to evaluate learns in which style?
33. Someone who learns new ideas through feelings and feeds on originality and images learns in which style?
34. Someone who learns information in a concrete manner, but prefers to learn through and with others, and consider learning valuable as if it is helping others, learns though what style?
35. A process that includes a sender and a receiver each giving feedback to the other is called?
36. Active and critical are two varieties of what kind of skill?
37. Confidence, reliability, loyalty, cooperation and leadership are all examples of what kind of competency?
38. What skill is an individual said to have who believes in and respects himself or herself?
39. What skill is an individual said to have who pays attention and catches on to ideas and situations?
40. Being able to give accurate and concise reports, follow oral directions or instructions, speak distinctly and give clear instructions or directions are examples of what kind of skills?

BUSINESS/PARLIAMENTARY PROCEDURES

Complete Questions 41 thru 50 using the provided Word Bank. All words in the Word Bank will be used and no words will be used more than once.

WORD BANK

Main Motion	1	The maker of the motion	business transacted	"I make the motion that"
Distribute an agenda	Agenda	The decision of the minority of members must be followed	Every member has a right to express ideas or opinions	Treating Others with respect, expressing ideas, keeping an open mind.

41. What is the written list of the business that will take place during a meeting called?
42. What tool would you use in a formal business meeting if you had an idea you wanted the group to consider?
43. Who is allowed to speak first when debating a motion in a formal business meeting?
44. As a committee member, you are responsible for. . .
45. Which of the following is a good basic rule of a business meeting?
46. This is a false parliamentary procedure rule?
47. To make a motion at a meeting, you must state your motion by saying.
48. According to basic parliamentary procedure; every member has the right to do what?
49. In a business meeting, how many people preside at one time?
50. Minutes are a record of?

SkillsUSA KNOWLEDGE

Complete Questions 51 thru 75 using the provided Word Bank. All words in the Word Bank will be used and no words will be used more than once.

WORD BANK

Five	Community Service	Professional Development Program	Total Participation Plan	SkillsUSA Purposes
Blue	Tim Lawrence	common language	Workplace Skills	Chapter Excellence Program
CTSO	The individual	The SkillsUSA Motto	The common union of the states and chapters	Personal Skills
Technology	SkillsUSA Pledge	SkillsUSA: Champions at Work - Connecting You to Career Success	Personal Skills, Workplace Skills, Technical Skills	Quality Chapter, Chapter of Distinction (Bronze & Silver), Chapter of Distinction (Gold), Models of Excellence

51. What is the current SkillsUSA Theme?
52. Have you ever served others in your school or community? If so, you probably worked as a volunteer. A volunteer is someone who provides services to others without expecting anything in return. Which component of the SkillsUSA Program of Work contains volunteer work?
53. SkillsUSA is a student organization for students enrolled in career technical classes; what is the acronym for career and technical student organizations?
54. There are _____ points to the SkillsUSA Creed.
55. The official SkillsUSA colors are red, white, _____ and gold.
56. "To create enthusiasm for learning" is part of the?
57. The orbital circles of the SkillsUSA emblem represent.
58. As part of the SkillsUSA emblem, what do the "hands" represent?
59. "Preparing for Leadership in the World of Work" is?
60. What does the color blue represent in the SkillsUSA emblem?
61. What does PDP stand for?
62. "To honor and respect my vocation in such a way as to bring repute to myself" is part of the?
63. Who is the National Executive Director?
64. What does TPP stand for?
65. What 3 elements make up the SkillsUSA Framework?
66. Under which element of the Framework would you find the following skills listed?
(Communications, Decision Making, Teamwork, Multi-Cultural Sensitivity & Awareness, Planning, Organizing & Management, Leadership)
67. Under which element of the Framework would you find the following skills listed?
(Integrity, Work Ethic, Professionalism, Responsibility, Adaptability/Flexibility, Self-Motivated)
68. The SkillsUSA Framework provides a(n) _____ for students to articulate what they gain from SkillsUSA participation to employers, school administrators, parents and other students.
69. Through CEP chapters can earn different levels of distinction. What are the 4 levels of distinction?
70. What SkillsUSA program allows chapter to document their achievements and be recognized on the state and national level?