

Welcome to your guide...

50 AMAZON LEADERSHIP PRINCIPLES ASSESSMENT TEST SAMPLE QUESTIONS

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ABOUT AMAZON

Amazon was founded by Jeff Bezos back in 1994. Initially, Amazon started in a garage as an **online bookstore** but soon expanded to be a website that sold 'everything'. The name '**AMAZON**' was chosen because, just like the Amazon river, it represents **significant depth and volume** in terms of the products and services.

As of today, **Amazon is a website** that sells literally millions of products and has **diversified** into many different industries and sectors, including Amazon Fresh, Amazon Kindle, Amazon Web Service (AWS), Amazon Cloud Service, Amazon Prime Video, and Amazon Security.

One of the reasons why Amazon has been so successful is because of the **incredibly talented and driven people** it employs.

Amazon has a rigorous assessment, selection, and interview process that is often centred on the **16 Amazon Leadership Principles**. If you are applying for any job role with Amazon, **we strongly recommend** you spend time learning and understanding the leadership principles because, without them, your chances of success will **reduce significantly!**

WHAT ARE THE 16 AMAZON LEADERSHIP PRINCIPLES?

The 16 Amazon Leadership Principles are the foundations of Amazon's success. In essence, they are the **bedrock of what Amazon expects from its staff** (Amazonians).

A brief overview and explanation of the 16 Amazon Leadership Principles are as follows:

CUSTOMER OBSESSION

Amazon is obsessed with its customers. Obsessed with giving outstanding customer service and creating products and services that make their lives better.

OWNERSHIP

Amazon managers and leaders always take responsibility and focus on the long-term success of the company as opposed to short-term gains. People who work for Amazon will always get stuck in and do jobs that, although not part of their job description, will help the team.

INVENT AND SIMPLIFY

Working at Amazon requires the ability to find ways to make things simple. You will also be encouraged to innovate and invent. If you have an idea that can improve the customer experience, you will be encouraged to explore it further.

ARE RIGHT, A LOT

Good leaders make the right decisions most of the time. They have good judgment and they are not afraid to make difficult decisions that are in the best interests of their employer.

LEARN AND BE CURIOUS

There is always something new to learn at Amazon, and this leadership principle is vital if you are going to be able to contribute positively to the long-term goal of the company. You should always be curious about how things work, what the needs of your customers are, and how you can develop the right skills to meet the demands of the organization.

HIRE AND DEVELOP THE BEST

As we have already eluded to earlier on during this article, Amazon employs some of the world's brightest minds. Amazon always tries to improve with every person they hire. If you have talent, you will be encouraged to move through the organization. If you are a leader working for Amazon you will have the responsibility of coaching the people in your team to enable them to be the best version of themselves possible.

INSIST ON THE HIGHEST STANDARDS

Standards can never be too high! Whilst working at Amazon, you must always insist on the highest standards in the work you do, and when dealing with customers. Any drop in standards can impact negatively on the progress of Amazon and, more importantly, its reputation.

THINK BIG

The next of the 16 Amazon Leadership Principles is think big! You will be encouraged in your work at Amazon to think outside the box, seek ways to help the business improve and grow and come up with bold ideas that generate exceptional results.

BIAS FOR ACTION

Working fast and getting things done is the difference between success and failure at Amazon. Amazon encourages calculated risks that help the business move forward and maintain its position as the world's number one eCommerce website!

FRUGALITY

The next Amazon Leadership Principle is frugality. The definition of frugal is sparing or economical with money, food, or resources. Although Amazon is very successful in terms of its turnover, it still understands the importance of maintaining a healthy profit. Profit can only be realized if its staff treat resources and money with respect. Unnecessary waste is not welcome at Amazon!

EARN TRUST

The ability to analyse your performance speak openly about problems and issues, and be honest when mistakes are made are all important qualities needed to work at Amazon. Amazonians always assess themselves against the best and seek to improve.

DIVE DEEP

To ensure positive results, it is always good practice to analyze information, data, and previous results. Knowledge is power and it will be your responsibility whilst working at Amazon to stay connected with data relevant to your job.

HAVE BACKBONE; DISAGREE AND COMMIT

It is important to challenge decisions at Amazon. Challenging decisions make people think and consider different alternatives. Regardless of your position at Amazon, if you think something is wrong, or it can be approached in a different way, speak up!

DELIVER RESULTS

This next Amazon Leadership Principle is simple... always do things to a high standard and on time.

STRIVE TO BE EARTH'S BEST EMPLOYER

Being an Amazon employee means making sure the working environment is safe, productive, and responsible. Amazon understands the importance of having a diverse workforce and it takes responsibilities in respect of the environment seriously. To be the earth's best employer you should always be open to feedback and seek ways to continually improve.

SUCCESS AND SCALE BRING BROAD RESPONSIBILITY

The last of the 16 Amazon leadership Principles is Success and Scale Bring Broad Responsibility. Amazon started in a garage but now it is one of the largest businesses in the world. It takes its responsibilities seriously and the impact it has on the world. Amazon understands that people expect it to be better at what it does every day.

Now that we have explored the **16 Amazon Leadership Principles**, you can use what you have learnt, to answer our unique assessment questions to help you to fully understand the leadership principles, and know when to use these during the selection process.

PASS THE AMAZON SELECTION PROCESS WITH HOW2BECOME.

AMAZON LEADERSHIP PRINCIPLES ASSESSMENT TEST - QUESTIONS

Q1. A customer contacts you about a product they want they want to purchase. They want to know the cost and the lead time for delivery. After looking at the product and the customer's needs, you can see the product is not the one most suitable to their needs. There is a cheaper and more suitable alternative. How would you handle this situation?

A. Sell the product to the customer because that will give the business more money, regardless of whether the product is suitable or not.

B. Try to sell the customer both products, so they have the product they asked for and also the one which is better suited to their needs?

C. Tell the customer about the more suitable, alternative product which you think is better for their needs and insist they buy that one instead.

D. Take time to explain to the customer how the alternative product would better suit their needs and give them the option of which one to buy.

A	B	C	D

Q2. You are working on a time-sensitive production assembly line and you have an idea which you believe will increase productivity and efficiency. What do you do?

A. Leave your workstation immediately to inform your line manager about your idea.

B. Do nothing. You are only an assembly worker and it is not your responsibility to think of ways to improve the efficiency of the company.

C. Wait for an appropriate time, such as a work break, to approach your line manager and inform them of your idea and ask for their feedback.

D. During your own time, run a trial on the production line to test your theory. If you have positive results, then approach your line manager and tell them about your idea.

A	B	C	D

Q3. Read the following statement before choosing which answer option is most suitable.

I never take responsibility for my own mistakes and do not take action to ensure they are not repeated.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q4. Read the following statement before choosing which answer option is most suitable.

I actively seek and welcome feedback from others.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q5: You have noticed that a work colleague has started falling behind on their part of the project. Other colleagues are becoming impatient with them and have threatened to inform the team manager about the issue. The work colleague usually performs to a high standard. How would you handle the situation?

- A.** Approach my work colleague and tell them their performance is unacceptable and they need to improve immediately for the sake of the team and project.
- B.** Approach your work colleague in private and ask if they are having any issues which could be affecting their performance. Offer them help and support if required to get them back on track. Explain that everyone needs to pull together for the sake of the team and complete their tasks on time and to the required standard.
- C.** Inform your manager of the issue and let them deal with it. You are not paid to speak to your work colleague about their performance.
- D.** Work extra hours to complete your own work and then help out your colleague until they get back to their usual high standards.

A	B	C	D

Q6. You are in a meeting with fellow workers and you have forwarded a brilliant idea which you believe will be fundamental to the success of the business. Other workers have also put forward their ideas which they believe will aid in the success of the business. After some deliberation, your manager chooses a work colleague's idea instead of yours. You are disappointed. How do you react?

- A.** Ask for a meeting with your manager and try to convince them that your proposal is a more suitable one so they overturn the decision.
- B.** Accept the decision, but speak to your manager and ask to be moved onto a different team within the business because you feel your idea was the best one and you disagree with the way the team is moving forward.
- C.** Accept and support the decision, even though you feel that your proposal was more suitable. Collectively, another direction has been chosen and your performance and commitment to the project will not be affected.
- D.** Raise the issue there and then in the meeting and say that you are not happy with your manager's decision. If you don't speak up and say how you feel, things will fester and you will feel resentment.

A	B	C	D

Q7. You are a team leader working in a manufacturing facility. The senior manager has tasked you with improving performance in an under-achieving area of the business. It is vital improvements are made quickly because a customer has complained about the quality. What's the first thing you would do to tackle the problem?

- A.** Call a meeting with all team members and tell them their performance has to improve, otherwise, their jobs will be at risk.
- B.** Carry out performance reviews with all members of your team. During the performance reviews, you will seek to identify the strengths and weaknesses of all team members and allocate tasks that suit their strengths. You will also ask each team member to explain why they believe the quality is not to the required standard and act accordingly.
- C.** Speak to your senior manager and ask them for additional staff. This will help you to get things back on track quickly.
- D.** Monitor performance and standards for a short time to get an idea of the workflow and the possible reasons for the lack of quality. Once you have identified the problem, put a plan of action in place to rectify it. This will include staff performance reviews, and a thorough team briefing to explain the issues and what you want the team to do moving forward.

A	B	C	D

Q8. Read the following statement before choosing which answer option is most suitable.

I believe risk-taking in a company is not needed to achieve success.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q9. Read the following statement before choosing which answer option is most suitable.

Short-term success is more important than long-term goals.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q10. You are the manager of a department within a major retail store. A manager from another department approaches you about a position which has become available within her department. She has identified a member of your team who she believes is a perfect fit for an important role within her department. She asks you whether you would be willing to allow the person to move to her department. The team member in question is one of your best performing staff members, but you also know the other role would be perfect for them and it would aid their progression in the company. What do you do?

A. Inform your team member of the available position. State that you think that this would be an excellent opportunity as the role strongly matches their skill-set and that it would benefit the organization and their progression. Tell them to seriously consider the move, but state you are also more than happy for them to remain in their current role if that is their wish.

B. Inform the manager from the other department that the person in question is an invaluable member of your team and you will not allow the transfer on a permanent basis. However, you would consider allowing the transfer for one week to help them.

C. Say no and do not inform the member of your team about the opportunity. After all, you need all of your best-performing members to stay in your department and you have never felt the person in question has any ambitions anyway because they seem content in their role.

D. Say no to the manager before informing your team member of the opportunity out of courtesy. Tell the team member that you are unable to sanction the move because you need them to stay working in the department.

A	B	C	D

Q11. You are a customer service representative for a telecoms company. An angry customer has called who wants to complain about a faulty mobile device they purchased from your company. The customer is irate because they need the device to take on holiday with them in 72 hours' time and they are not willing to wait any longer. They have already spoken to another member of the customer service team and the issue has not been resolved. The call is on hold waiting for you to answer. How would you deal with the customer?

A. Take the call and start by apologizing to the customer for the continued issues they have been experiencing and reassure them you will resolve the complaint today. Listen carefully to their complaint, take notes of any key points which can help you resolve it, and create a plan of action. Check a replacement device works, and dispatch it to the customer's address within 24 hours. Call the customer back to make sure they have received the device and that it is working correctly. Once again, apologize for the inconvenience caused.

B. Answer the call and politely ask the customer to hold while you check the previous customer service representative's notes. Once you have a clear understanding of the case, return to the call. Start by apologizing to the customer for the continued issues they have been experiencing and reassure them you will resolve the complaint today. Listen carefully to their complaint, take notes of any key points which can help you resolve it, and create a plan of action. Check a replacement device works, and priority dispatch it to the customer's address within 24 hours. Call the customer back to make sure they have received the device and that it is working correctly.

C. Leave the customer on hold and check the notes of the previous representative. Once you have a clear understanding of the case, take the call. Start by apologizing for the continued issues they have been experiencing and reassure them you will resolve the complaint today. Listen carefully to their complaint, take notes of any key points which can help you resolve it, and create a plan of action. Check a replacement device works, and dispatch it to the customer's address within 24 hours. Call the customer back to make sure they have received the device and that it is working correctly. Once again, apologize for the inconvenience caused.

D. Take the call and try to calm the customer down. Warn them that you will not accept any form of abuse. Listen to their concerns and then apologize for the inconvenience caused. Inform them that for you to replace the device they will first need to return it. Once you receive the device you will check the fault before dispatching a replacement one.

A	B	C	D

Q12. Read the following statement before choosing which answer option is most suitable.

It is important to analyse past mistakes.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q13. It is a Tuesday morning and your colleague who normally works in the reception at your office is away on sick leave, leaving it short-staffed. At 11am you make your way to the staff room for a scheduled tea break when passing through the reception, you notice it is in a state of disarray. The staff who are there are busy taking calls. What would you do?

- A. Take your tea break and on the way back quickly tidy up a few bits to help out.
- B. Speak to your supervisor and ask whether you can be spared for 15 minutes to help out at the reception. If agreed, offer to help the reception team and take your tea break at a later time when convenient.
- C. Do nothing. It is not your responsibility and does not fall within the job description.
- D. Inform the reception team leader that the reception needs tidying up.

A	B	C	D

Q14. You are employed by a technology company and are about to start work on a new project. Your task requires you to have knowledge of a new system on which you have not yet received training. You are aware that one of your colleagues is fully trained in the new technology. What would you do in this situation?

- A.** Approach your manager and ask to be allocated a new task that does not require knowledge of the new technology because you have not yet received any training.
- B.** Carry out the task to the best of your ability despite not having the necessary training. It's the company's responsibility to organize your training.
- C.** Ask your colleague to assist you with areas you are not sure of to ensure the project gets off the ground. Spend some of your own time learning about the new technology and ask your manager for formal training to be arranged as soon as possible.
- D.** Ask your colleague if he would swap tasks with you to ensure the project gets off the ground. He has the required knowledge to complete the task and this would prevent the need for you to learn about the new technology.

A	B	C	D

Q15. Read the following statement before choosing which answer option is most suitable.

It is not important to understand how things work.

- A.** Strongly Agree
- B.** Agree
- C.** Neither Agree or Disagree
- D.** Disagree
- E.** Strongly Disagree

A	B	C	D	E

Q16. You are the manager of a technical department. A member of your team approaches you with an idea of how to improve the functionality of an existing bestselling product. The product achieved record sales in the last quarter. How do you react?

- A. Tell the team member to focus on their tasks and leave product development to the team responsible for this. Inform them that because the product achieved record sales in the last quarter, their idea is unlikely to have any impact.
- B. Listen to what your team member has to say and thank him for the input. However, because the product has achieved record sales you are not going to take the idea further in case it jeopardizes the current sales trend.
- C. Listen to what your team member has to say and thank them for their input. Inform them you will put forward their idea to the development team to see if any improvements can be made to the product.
- D. Listen to what your team member has to say and thank them for their input. Inform him that you will set up a meeting with yourself, the team member, and the development team so further discussions can take place in relation to their idea. Although the product achieved record sales there is always scope for improvement.

A	B	C	D

Q17. You work for a project management company that is simultaneously running a number of projects. All projects are on schedule apart from yours, for which you are the lead. Your project is running behind by around a month. The customer is expecting the project to be completed within the agreed time scale. Any delays could possibly jeopardize any future business with the customer. You have considered several options on how to resolve the issue. Which of the below is your best option?

A. Approach the customer to ask for an extension to the deadline. Be honest with them and explain the reasons for the delay. Although you will do everything possible to recover as much time as possible you still believe it will not be possible to wrap the project up within the agreed timescale.

B. Speak to your manager and ask for further funding and resources so you can ensure that the deadline is met.

C. Hold an urgent meeting with your team. Explain the situation and instruct them to clear their diaries of any non-urgent tasks until the project is completed. Re-evaluate the project to put a new plan of action in place to get it back on schedule. Consider asking other project teams if there is scope for any of their team members to assist you with finishing the project.

D. Approach your manager and tell them you can save time by skipping certain checks which validate the functionality of the project components. These are internal checks which the customer has no input on and they are not informed of the results. By taking this approach, you can save time and finish the project on schedule.

A	B	C	D

Q18. Read the following statement before choosing which answer option is most suitable.

I will only make a decision if I am in possession of all of the relevant information.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q19. You are working for a small mail-order sports equipment company. One day, your manager receives an urgent phone call and has to leave the office. He leaves you in charge but says he is contactable by cell phone if needed. During the day, you receive a call from one of your suppliers saying they will not be able to fulfill an order, due to be delivered tomorrow morning because the transportation has been involved in an accident and the stock has been damaged. The supplier can remake the stock but this will not be with you for a further 7 days. Using your initiative, you decide to search for an alternative supplier, and after some time you manage to source one who can dispatch the goods within the hour. This will allow your company to fulfill all of the customer orders due to be dispatched the following day but the cost is 3% more per item. The supplier needs a decision within the hour. You call your manager several times to get their approval but they are unavailable. What do you do?

- A. Stick with the usual supplier and tell them to remake the stock. Email all of the customers and inform them of the delay.
- B. Keep trying your manager until you get an answer. This is their decision to make and you do not have the authority.
- C. Give the new supplier the go-ahead and order the replacement products. The risk of letting down so many customers could be damaging to the company's reputation. Tell the other supplier not to remake the stock.
- D. Tell the new supplier you will purchase from them if they drop their price to match the original supplier. If they refuse, stick with the original supplier and email the customers.

A	B	C	D

Q20. Read the following statement before choosing which answer option is most suitable.

I always consult others before making decisions.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q21. You are working as a customer service representative for an educational training course company. A customer, who has made a course booking, contacts you asking for a refund as they are no longer able to attend. The course is fully booked. Unfortunately, your company has a strict policy which does not allow refunds on course bookings. You can offer an alternative date or products up to the value of the course booking. How do you tell the customer they cannot have a refund?

- A.** Explain to the customer that, due to the terms and conditions, which they can view on the website, you are unable to refund the customer.
- B.** Explain the refund policy to the customer and say you are unable to refund the course booking. Explain the alternative options available to them.
- C.** Go against company policy and refund the customer as a gesture of goodwill. After all, your job is to please the customer and you feel it is your duty to provide a refund to avoid any negative feedback or company reviews. This would keep the customer happy and protect the reputation of the company.
- D.** Explain the refund policy to the customer and apologize with empathy for the inconvenience caused. Explain the alternative options clearly to the customer and ask them which option they would like to proceed with.

A	B	C	D

Q22. You are a project manager and have just completed a project for a long-term customer. As usual, at the end of each project, you ask the customer for feedback. You receive a report from the customer which is less than favorable. This surprised you because you felt the project went to plan with minimal setbacks or issues. What would you do?

- A.** Immediately call a team meeting and berate everyone for their poor performance. Tell everyone they must improve on the next project or they will be looking for new jobs!
- B.** Call the customer to apologize and tell them you will take on board their comments. Carefully read the customer's feedback and take on board their comments. Call a staff meeting to relay the report and create a plan of action that takes into account the customer's feedback and use this on future projects.
- C.** Call the customer to apologize, but to also express your disappointment with their report. Tell them you are surprised by their comments and attempt to discuss each point individually to see if the customer will change their mind.
- D.** Dismiss the report and congratulate your team on a job well done. You feel there is no need to make any changes. If you discuss the report with your team, it will demotivate them during future projects.

A	B	C	D

Q23. You work as an administrator for a large financial organization. Your manager approaches you to ask if you would like to get involved in a new project which involves undertaking tasks you have never done before. You have little or no knowledge of how to complete the tasks. You ask your manager if there will be any training given prior to working on the project, and he states. *“No, the project is time-sensitive and we need you to jump in and get cracking. You have worked with similar technologies, so I am more than confident you can grasp this with relative ease. There are other members of the team, who can assist you if need be.”* What do you do?

- A.** Accept the opportunity and challenge. Your manager has faith in your abilities. Spend time in the evenings learning about the new technology to improve your knowledge of the technology which will allow you to contribute positively to the new project.
- B.** Decline your manager's offer. You do not feel you are ready to undertake the task with no training. You feel it would be detrimental to the rest of the team and the project, and you do not want to be responsible for the project failing.
- C.** Accept the opportunity. Tell your manager you will do your best, but without any training, you cannot guarantee you will be able to fulfill the role to the expected standards.
- D.** Accept the opportunity only if full training is given.

A	B	C	D

Q24. Read the following statement before choosing which answer option is most suitable.

It is acceptable to disagree with my peers and superiors.

- A.** Strongly Agree
- B.** Agree
- C.** Neither Agree or Disagree
- D.** Disagree
- E.** Strongly Disagree

A	B	C	D	E

Q25. Read the following statement before choosing which answer option is most suitable.

I prefer to work on one task at a time as opposed to working on multiple tasks simultaneously.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q26. You are working as a maintenance technician at a large factory. You are in the middle of installing some equipment for a new project which starts in the next 48 hours. Your task is to install components to each of the machines which collect important data. You are about to start work when you realize the components you have are not the same as the ones specified for the job. Although they are similar, and they record the same data, they do not match. You are being pressured by the project team members to install the components. Your manager is in a meeting for the next three hours and she cannot be disturbed. What do you do?

- A. Inform the project team about the issue and install the components without delay. After all, they are very similar to the prescribed component and unlikely to cause an issue.
- B. Locate the project team leader and ask if he is willing to take responsibility for fitting the components. If he agrees, you are happy to do the work.
- C. Refuse to install the component until you have spoken to your manager. He will be available in three hours. Safety and compliance are your priority.
- D. Do not say anything about the components being different and install them. They are unlikely to cause any issues.

A	B	C	D

Q27. Read the following statement before choosing which answer option is most suitable.

I strongly believe that if it isn't broken, don't fix it!

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q28. You work for a small company which sells printer components. A colleague of yours who was working on a proposal for a potential client is off work with long-term sickness. Your manager calls a team meeting and asks for a volunteer to pick up the proposal and finish it. Today is Tuesday and the proposal has to be submitted by Friday lunchtime. What do you do?

- A. Wait to see what the rest of the team does. If no one else offers to help, raise your hand to say that you will finish the proposal.
- B. Raise your hand and agree to finish the proposal for your colleague. However, state that you have a number of outstanding tasks that need completing and ask for someone else to take these on for you.
- C. Raise your hand and agree to take on the extra work. Look at your current tasks and re-prioritize any of your outstanding tasks where possible. Agree to work extra hours to ensure the proposal is completed in time.
- D. Do not raise your hand. There are other team members who are equally capable of completing the task and who are not as busy as you.

A	B	C	D

Q29. Read the following statement before choosing which answer option is most suitable.

Day-to-day activities are far more important than long-term goals.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q30. Read the following statement before choosing which answer option is most suitable.

I will always fully commit to a plan, even if I do not agree with it.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q31. You are working in the office and you overhear a colleague of yours being verbally abusive to a co-worker, What would you do?

A. This is none of my business. I would ignore it and let the work colleagues sort it out amongst themselves. I have important tasks to finish.

B. I would join in with the abusive. After all, a bit of work 'banter' never did anyone any harm and it's good for morale.

C. I would step in and stop the abuse immediately, check the co-worker was OK before reporting the incident to my manager. Any form of abuse is unacceptable and should be stopped immediately.

D. I would report the abuse to my manager so they could decide whether or not it needed to be tackled.

A	B	C	D

Q32. You are working on an important project when a co-worker who has just started work at the company approaches you to ask for advice on how to complete a specific task. What would you do?

A. Because they are new, tell them to find out how to complete the task themselves. After all, you had to learn the hard way when you joined the company!

B. Stop what you are doing and take the time to advise them. If it means you have to put in extra time to get your project finished, so be it. It's important I offer my advice and expertise to the new co-worker because we are part of the same team.

C. Tell them you are busy with an important project of your own and you don't have time to help them. Advise them to speak to a different co-worker who might be able to assist them.

D. Tell the co-worker you will help them but they will have to come back another time once you have finished your project.

A	B	C	D

Q33. A customer calls you to complain about the service they have received. They are angry about the situation and they start shouting at you. How would you deal with this situation?

A. Tell the customer that, unless they stop shouting at you, you will not deal with their complaint. You have rights too and you are not prepared to be spoken at in that manner. If the customer calms down, you will then deal with their complaint professionally and efficiently.

B. Let the customer speak and listen to their concerns. You don't take what they say personally. Show empathy for the customer's situation and apologize quickly if the company is at fault. Tell the customer you would feel the same as they do if the situation had happened to you before telling them what you are going to do to rectify things for them. Keep the customer updated with progress and try to learn from the complaint so it does not happen again.

C. Tell the customer you will pass on their complaint to your supervisor and he or she will be in touch as soon as they are available to deal with it. Write down details of the customer's complaint, and their telephone contact number, before passing on the details to your supervisor.

D. Tell the customers you will ask your supervisor to contact them as soon as possible. Write down their number and pass it on to your supervisor so they can deal with it.

A	B	C	D

Q34. You turn up to work early one morning and notice the cleaner has not emptied the bins or cleaned the work surfaces. What would you do?

- A.** Inform my manager so they can speak to the cleaner’s supervisor to complain.
- B.** Empty the bins myself and clean the work surfaces. I would then inform my manager so he or she could raise the issue with the cleaner’s supervisor to make sure it does not happen again.
- C.** Try and contact the cleaner to let them know they need to come back and finish the job properly.
- D.** I am not a cleaner and as such, it isn’t my problem. I would simply start my working day as normal and get on with my tasks and responsibilities.

A	B	C	D

Q35. Your manager asks you if it is possible to bring forward by one day the completion of a project you and your co-workers have been working on as it would really help the business. The initial completion date was already tight due to a team member having to go off sick and you have been under pressure ever since. What would you say?

- A.** Tell my manager that there is no way the already tight deadline can be brought forward as the team is fully stretched due to a member of staff going off sick.
- B.** Tell your manager that you will try your hardest to bring forward the completion date but there are no guarantees.
- C.** Ask your manager to find you one additional team member and then you will consider getting the project completed faster.
- D.** Tell your manager that although you are already fully stretched you will pull out all the stops and work extra hours to get the project finished in time for the new deadline because you understand how important it is to the business.

A	B	C	D

Q36. You are working in a store and a customer approaches you to ask about the availability of a product. After checking, you find establish that the product is currently out of stock. What would you say to the customer?

- A.** Apologise to the customer for the product not being in stock. Then, inform the customer that you can order the product for them and tell them how long it will be before it is in stock. Offer to take their number and tell them you will call them as soon as the product becomes available.
- B.** Tell the customer about another shop in the local area where they should be able to buy the product.
- C.** Direct the customer to a website you've heard of where they should be able to order the product on a next-day delivery.
- D.** Tell the customer you are sorry the item is not currently in stock and wish them a good day.

A	B	C	D

Q37. Your manager walks into the office and asks for a volunteer to cover the work of a co-worker who is going to be off sick. The volunteer must do their own work in addition to their co-workers. What would you do?

- A.** Wait to see if anyone else volunteers first before putting my hand up.
- B.** Ask my manager if I will get paid for the extra duties. If they say yes, then I will volunteer.
- C.** Volunteer to do the work. Once I had received a brief from my manager I would quickly learn my co-worker's tasks before prioritizing the work I was responsible for and then setting to work on all my duties.
- D.** I would not volunteer. I have enough on my plate without having to do someone else's work too!

A	B	C	D

Q38. The time is 4:55pm on a Friday afternoon and you are working in a store serving customers. You look up to see a queue of 15 customers waiting to be served but there are only 5 minutes until closing time. What would you do?

- A.** Continue serving customers up until 5 pm and then stop. Apologize to the customers you are unable to serve before shutting up shop and going home.
- B.** Ask my manager what I should do.
- C.** Continue serving customers up until 5 pm and then stop. Apologize to the customers you are unable to serve but tell them to come back first thing in the morning and you will serve them then.
- D.** Carry on serving the customers and once 5pm arrives close the store so no more customers can enter. Then, finish off serving all of the customers until you have finished, even if it takes you past 5pm.

A	B	C	D

Q39. Your manager asks you to complete a task you have never done before. The task is not included in your job description and you have no idea how to complete it. What would you do?

- A.** Agree to do the task and find out myself how to complete it to the required standard. Although the task is not within my job description, I would see this as an opportunity for me to learn new skills.
- B.** Because the task is not within my job description, I would refuse to do it.
- C.** Ask my manager for guidance on how to complete the task. Even though it is not within my job description, I am happy to do it.
- D.** Ask my manager if I will receive additional pay for the task that is not within my job description. If I am going to get paid, I will do it. If I am not going to receive any pay, then I don't see why I should do it!

A	B	C	D

Q40. You are concerned about how much the company is spending on office supplies. There appears to be a culture of waste in the company. What would you do?

- A.** Inform your manager about your concerns so he or she can do something about them.
- B.** Do nothing. This is an issue for management and they are not concerned about it then there's clearly no problem.
- C.** Send an email to all of your co-workers outlining your concerns. Ask everyone in the team to be more considerate when using office supplies to minimize waste and expenditure. Copy your manager into the email.
- D.** Do some research to confirm your concerns are correct. Create a proposal for how you think changes can be made in the office surrounding the use of office supplies. Speak to your manager and present them with your findings and proposal.

A	B	C	D

Q41. Read the following statement before choosing which answer option is most suitable.

I am not afraid to disagree with my manager. If I think something is wrong, or if something can be improved, I will say so.

- A.** Strongly Agree
- B.** Agree
- C.** Neither Agree or Disagree
- D.** Disagree
- E.** Strongly Disagree

A	B	C	D	E

Q42. Read the following statement before choosing which answer option is most suitable.

Diversity in an organization is vital if it is to succeed with its commercial goals.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q43. You have been working for the same organization for 8 years and are happy in your work. You are a respected and valued member of the team. You have recently been trying to get promoted to team leader without success. Despite attending two promotional interviews, you still haven't gained advancement. What would you do?

- A. Ask for feedback on how you can develop the right skills to gain promotion. Ask your manager if it is possible to shadow her to learn more about how to lead and manage a team.
- B. Secretly apply for team leader jobs with a different organization. If you get promoted, hand in your notice.
- C. Tell your manager that unless you get promoted the next time you apply, you will leave the organization.
- D. Accept that you are most probably not going to get promoted and carry on with your job.

A	B	C	D

Q44. You are working as a manager for a large, successful online retail company. You notice that sales for the last quarter are down by 25% compared with the previous quarter. What would you do?

- A.** Sales often fluctuate so you are not concerned about the drop in sales. In your experience, sales fluctuate based on seasonal demand and you are confident they will bounce back soon.
- B.** Sales often fluctuate so you are not concerned about the drop in sales. In your experience, sales fluctuate based on seasonal demand and you are confident they will bounce back soon. If sales have not bounced back the next quarter you will look into the data to see if there are any problems or reasons for the decline.
- C.** Look to increase the marketing spend with a view to increasing sales. Monitor the return on investment on a weekly basis to make sure the increased spending is having a positive impact.
- D.** Immediately collect as much information and data as possible relating to marketing spend, website traffic, customer reviews, and sales data. Spend time assessing the information and data to establish the reason for the decrease in sales and put a plan of action in place to increase them. 25% is a significant drop in sales and this is unacceptable.

A	B	C	D

Q45. Read the following statement before choosing which answer option is most suitable.

Sometimes, very high standards can hold back an organization from progressing.

- A.** Strongly Agree
- B.** Agree
- C.** Neither Agree or Disagree
- D.** Disagree
- E.** Strongly Disagree

A	B	C	D	E

Q46. Read the following statement before choosing which answer option is most suitable.

I prefer to take calculated risks than not taking risks at all.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q47. You have been working on an important project for the last two weeks when you realize you have made a significant mistake. Despite your manager giving you a clear brief, you have not followed it. You have been under pressure recently due to having a large workload. What would you do?

- A.** Stop work and inform your manager about the mistake. Explain to her why you made the mistake, apologies, take responsibility for it, and put in the extra work to put things right. Share your mistake with your co-workers so they can learn from it too.
- B.** Carry on with the project and hope nobody notices the mistake. After all, you have been under pressure due to the large workload so mistakes are inevitable.
- C.** Stop work and inform your manager about the mistake. Tell her you have been feeling under pressure because of the large workload and ask her what she wants you to do next.
- D.** Stop work and analyse why you made the mistake. Put in extra hours to rectify the mistake and learn from it. Nobody needs to know about the mistake because you can still finish the project on time.

A	B	C	D

Q48. Read the following statement before choosing which answer option is most suitable.

I would never do work that was outside of my job description.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q49. Read the following statement before choosing which answer option is most suitable.

If I make a mistake, I prefer not to share it with others.

- A. Strongly Agree
- B. Agree
- C. Neither Agree or Disagree
- D. Disagree
- E. Strongly Disagree

A	B	C	D	E

Q50. You are in a team meeting discussing the completion of an important project for a new client. A member of the team recommends cutting corners with part of the agreed project specification. They explain that by cutting corners it will save the company \$31,000 and the client will have no idea about the changes to the specification. Everyone in the meeting agrees this is a good idea. What would you do?

- A.** Agree with the general consensus. If it saves the company \$31,000 and the client won't ever find out, it's a good thing.
- B.** Disagree with the general consensus and say you are not comfortable with this course of action. Although the client may never find out about the changes, this action goes against the standards of the company, and the specification the client has paid for.
- C.** Suggest putting forward the recommendation to your manager so they can make a decision.
- D.** Recommend contacting the client to check they are comfortable with the proposed changes and offer to take some money off the agreed price.

A	B	C	D

THANK YOU FOR COMPLETING THIS ASSESSMENT TEST, WE DO HOPE YOU FOUND THIS RESOURCE BENEFICIAL.

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