

185 Practice Test

Directions: Look over the information outlined in the workplace safety rules. Then answer the questions.

Workplace Safety Rules

For the safety and protection of all employees, adherence to these safety rules is mandatory. Any violations of these rules will be documented in the employee's records. Violations could result in termination of employment.

A. Employees

1. All hair must be kept covered. No facial hair is allowed.
2. No jewelry of any kind is allowed.
3. Carry nothing in pockets above the waist.
4. No food or drink is allowed in the production areas.

B. Storage of Chemicals

1. All chemicals in jugs must be clearly labeled, no matter how temporarily they are used.
2. All chemical jugs must be returned to their proper storage place when not in use.
3. Use only jugs to store or transport chemicals.

C. Parts Cleaning and Storage

1. All parts need to be put away following cleaning.
2. Leave no liquids on the floor – wipe up all excess.
3. Hang brooms, mops and other cleaning devices after use.
4. Place all used cleaning towels in laundry area.

1. What could happen if an employee doesn't follow these rules?

- a. They will be transferred to a different department.
- b. They will have to document the rules.
- c. The violation may be documented in their records.
- d. They may lose their job.

2. What do you think is the reason hair must be covered and no jewelry is allowed in the production area?

- a. This is probably a food packaging company.
- b. The employees probably work with machines with moving parts.
- c. Jewelry and hair could get damaged in this workplace.
- d. all of the above

(185)

3. What should a worker do after using a jug of chemicals?

- a. refill it
- b. put it back
- c. give it a new label
- d. keep it out temporarily

(1)

Please DO NOT write on the test

X

Low Cost Food

School Policy on Alcohol

Alcohol is not allowed on school property because it is harmful to student health. There is no designated area for alcohol consumption even though you are adults. Alcohol is prohibited on our outdoor patio. A violation of this regulation will result in your termination as a student.

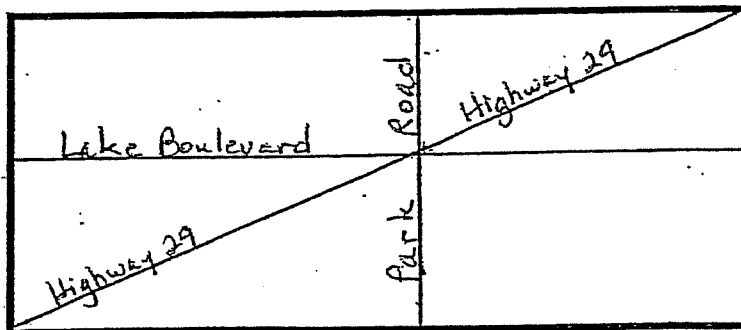
4. How does the school try to control alcohol use?
 - A. It restricts students from drinking on the outdoor patio.
 - B. It specifies who can drink alcohol.
 - C. It limits who can drink alcohol.
 - D. It prohibits drinking everywhere in the school.
5. What is the school's main purpose in writing an alcohol policy?
 - A. To improve students' grades.
 - B. To protect students from unhealthy use of alcohol.
 - C. To improve the school's buildings.
 - D. To control the use of alcohol on the school areas.

(185)

Ramsey County provides food stamps to people who can't pay for their own food. Food stamps are given to people who aren't able to buy food. Food stamps are a way to pay for food when people need assistance from the government. Many community organizations benefit from food stamps including grocery stores and farmers. Food stamps aid people who wouldn't be able to provide food for their families.

6. Who can get food stamps?
 - A. People who don't have enough money to buy food.
 - B. People who are able to work.
 - C. People who sick.
 - D. People who can't pay for a car.
7. Which government organization makes the regulations for the food stamp program and provides low cost assistance to its residents?
 - A. The City of St. Paul
 - B. The City of Minneapolis
 - C. Ramsey County
 - D. Hennepin County

(185)



(186)

Label this map North, South, East, West, NE, NW, SE and SW.

8. Park Road runs _____ to _____.
9. Lake Boulevard runs _____ to _____.
10. State Highway 29 runs _____ to _____.

(2)

Please
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on the test!

-Advertisement-

Want to learn more about computers?
Register now for Beginning Computer Class
Offered by St. Paul Technical Trainers, Inc.

- | | | | |
|-------|--|-------------------|-----------|
| Day 1 | Computer Hardware | Saturday, 9/15/07 | 9:00 A.M. |
| | Learn all the parts of the computer and their functions... | | |
| Day 2 | Computer Software | Saturday, 9/22/07 | 9:00 A.M. |
| | Learn all different software programs for your computer... | | |
| Day 3 | Computer Word Processing | Saturday, 9/29/07 | 9:00 A.M. |
| | Learn how to make, save and print different types of word documents... | | |
| Day 4 | Computer Networking | Saturday, 10/6/07 | 9:00 A.M. |
| | Learn how to navigate the Internet and send e-mails.... | | |

Register now by calling 800-555-5555.
Class size limited to first 25 students
Class location: 222 West University Street, St. Paul

11. How many days does this computer class meet?

- | | |
|------------------------------|--------------------------------|
| <input type="radio"/> a. one | <input type="radio"/> c. three |
| <input type="radio"/> b. two | <input type="radio"/> d. four |

12. Which session would teach students how to type a formal letter?

- | | |
|----------------------------------|----------------------------------|
| <input type="radio"/> a. Class 1 | <input type="radio"/> c. Class 3 |
| <input type="radio"/> b. Class 2 | <input type="radio"/> d. Class 4 |

13. Which session would teach students how to find an address on the Internet?

- | | |
|----------------------------------|----------------------------------|
| <input type="radio"/> a. Class 1 | <input type="radio"/> c. Class 3 |
| <input type="radio"/> b. Class 2 | <input type="radio"/> d. Class 4 |

(185)

14. Why should students interested in the class call the school?

- | |
|--|
| <input type="radio"/> a. Because the class is about computers |
| <input type="radio"/> b. Because they need to register and reserve a seat |
| <input type="radio"/> c. Because they need to get the location of the school |
| <input type="radio"/> d. Because they need to know when the classes start. |

15. Which of the following would students learn about on Day 2?

- | |
|--|
| <input type="radio"/> a. Parts of the computer |
| <input type="radio"/> b. Accounting software, digital photo software |
| <input type="radio"/> c. Sending e-mails |
| <input type="radio"/> d. advertising |

(3)

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FOSTER'S DEPARTMENT STORE

Departments and Services

Department	Name	Extension	Responsibilities
Human Resources	Sally Williams	7792	Paychecks, hiring
Shipping and Receiving	John Norton	7793	Orders that have been shipped
Maintenance	George Thomas	7794	Cleaning and maintaining in building
Ordering	Rosa Gomez	7795	Orders from catalog, prices, back orders
Technology	Patrick Manning	7796	Questions with computers or other technology
Customer Service	Olivia Mousseaux	7797	Complaints from customers, exchanges and returns, lost and found
Accounting	Ned Coleman	7798	Payments and billing
Sales	Nancy Yang	7799	Questions about products

16. A customer wants to buy a coat in the catalog. He says in a previous catalog the coat was on sale and he wants to know the current price. What department should handle this call?

- A. Maintenance
- B. Ordering
- C. Human Resources
- D. Shipping and Receiving

18. What extension do you call to pay your bill?

- A. 7795
- B. 7799
- C. 7798
- D. 7793

17. A customer calls and needs information about a sofa that was advertised on T.V. To what extension should the receptionist transfer the call?

- A. 7799
- B. 7792
- C. 7797
- D. 7793

19. A man left his wallet at the store. What number should he call?

- A. 7794
- B. 7797
- C. 7793
- D. 7796

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(4)

Larson's Eye Clinic
NO APPOINTMENT NEEDED M-Th
By Appointment Only - Fridays
Call 651-123-4567

20. When do patients need to make an appointment to see the Eye Doctor?

- A. Monday-Thursdays
- B. Fridays
- C. Saturday and Sunday
- D. Every day

21. Joe needs to see the Eye Doctor. He wants to go on Friday. What should he do?

- A. He doesn't have to make an appointment
- B. He needs to go on M-Th
- C. He needs to make an appointment
- D. He needs to make an appointment on Saturday

GOLD'S GYM
Flu Shots

Tues-Fri, 12:00 – 8:00 pm
Make appointments at the front desk

Sat. 9:00 – 1:00
No appointment necessary

Members: \$25
Non-members: \$30

22. When is no appointment needed for a flu shot?

- A. Tuesday
- B. Between 12:00 and 8:00
- C. \$25
- D. Saturday

23. How much do non-members pay for a flu shot?

- A. \$25
- B. 9:00
- C. Friday
- D. \$30

(185)

Please DO NOT write on the test!

(3)

Maxine Albright
Display Best Stuff CO
1001 Youngtown Ave
Midland, MN 53660

Dear Ms. Albright,

I would like to recommend a Ms. Sarah Wang for a position as chief design technician with your company. She has worked in Dayton's Department Store as a Store Associate for almost a year. She first started working as a food display case designer in the food deli. Then she came into the Housewares Department to help with the displays during the holiday season. She is not the main designer for the whole floor.

We have benefited greatly from Ms. Wang's abilities to design attractive displays. She chooses fabrics and colors wisely and is prompt in her set-up. I am positive that she will contribute a lot to your company.

Sincerely,
Mary Higgins, Manager
Dayton's Store

24. What is Mary's opinion of Sarah?

- A. She shouldn't work in a food store
- B. She is a capable employee
- C. She is an excellent food preparer
- D. She knows too much about fabric

25. Which is one example of Sarah's work?

- A. She is very capable
- B. She sets up displays
- C. She cooks food in the deli
- D. She supports the Housewares Dept.

(185)

Please DO NOT write on the test!

(6)

Dear Editor:

We understand the problem of 35 year old Jane Norton and her fight against the employment laws of Oakville. In your article you reported that she could not get a job because city workers are allowed to keep their jobs for life even if they are not performing well.

For the last 18 months, we have been fighting with the city to

fire city employees who are not doing their jobs correctly. It is very stressful and has taken a lot of time.

At least we do not have these job guarantee laws in our city of Maplewood. We feel that guaranteeing jobs for city employees even when they are not performing well is a terrible policy for any city. We are appalled that this state allows laws which protect city jobs for

people who do not perform their jobs. The courts also support the rights of these employees to keep their jobs for as long as they want. Not only does this prevent capable citizens from getting these jobs, it means that certain services like garbage and road repair are not completed on time and with high quality.

Harriet Anderson
Maplewood

-
26. What is the main concern of the writer of this letter?
- A. That her city does not have guaranteed city jobs
 - B. That her city does have guaranteed city jobs
 - C. That Jane Norton has a guaranteed job
 - D. That current state laws mean that underperforming workers can keep their jobs.
27. What did Harriet Anderson think was too stressful?
- A. The process of firing city employees
 - B. Getting the city to repair roads
 - C. The problems of Jane Norton
 - D. The courts that support the rights of these employees.

(185)

Please DO NOT write on the test!

(7)

Curry-Seasoned Chicken with Vegetables

Directions:

1. Brown the cut-up chicken in a frying pan with 2 TB of oil.
2. Gradually add the bag of frozen vegetables with $\frac{1}{2}$ cup of water into the pan of browned chicken. Stir in the curry flavored packet.
3. Heat to boiling and then reduce heat. Simmer for 15 minutes or until the chicken absorbs all of the flavoring.

28. When do you add the curry seasoning to the mixture?

- A. Before you add the vegetables
- B. After you add the vegetables
- C. While the chicken is browned
- D. After the mixture has simmered

OSHA

Government Working for your Safety! Occupational Safety and Health Administration

OSHA conducts safety inspections of workplaces in the U.S. OSHA's expert inspectors are highly trained. Their inspection will give your company a full evaluation of federal and state regulations. OSHA offers a customized evaluation of your company's safety needs including safety devices, safety regulations and possible hazards. OSHA's top priority is to make your workplace safer through on-site inspections.

29. What is the main purpose of this flyer?

- A. To sell the services of OSHA
- B. To find hazards
- C. To train inspectors
- D. To make safety equipment.

30. How does OSHA identify the safety needs of a company?

- A. They explain safety rules
- B. They have highly trained inspectors
- C. They conduct a safety inspection
- D. They provide safety devices.

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Please DO NOT write on the test!

(8)

EMPLOYEE MEETING

New Dress Code

Sun Companies is changing its policy on employee dress. Staff will move from a casual clothing policy to a more formal clothing policy.

For more information, please attend ONE of the meeting sessions listed below.

Session 1: Monday, September 9, 2010, 3-3:30 p.m.

Session 2: Tuesday, September 10, 2010, 3-3:30 p.m.

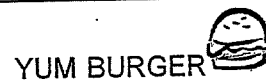
Session 3: Wednesday, September 18, 2010 4:30-5 p.m.

48. What is the purpose of the meeting? (185)
- A. To buy every employee a dress
 - B. To tell employees what they have to wear to work
 - C. To tell employees know they can wear whatever they want to work
 - D. To let employees know there is a new boss
49. How much time should be allowed for the meeting? (185)
- A. 1.5 hours
 - B. 1 hour
 - C. 30 minutes
 - D. 3 days

Please DO NOT write on the test!

(13)

Attention staff:



This week , YUM BURGER will begin offering new specials to increase business. These programs include:

- *A rewards card for regular customers
- *A 'Kids Eat Free on Tuesdays' promotion
- *A free cookie with every combo meal

It is important that everyone understands the details of these new deals. Please sign up for one of the training times below. All meetings are at 1 p.m.

3/1

3/2

3/3

Anca			
Cindy			
Chun			
Doug			
Marta			
May			
Raul			

50. How is the store trying to bring in more customers? (185)

- A. by remodeling the store
- B. by introducing new offers
- C. by offering better prices than Burger World
- D. by making better burgers

51. What is each employee supposed to do on the chart? (185)

- A. check which days they are available to work
- B. check which day they can train new staff
- C. sign up for a day off
- D. check which meeting they will attend

Please DO NOT write on the test! (14)

RESTROOM CLEANING CHECKLIST

	11 a.m. (cleaned)	1 p.m. (ok?)	3 p.m. (cleaned)	5 p.m. (ok?)	7 p.m. (cleaned)
Monday	DB	DB	DB	NT	NT
Tuesday	DB	DB	DB	NT	NT
Wednesday	DB	DB	DB	NT	NT
Thursday	NT	NT	NT	SA	SA
Friday	NT	NT	NT	SA	SA
Saturday	SA	SA	SA	DB	DB
Sunday					

52. What does the 'restroom checklist' show? (185)
- A. the restroom is very dirty
 - B. when more cleaning supplies are needed
 - C. when the restroom is cleaned and inspected by staff
 - D. how many times the restroom is used
53. What do the initials under '1 p.m.' mean in the checklist? (185)
- A. staff checked to see if the restroom was in good condition
 - B. a staff member had to go to the bathroom at 1 p.m.
 - C. it is ok to close the bathroom
 - D. it is ok to take a break

Please DO NOT write on the test! (15)

INJURY	SYMPTOMS	TREATMENT
Sprained wrist	<p>Swelling in the wrist</p> <p>Pain at the time of the injury</p> <p>Persistent pain when you move your wrist</p> <p>Bruising or discoloration of the skin around the wrist</p> <p>Tenderness at the injury site</p> <p>A feeling of popping or tearing inside the wrist</p> <p>A warm or feverish feeling to the skin around the wrist</p>	<p>A pain reliever, such as aspirin or ibuprofen, may be helpful. If pain and swelling persist for more than 48 hours, however, see a doctor.</p> <p>Mild wrist sprains can usually be treated at home with the RICE protocol.</p> <ul style="list-style-type: none"> • R Rest the joint for at least 48 hours. • I Ice the injury to reduce swelling. • C Compress the swelling with an elastic bandage. • E Elevate the injury above the level of the heart
Broken wrist (also called fractured wrist)	<p>Severe pain that tends to increase during gripping or squeezing</p> <p>Swelling</p> <p>Tenderness</p> <p>Bruising</p> <p>Obvious deformity, such as a bent wrist or crooked finger</p> <p>Stiffness or inability to move your fingers or thumb</p> <p>Numbness or coldness in your hand</p>	<p>See a doctor right away.</p> <p><i>Immobilization</i> Restricting the movement of a broken bone in your wrist or hand is critical to proper healing. To do this, you may need a splint or a cast.</p> <p><i>Medications</i> To reduce pain and inflammation, your doctor may recommend an over-the-counter pain reliever, such as acetaminophen (Tylenol, others) or ibuprofen (Advil, Motrin, others). If you're experiencing severe pain, you may need an opioid medication, such as codeine.</p> <p><i>Surgical and other procedures</i> Immobilization heals most broken bones. However, you may need surgery to implant internal fixation devices to maintain proper position of your bones during healing.</p>

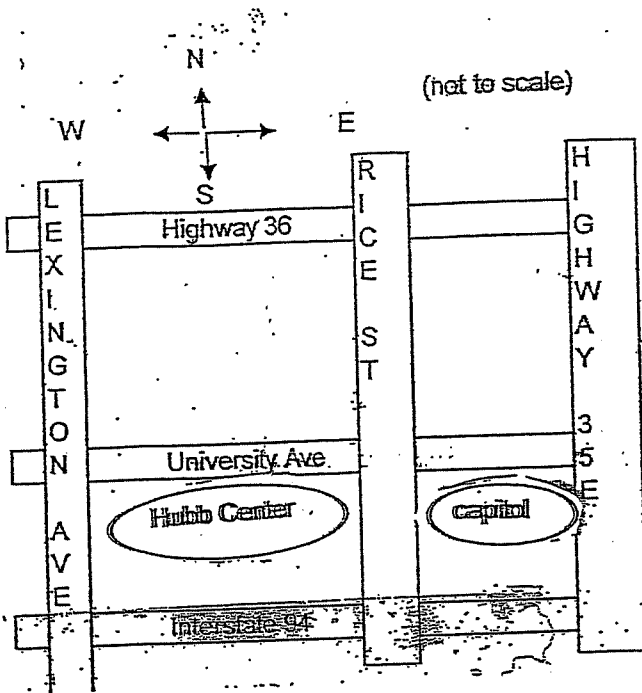
Please DO NOT write on the test! (16)

54. You were with your mother and she fell and hurt her wrist. Now, she cannot move her fingers. What should you do? (185)
- A. Wait 48 hours. If pain persists, see a doctor.
 - B. Help her move her fingers.
 - C. See a doctor right away.
 - D. Tell her she should rest.
55. Based on the information in the chart, which statement is true? (185)
- A. A broken wrist and a sprained wrist are the same thing.
 - B. A sprained wrist and a fractured wrist are the same thing.
 - C. A broken wrist and a fractured wrist are the same thing.
 - D. Pain only occurs with a broken wrist.

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(17)

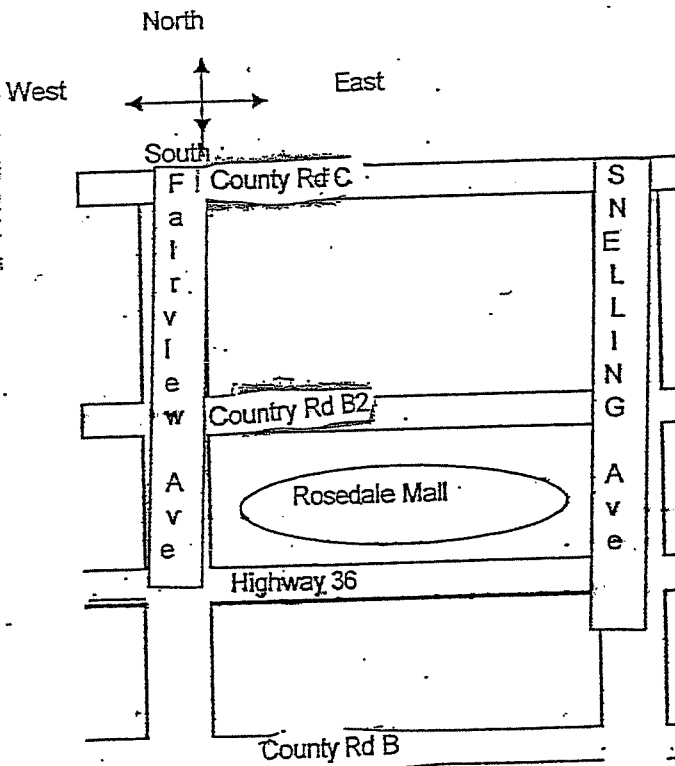
Answer the questions about the maps.



56. The capitol is located
- A. east of Rice Street
 - B. west of Rice Street
 - C. west of the Hubb Center.
 - D. none of the above.

57. Highway 36
- A. runs East - West
 - B. runs North - South

58. Lexington Ave
- A. runs North - South
 - B. runs East - West



59. Rosedale Mall is
- A. south of County Rd B2
 - B. east of Snelling Avenue
 - C. south of County Rd B

(185+6)

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(18)