

# Tier One Department of Economic Opportunity (DEO) Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## Questions

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- 1. MSFW stands for which phrase?**
  - A. Migrants Seasonal Farm Workers Act**
  - B. Migrants and Seasonal Farm Workers Act**
  - C. Migrants and Seasonal Farm Workers**
  - D. Migrants and Seasonal Farm Workers Act of 1983**
  
- 2. In what year was the Smith-Hughes Act enacted?**
  - A. 1920**
  - B. 1905**
  - C. 1910**
  - D. 1917**
  
- 3. Florida's consolidated structure for workforce programs aims to meet the needs of which groups?**
  - A. Employers only**
  - B. Job seekers and businesses**
  - C. Government agencies**
  - D. Educational institutions**
  
- 4. Which of the following is a basic skill?**
  - A. Reading, Writing, Math**
  - B. Computer networking**
  - C. Public speaking**
  - D. Negotiation**
  
- 5. Which practice should you use when starting to assist a customer for the first time?**
  - A. Immediately interrupt to ask questions**
  - B. Give notice before approaching customers**
  - C. Ignore the customer until they ask for help**
  - D. Wait for the customer to speak first**

6. The customer may try to \_\_\_\_\_ you to react, using hostile or verbal attacks.
- A. compliment
  - B. bait
  - C. threaten
  - D. ignore
7. Who approves the Five-Year, Operational plan developed by WFI?
- A. Governor
  - B. Florida Legislature
  - C. Department of Economic Opportunity
  - D. Regional Workforce Boards
8. Which of the following is NOT listed as a mandatory program in Florida's workforce system?
- A. WIA
  - B. WIOA
  - C. WP
  - D. TAA
9. What is Principle eight of customer service?
- A. Do the minimum.
  - B. Ignore customer requests.
  - C. Offer refunds only.
  - D. Go the extra mile.
10. The Vocational Rehabilitation Act expanded services to include physical restoration and services for persons with mental limitations. Which act is this?
- A. Civil Rights Act
  - B. Social Security Act
  - C. Vocational Rehabilitation Act
  - D. Wartime Rehabilitation Act

## Answers

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1. A
2. D
3. B
4. A
5. B
6. B
7. A
8. B
9. D
10. C

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## **Explanations**

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**1. MSFW stands for which phrase?**

- A. Migrants Seasonal Farm Workers Act**
- B. Migrants and Seasonal Farm Workers Act**
- C. Migrants and Seasonal Farm Workers**
- D. Migrants and Seasonal Farm Workers Act of 1983**

MSFW refers to the workers themselves: Migrant and Seasonal Farm Workers. It describes people who move seasonally to do farm labor, not a piece of legislation. The word "Act" or a year would flip the meaning to a law, while the phrase should simply name the group of workers. Among the options, the closest to the intended meaning is the form that presents the workers as a group without adding an Act or year, i.e., Migrants and Seasonal Farm Workers, while the precise standard form would be Migrant and Seasonal Farm Workers.

**2. In what year was the Smith-Hughes Act enacted?**

- A. 1920**
- B. 1905**
- C. 1910**
- D. 1917**

The key fact here is the year the Smith-Hughes Act became law. This act, shaping federal support for vocational education, was signed in 1917, during World War I, and established federal funds to develop vocational programs in high schools and similar institutions. It authorized states to use federal funds for agriculture, trades, home economics, and related areas, marking a significant shift in federal involvement in secondary education. The other years listed don't match the historical date of enactment—1905 and 1910 come earlier, and 1920 comes after the act was already in place. So the correct year is 1917.

**3. Florida's consolidated structure for workforce programs aims to meet the needs of which groups?**

- A. Employers only**
- B. Job seekers and businesses**
- C. Government agencies**
- D. Educational institutions**

Florida's consolidated structure for workforce programs is designed to serve both job seekers and businesses. By unifying employment services, training, and support under one integrated system, it helps individuals gain skills and secure work while also giving employers access to a steady pipeline of qualified workers and targeted training. This streamlined, one-stop approach makes it easier for people to find opportunities and for employers to fill vacancies, aligning resources with the needs of the labor market.

**4. Which of the following is a basic skill?**

**A. Reading, Writing, Math**

**B. Computer networking**

**C. Public speaking**

**D. Negotiation**

Reading, writing, and math are basic skills because they form the foundation for almost every task you'll encounter at work and in daily life. Reading lets you understand instructions, policies, and dashboards; writing lets you communicate clearly through emails, reports, and forms; and math gives you the ability to handle numbers, budgets, measurements, and problem solving. These core abilities support learning and applying more specialized or advanced skills later on. The other options involve more context-specific or higher-level abilities. Computer networking is a technical field requiring knowledge of networks and hardware; public speaking focuses on presenting ideas effectively, often in front of others; negotiation is about persuading and reaching agreements in particular situations. They build on basic literacy and numeracy but aren't considered foundational in the same universal way.

**5. Which practice should you use when starting to assist a customer for the first time?**

**A. Immediately interrupt to ask questions**

**B. Give notice before approaching customers**

**C. Ignore the customer until they ask for help**

**D. Wait for the customer to speak first**

Giving notice before approaching customers sets the tone for respectful, helpful service. A brief heads-up lets the person know someone is available without invading their space, and it invites them to engage if they want help. For example, a friendly greeting and a statement like, "Hi, I'm here if you need any help," opens the interaction on a positive note. Interrupting immediately can feel disruptive or pushy, while waiting for the customer to speak first or ignoring them until they ask for help can lead to missed opportunities to assist.

**6. The customer may try to \_\_\_\_\_ you to react, using hostile or verbal attacks.**

**A. compliment**

**B. bait**

**C. threaten**

**D. ignore**

People may try to bait you into reacting by using hostility or verbal attacks. Baiting is about luring someone to respond, often by provoking with insults or pressure so emotion takes over and the situation escalates. That's exactly what the sentence describes—the attempt to provoke a reaction. Complimenting isn't about provoking a hostile response, and threatening would itself be the act of issuing a threat rather than the tactic to elicit a reaction. Ignoring is a response strategy, not the tactic used to draw you into reacting. So bait is the correct choice because it captures the idea of deliberately provoking a reaction.

**7. Who approves the Five-Year, Operational plan developed by WFI?**

- A. Governor**
- B. Florida Legislature**
- C. Department of Economic Opportunity**
- D. Regional Workforce Boards**

The plan is approved by the Governor. In Florida's workforce system, the five-year operational plan for Workforce Florida, Inc. represents the state's strategic blueprint and policy direction. The Governor's Office has the authority to sign off on this plan because it reflects statewide priorities and ensures coordination with overall state goals. After the Governor approves, the plan is submitted for federal review. Regional Workforce Boards contribute input and implement programs locally, and the Department of Economic Opportunity coordinates and administers state activities, but the final approval rests with the Governor.

**8. Which of the following is NOT listed as a mandatory program in Florida's workforce system?**

- A. WIA**
- B. WIOA**
- C. WP**
- D. TAA**

The concept being tested is which items are actually delivered as mandatory programs under Florida's One-Stop workforce system, not just laws or older acts. In this framework, the mandatory client-serving programs are the specific services like Wagner-Peyser Act employment services and Trade Adjustment Assistance. The Workforce Innovation and Opportunity Act (WIOA) is the overarching law that creates and governs the system, not a separate program offered to participants. It sets the rules and structure, but isn't itself a program you enroll in. Because of that, it's considered not to be a listed mandatory program. The other options—WIA (the older act that's been replaced), WP, and TAA—fit as programs or services within the current system, with WP and TAA being the active mandatory programs under WIOA.

## 9. What is Principle eight of customer service?

- A. Do the minimum.
- B. Ignore customer requests.
- C. Offer refunds only.
- D. Go the extra mile.**

Going the extra mile means delivering more than what is expected and looking for ways to help the customer beyond the basic requirements. It's about anticipating needs, solving problems quickly, and adding thoughtful touches that show you care about the person's experience. When you go the extra mile, you build trust and loyalty because customers feel valued and understood, not just served. This approach often leads to positive word-of-mouth and repeat business, since people remember and appreciate those moments when service exceeded their expectations. For example, not only fixing an issue but also following up later to ensure everything is running smoothly, or offering a helpful workaround or upgrade that truly benefits the customer, demonstrates this mindset. Doing the minimum tends to leave customers unsatisfied, while ignoring requests signals disrespect and damage trust. Offering refunds only is reactive and narrow, addressing a single remedy rather than the overall experience. Keeping the focus on going the extra mile emphasizes proactive care and long-term relationships with customers.

## 10. The Vocational Rehabilitation Act expanded services to include physical restoration and services for persons with mental limitations. Which act is this?

- A. Civil Rights Act
- B. Social Security Act
- C. Vocational Rehabilitation Act**
- D. Wartime Rehabilitation Act

This item tests understanding of how vocational rehabilitation programs broadened to help more people with disabilities. The act described expanded services to include physical restoration and assistance for individuals with mental limitations, showing a shift toward comprehensive rehabilitation aimed at returning people to work and independence. It supported medical rehabilitation, training, and job placement through federal-state partnerships, extending help beyond physical injuries to include cognitive or mental disabilities as well. The Civil Rights Act protects against discrimination but does not establish or expand vocational rehabilitation services. The Social Security Act provides financial benefits like retirement and disability payments, not the broad rehabilitation services described. The Wartime Rehabilitation Act targeted veterans and their specific rehabilitation needs during wartime. Therefore, the act that fits this description is the Vocational Rehabilitation Act.

## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://tier1deo.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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