

Virginia Workplace Readiness Practice Test (Sample)

Study Guide



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SAMPLE

Questions

- 1. What should you do first if you feel uncomfortable at work due to someone else's behavior?**
 - A. Report the person to a supervisor.**
 - B. Confront the person about it.**
 - C. Seek advice from colleagues.**
 - D. Address the behavior directly with the person.**
- 2. If you need to work overtime but have a personal commitment, what is the best response?**
 - A. Stay at work without communicating.**
 - B. Contact your personal commitment and explain the situation.**
 - C. Decide based on the potential for promotion.**
 - D. Decline the overtime immediately.**
- 3. Which of the following is not a type of nonverbal communication?**
 - A. Posture**
 - B. Vocabulary**
 - C. Gestures**
 - D. Facial expressions**
- 4. Which of the following is a trait of a person with a negative attitude?**
 - A. Increased chance of success.**
 - B. Poor self-concept.**
 - C. Constructive behavior.**
 - D. Better relationships.**
- 5. What is the most appropriate application/format for Maxwell to use when sending a final urgent housing inventory report?**
 - A. Word**
 - B. PDF**
 - C. Excel**
 - D. Email**

- 6. When writing to a potential customer, what is the best way to address your email?**
- A. Hello Sally Smith!**
 - B. Dear Madam or Sir:**
 - C. Dear Ms. Smith,**
 - D. Dear Mrs. Smith,**
- 7. What important trait that employers look for in employees is known as "initiative"?**
- A. Calling your boss when you cannot come to work**
 - B. Showing respect for other workers**
 - C. Doing things on your own, being a self-starter**
 - D. Making sure your work is marketable**
- 8. What is a significant reason for providing clear and concise information in job applications?**
- A. To impress the employer**
 - B. To convey skills effectively**
 - C. All of the above**
 - D. To ensure honesty**
- 9. Which three items may you be required to read each day in the workplace?**
- A. Novels, newspapers, and Internet**
 - B. Contracts, product warranties, and newspapers**
 - C. Letters, books, and Internet**
 - D. E-Mail, Manuals, and requests**
- 10. Which scenario demonstrates an employee not cooperating with coworkers?**
- A. Asking coworkers for their opinions**
 - B. Doing all the work without input from coworkers**
 - C. Dividing up the work and then meeting to assess progress**
 - D. Deciding where to go for lunch through a vote**

Answers

SAMPLE

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

SAMPLE

Explanations

1. What should you do first if you feel uncomfortable at work due to someone else's behavior?

- A. Report the person to a supervisor.**
- B. Confront the person about it.**
- C. Seek advice from colleagues.**
- D. Address the behavior directly with the person.**

Addressing the behavior directly with the person is often the most constructive first step when feeling uncomfortable at work due to someone else's actions. This approach encourages open communication, allowing you to express your feelings and concerns directly. It provides the individual the opportunity to understand how their behavior is affecting you and may lead to a resolution without escalating the situation. Additionally, confronting the behavior can build a sense of rapport and may help clarify misunderstandings or unintentional actions. Seeking advice from colleagues may create additional commotion, and could also result in gossip or miscommunication, making the situation more complicated. Reporting the individual to a supervisor is a serious step that can escalate the matter and potentially impact the individual's job without giving them a chance to correct their behavior directly. Confronting someone could be seen as aggressive or could lead to a confrontation rather than a resolution, which could further complicate workplace dynamics. Therefore, addressing the issue directly fosters a healthier environment and provides a chance for mutual understanding.

2. If you need to work overtime but have a personal commitment, what is the best response?

- A. Stay at work without communicating.**
- B. Contact your personal commitment and explain the situation.**
- C. Decide based on the potential for promotion.**
- D. Decline the overtime immediately.**

The best response in this scenario is to contact your personal commitment and explain the situation. This approach emphasizes the importance of communication and respect for both your work responsibilities and personal life. By informing your personal commitment about the possible need for overtime, you can manage expectations and show consideration for your prior arrangements. This response also helps maintain healthy boundaries between work and personal life, ensuring that you do not leave others in the dark regarding potential changes to your availability. Additionally, it allows you the opportunity to explore options that could accommodate both your work obligations and personal plans, such as adjusting the timing of your commitment or seeking assistance from others. Choosing to stay at work without communicating may lead to misunderstandings or friction in your personal relationships, while deciding solely based on the potential for promotion does not address your immediate responsibilities. Declining the overtime immediately without considering the implications would mean you are not giving yourself or your employer the chance for flexibility and could impact your reputation in the workplace.

3. Which of the following is not a type of nonverbal communication?

- A. Posture**
- B. Vocabulary**
- C. Gestures**
- D. Facial expressions**

Vocabulary is not a type of nonverbal communication because it refers specifically to the words and language people use to convey their thoughts and ideas. Nonverbal communication, on the other hand, includes forms of communication that convey messages without the use of words. This encompasses a range of physical expressions and cues, such as posture, gestures, and facial expressions. Posture can indicate confidence or defensiveness, gestures can emphasize or complement what is being said, and facial expressions can convey emotions like happiness, sadness, or surprise. All of these contribute to how a message is received and interpreted, highlighting the importance of nonverbal cues in interpersonal communication.

4. Which of the following is a trait of a person with a negative attitude?

- A. Increased chance of success.**
- B. Poor self-concept.**
- C. Constructive behavior.**
- D. Better relationships.**

A person with a negative attitude often exhibits a poor self-concept, which underscores their struggles with self-esteem and confidence. This negative self-perception can lead to a cycle where the individual devalues their abilities and potential, often affecting their overall outlook on life and work. When self-concept is poor, individuals may feel they are not good enough or capable of achieving their goals, which can further perpetuate a negative attitude. In contrast, positive traits like increased chances of success, constructive behavior, and better relationships are typically associated with a more optimistic mindset. Those with a positive attitude often approach challenges with confidence and resilience, which helps them foster strong relationships and achieve their goals effectively. Therefore, the presence of a poor self-concept is a clear indicator of a negative attitude.

5. What is the most appropriate application/format for Maxwell to use when sending a final urgent housing inventory report?

A. Word

B. PDF

C. Excel

D. Email

Using a PDF format for sending a final urgent housing inventory report is appropriate for several reasons. Firstly, PDFs preserve the document's formatting, ensuring that the report appears exactly the same to the recipient as it does to the sender. This is crucial for an inventory report, which likely contains tables, graphs, or other formatting that needs to remain intact to convey the information clearly and professionally. Additionally, PDF files are widely accessible and can be opened on various devices and operating systems without the need for specific software like Microsoft Word or Excel. This universality means that the recipient can easily view the document, regardless of their setup, which is vital for urgent communications. Moreover, PDFs can be encrypted or password-protected, allowing for greater security when sharing sensitive information, which might be necessary depending on the nature of the housing inventory data. While other formats like Word or Excel might allow for further editing, sending a final report typically implies that the content is finalized and should not be altered. Therefore, using a PDF is the best choice to ensure the report is presented professionally and securely. Email could be a method of delivery, but it does not address the format for the report itself.

6. When writing to a potential customer, what is the best way to address your email?

A. Hello Sally Smith!

B. Dear Madam or Sir:

C. Dear Ms. Smith,

D. Dear Mrs. Smith,

Using "Dear Ms. Smith," is the most appropriate and professional way to address a potential customer in an email. This salutation acknowledges the recipient's name while using a respectful and neutral title ("Ms.") that does not assume marital status, making it suitable for various situations. It helps maintain professionalism in communication, which is crucial in a business context. Utilizing a more informal greeting such as "Hello Sally Smith!" can come off as too casual, especially if you do not have an established relationship with the recipient. "Dear Madam or Sir:" can seem distant and impersonal, failing to directly address the individual by name, which may not leave a strong positive impression. Meanwhile, "Dear Mrs. Smith," assumes the recipient's marital status, which may not be accurate and can also be considered less professional in certain contexts. Therefore, addressing the email with "Dear Ms. Smith," strikes the right balance of professionalism and respect.

7. What important trait that employers look for in employees is known as "initiative"?

- A. Calling your boss when you cannot come to work**
- B. Showing respect for other workers**
- C. Doing things on your own, being a self-starter**
- D. Making sure your work is marketable**

Initiative is a vital trait in the workplace, characterized by the ability to take action independently and proactively address tasks or challenges without needing direct instructions. When an employee demonstrates initiative, it highlights their self-starter mentality, which is highly valued by employers because it reflects motivation, resourcefulness, and a willingness to go beyond mere job responsibilities. Employees who show initiative are often seen as problem solvers who can identify needs and implement solutions, contributing to a more dynamic and productive work environment. This trait encourages innovation and continuous improvement, as such employees tend to take the lead on projects, suggest new ideas, and engage in activities that enhance overall team performance. The other options, while important in their own right, do not encapsulate the essence of initiative. For example, contacting a boss regarding attendance shows responsibility but does not reflect a proactive approach. Respecting colleagues is crucial for workplace harmony but again does not imply taking initiative. Ensuring work is marketable speaks more to output quality and relevance than to the proactive nature of initiative. Thus, the correct answer emphasizes the proactive, self-driven attitude that is essential in many workplaces.

8. What is a significant reason for providing clear and concise information in job applications?

- A. To impress the employer**
- B. To convey skills effectively**
- C. All of the above**
- D. To ensure honesty**

Providing clear and concise information in job applications is crucial for several reasons, significantly enhancing the chances of a successful application. One of the key reasons is that it helps convey skills effectively. When an applicant presents their qualifications and experiences in a clear and straightforward manner, it allows employers to quickly understand the applicant's capabilities and how they align with the job requirements. This efficiency is vital in a competitive job market where employers may review numerous applications in a limited time frame. The clarity of information also supports the goal of impressing the employer. A well-organized, easy-to-read application reflects professionalism and attention to detail, characteristics that employers value highly in potential candidates. Employers are more likely to remember applicants who communicate their qualifications clearly and succinctly. Lastly, while ensuring honesty is essential, clarity in communication plays a more direct role in showcasing skills and making a strong impression. All these factors combine to emphasize the importance of clear and concise information in job applications, making the choice that includes all these aspects the most comprehensive and correct response.

9. Which three items may you be required to read each day in the workplace?

- A. Novels, newspapers, and Internet**
- B. Contracts, product warranties, and newspapers**
- C. Letters, books, and Internet**
- D. E-Mail, Manuals, and requests**

The correct answer highlights essential forms of communication and information that are often encountered in a workplace setting. These items—e-mail, manuals, and requests—represent daily materials that contribute significantly to effective job performance. E-mail is a primary mode of communication in most organizations, facilitating collaboration and ensuring employees stay updated on important matters. Manuals are crucial as they provide guidelines, policies, and operational procedures that help employees understand their roles and responsibilities. Requests, whether they are from supervisors or coworkers, often require prompt attention and action, making it vital to be adept at reading and responding to them efficiently. The other options primarily include non-essential or less relevant items for daily workplace tasks. While novels and newspapers can be informative, they are not typically required reading for job functions. Similarly, contracts and product warranties, while important, are often not daily documents that one would engage with unless specifically related to a task or situation.

10. Which scenario demonstrates an employee not cooperating with coworkers?

- A. Asking coworkers for their opinions**
- B. Doing all the work without input from coworkers**
- C. Dividing up the work and then meeting to assess progress**
- D. Deciding where to go for lunch through a vote**

The scenario of doing all the work without input from coworkers clearly illustrates a lack of cooperation in a workplace setting. Cooperation in a team environment typically involves communication, collaboration, and mutual support among team members. When one individual chooses to complete all tasks independently, it not only undermines the team dynamic but also excludes coworkers from contributing their perspectives or expertise, which can be crucial for achieving better outcomes. Furthermore, engaging coworkers by asking for their opinions fosters teamwork and encourages sharing of ideas, which is essential for a cooperative work environment. Dividing up tasks and evaluating progress together, as well as making group decisions, like where to go for lunch, are also indicative of cooperation, as they rely on input and collaboration among colleagues. In contrast, the approach of taking on all responsibilities solo diminishes shared ownership and collaboration, making it a clear example of non-cooperation.