

Name \_\_\_\_\_ Date \_\_\_\_\_ Period \_\_\_\_\_

Please answer the following questions. Be sure to pay attention to whether or not a question asks you to choose multiple options.

1. Which of the following job title(s) are common in the Sales and Customer Service sector:  
(Circle all that apply.)
  - A) Retail Salespeople
  - B) Demonstrators and Product Promoters
  - C) Marketing Analysts
  - D) Cashiers
  
2. Which two certifications below are aligned to Sales and Customer Service Jump Start pathways?
  - A) Web Design Professional
  - B) Cyber Engineering
  - C) Certified Mechanical Drafter
  - D) Micro-Enterprise Credential
  
3. Which of the following is the strongest example of a Sales and Customer Service career ladder?
  - A) Retail Salesperson – Demonstrator/Product Promoter – Wholesale and Retail Buyer – Regional Store Manager
  - B) Human Resource Assistant – Labor Relations Specialist – Human Resource Specialist – Human Resource Manager
  - C) Helper – CNC Operator – Machinist – Industrial Machinery Mechanic
  - D) Emergency Medical Technician – Paramedic – Registered Nurse – Nurse Practitioner
  
4. Some important tips toward making a good first impression could include:  
(Circle all that apply.)
  - A) Standing straight and tall
  - B) Making eye contact
  - C) Facing people when they speak to you
  - D) Showing up late
  
5. Which of the choices below are fashion/behavioral decisions to avoid when starting a new job? (Circle all that apply.)
  - A) Wearing flip flops
  - B) Chewing gum
  - C) Having wrinkle free clothes on
  - D) Wearing headphones while working