

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