



Action Skills for the job market

Proposed training assessment

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1. Action skills are:

- A) Soft skills and workplace behaviors needed for jobs
- B) Playing sports
- C) Watching videos
- D) Only technical skills

2. Time management is important because:

- A) Helps complete tasks efficiently
- B) Makes work longer
- C) Avoids responsibility
- D) Only for managers

3. True or False: Reliability and punctuality are not action skills.

- A) True
- B) False
- C) Sometimes
- D) Only in certain jobs

4. Main responsibility of a hotel room attendant:

- A) Cleaning rooms and maintaining hygiene
- B) Taking orders in a restaurant
- C) Running the reception desk
- D) Marketing

5. Front-line hospitality worker tasks include:

- A) Serving customers and ensuring satisfaction
- B) Writing reports
- C) Managing finance
- D) Graphic design

6. Important soft skills for customer service:

- A) Communication and empathy
- B) Singing and dancing
- C) Cooking
- D) Drawing

7. Teamwork contributes by:

- A) Improving efficiency and collaboration
- B) Making work slower
- C) Reducing responsibilities
- D) Ignoring colleagues

8. True or False: Communication is only important with customers.

- A) True
- B) False
- C) Sometimes
- D) Rarely

9. **Handling a guest complaint professionally requires:**

- A) Listening, empathy, solution
- B) Ignoring
- C) Arguing
- D) Leaving

10. **Attention to detail is important because:**

- A) Ensures quality and avoids errors
- B) Only for managers
- C) Not relevant
- D) Optional

11. **Hygiene/safety protocol example:**

- A) Wearing gloves and cleaning properly
- B) Ignoring spills
- C) Using phone during tasks
- D) Playing

12. **Positive attitude impacts:**

- A) Workplace relationships and customer satisfaction
- B) Nothing
- C) Only salary
- D) Friendships

13. **True or False: Multi-tasking is important in busy service environments.**

- A) True
- B) False
- C) Sometimes
- D) Rarely

14. **Prioritizing tasks helps:**

- A) Complete urgent tasks efficiently
- B) Waste time
- C) Avoid work
- D) Only managers

15. **Flexibility is valued because:**

- A) Work situations can change unexpectedly
- B) Only managers
- C) Not relevant
- D) Optional

16. **Demonstrating discipline at work:**

- A) Being punctual and responsible
- B) Taking long breaks
- C) Ignoring rules
- D) Only occasionally

17. Consequences of poor time management:

- A) Tasks delayed, customer dissatisfaction
- B) Work easier
- C) Nothing
- D) Reduced stress

18. True or False: Customer satisfaction is not influenced by professionalism.

- A) True
- B) False
- C) Sometimes
- D) Rarely

19. Role simulations help:

- A) Practice real workplace situations
- B) Waste time
- C) Only entertainment
- D) Ignore tasks

20. Common challenges for new employees:

- A) Time management, customer interaction, teamwork
- B) Sleeping
- C) Gaming
- D) Watching movies

21. Feedback from supervisors:

- A) Helps improve performance
- B) Is optional
- C) Should be ignored
- D) Only for managers

22. Working with different styles:

- A) Adapt communication, collaborate
- B) Ignore colleagues
- C) Argue
- D) Avoid work

23. True or False: Soft skills are less important than technical skills.

- A) True
- B) False
- C) Sometimes
- D) Rarely

24. Knowledge of tasks contributes by:

- A) Preparing for job and improving employability
- B) Ignoring work
- C) Only for managers
- D) Optional

25. **Example of interview preparation:**

- A) Highlighting soft skills, discussing relevant experience
- B) Wearing casual clothes only
- C) Avoiding preparation
- D) Sharing memes

Key:

- 1. A
- 2. A
- 3. B
- 4. A
- 5. A
- 6. A
- 7. A
- 8. B
- 9. A
- 10. A
- 11. A
- 12. A
- 13. A
- 14. A
- 15. A
- 16. A
- 17. A
- 18. B
- 19. A
- 20. A
- 21. A
- 22. A
- 23. B
- 24. A
- 25. A

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