



Action Skills for the job market

Proposed training assessment

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

PARTNERSHIP



PROJECT



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