

Computer Applications Part 1

Why does an employer require me to fill out the job application on a computer?

Employers use computer job applications because they *save the employer time* and *collect more information* about you, the job applicant. Employers collect two types of information on you: 1) Personal information such as your name, address, work experience, and personal references. 2) Personality questions that measure things such as your personality type, work habits, and honesty.



Is it legal to ask questions about my personality type, work habits, and honesty?

In the past, some employers have been sued because the computer job application asked improper questions. Today, employers hire lawyers to approve the questions to make sure the questions are legal.

How long does a computerized job application take to fill out?

Allow one hour. The employer may ask you to use the computer in the business or require that you visit the company web site from your home or a library computer to complete the application.

What do I need to do to prepare to fill out computerized job applications?

First, it is best to learn to type quickly and accurately without looking at your fingers or the keyboard. Second, bring your Home Store paper application (or Job Hunt Personal Data and Personal References sheets) with you so that you have all your personal information, education and work history. The computer will not allow you to finish the job application if you do not have complete information.

How do I prepare for the personality, work habits, and honesty questions?

You will be told that there are no right or wrong answers for these questions. But, your answers will be scored to see if your: 1) personality fits the job opening; 2) work habits are proper for the job opening; and 3) answers show that you are honest.



Personality questions try to identify applicants who will succeed in noisy, busy environments (such as sales clerks) from applicants who need quiet, orderly work environments (such as office clerks). Work habit questions try to identify applicants who: a) are dishonest and may steal from the company; b) cannot control their tempers; c) are inaccurate, lazy, and do not enjoy working; d) do not like to take orders.


To prepare for these questions, find out: 1) Which personality type is needed for the job opening? 2) What are the good work habits that this employers need in employees? After learning these things, you will be able to recognize personality and work habits questions, answer the questions correctly, and get a good score on your computer application.

What are some examples of personality, work habits, and honesty questions?

A. Integrity. Are you honest? Do you have correct values that direct your words and actions so that the employer can trust that you will do the right thing when no one is watching? Integrity questions include:

1) Most people have never shoplifted. (“True” shows that you think shoplifting is an abnormal behavior that you and your friends never think about doing.)

2) It is a form of stealing to call in sick if you want a day to relax from work. (“True” shows that your code of values would not allow you to do this to an employer.)

- B. Conscientiousness.** Are you an accurate worker? Do you finish tasks completely and to the best of your ability? Questions that test conscientiousness include:
- 3) I always show up for appointments on time.** (“Strongly Agree” shows that you plan ahead, keep your word, and value other people’s time.)
 - 4) Employees should not be expected to work hard every single day.** (“Strongly Disagree” shows that you believe that working hard every day is correct behavior.)
- C. Emotional Stability.** Can you keep your temper under control? Do you think about the results of your actions or do you say, “If it feels good, say it!” Emotional stability questions include:
- 5) I get impatient when waiting in line at the post office.** (“Strongly Disagree” indicates that you are patient and keep a cool head in unpleasant situations.)
 - 6) I can handle my work responsibilities successfully.** (“Agree” indicates that you have confidence, and emotionally stable people have confidence.)
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- D. Extravert/Introvert.** Do you like to talk and work around people? A sales clerk job may fit your personality (extravert). Or, are you a person who likes to work alone? A job as a truck driver may fit your personality (introvert). Extravert/introvert questions include:
- 7) I like to enter a room full of strangers and start talking to them.** (“Agree” indicates that you are an extravert who can walk up to customers and start conversations.)
 - 8) Most of my friends are quiet and would rather listen to music than go to a party.** (“Agree” indicates you and your friends are introverts who would not like or succeed in sales jobs.)
- E. Work Attitude.** Will you work smoothly with coworkers or do you like to give the orders or gossip about others? Can you think of solutions or do you have to ask the supervisor about every detail every day? Questions about work attitude include:
- 9) Life is boring most days.** (“Strongly Disagree” indicates that you are too busy living, learning, thinking, and working to be bored.)
 - 10) I have problems getting along with aggressive or shy people.** (“Strongly Disagree” indicates that you can get along with others.)

QUICK CHECK:

1. For what 2 reasons do employers use computerized job applications?
2. List the 2 sets of questions and describe each.
3. a) How long should you allow for the application? b) In what 2 places may you do this?
4. List 2 things you need to do to prepare to fill out computerized applications.
5. a) What will you be told? b) For what 2 reasons will your answers be scored?
6. What do personality questions try to identify?
7. What 4 things do work habit questions try to identify?
8. Prepare for these questions by finding out what 2 things?
9. List 3 things you will be able to do after learning these things.
10. In your opinion, what is integrity?
11. What does a “True” answer to: a) Question 1 show? b) Question 2 show?
12. In your opinion, what is conscientiousness?
13. What does a “Strongly Disagree” answer to Question 4 show?
14. In your opinion, what is emotional stability?
15. a) What does “Strongly Disagree” answer to Question 5 indicate? b) What does “Agree” answer to Question 6 indicate?
16. Explain the words extravert and introvert.
17. What does “Agree” answer to: a) Question 7 show? b) to Question 8 show?
18. Explain what is meant by work attitude.
19. a) What does “Strongly Disagree” answer to Question 9 indicate? b) To Question 10?

Computer Applications Part 2

You may be asked additional questions on computer job applications depending upon the company and job opening. These questions include problem solving, math, and following directions.

- **PROBLEM SOLVING.** Your answers will tell the employer: a) how you will resolve situations and problems during the work day — and b) how you will get along with supervisors, coworkers, and customers. Read the question **CAREFULLY** because these questions can be tricky to answer correctly.



#A. Into your store walks a customer who wants to buy a product that will not be in the store for one month. **#A-1) What would you be most likely to do?**
#A-2) What would you be least likely to do? a) Tell the customer that the product will be available in the store in 2 weeks. b) Offer to sell the customer a product that is similar. c) Tell the customer that the product is worth the one month wait. d) Tell the customer that you will call the supplier and complain about the one month wait. e) Write down the customer's name/phone number and say that you will call in one month when the item is in the store.

#B. You see a customer who looks like he is shoplifting. **#B-1) What would you be most likely to do?**
#B-2) What would you be least likely to do? a) Continue working and ignore the customer. b) Go up to the customer and ask him to leave the store immediately. c) Pretend to ignore the customer and try to catch him shoplifting. d) Call the supervisor and tell her about the customer. e) Go up to the customer and ask if he needs help and tell him that you will be nearby. f) Tell a nearby sales clerk about the customer.



#C. You are helping a customer select clothing. Another customer walks into your sales area. There are no other sales clerks around. **#C-1) What would you be most likely to do?**
#C-2) What would you be least likely to do? a) Continue helping the customer select clothing and ignore the new customer. b) Greet the new customer and say someone will be with you in a minute. c) Greet the customer and say, "I will be able to help you in a minute." d) Look up at the new customer and say "Hi" and continue to help your customer select clothing. e) Greet the new customer and say, "If you will tell me what you are looking for, I'll direct to it."

#D. Another sales clerk was hired for the job promotion you wanted. You have worked hard and wanted that job promotion. **#D-1) What would you be most likely to do?** **#D-2) What would you be least likely to do?** a) Work harder and hope you are selected for the next promotion. b) Ask another sales clerk to find out why you were not given the promotion. c) Talk to the person who got the job and ask how he did it. d) Find another job where the management may appreciate your efforts. e) Ask the supervisor how you can improve your chances for the promotion the next time the job is open.

#E. The supervisor walks in and starts giving you a list of instruction. He is speaking so quickly that you cannot remember everything. **#E-1) What would you be most likely to do?** **#E-2) What would you be least likely to do?** a) Ask the supervisor to write a list of work to do. b) Ask the supervisor to repeat what he said. c) Go to another sales associate and ask if he knows what work you are to do. d) Try to do what you can remember was said. e) When talking to a supervisor, take notes.

- **MATH.** Your answers to the math questions will tell the employer if you can solve word problems. Your ability in math is important in jobs such as cashier, sales clerk, sales associate, and office assistant. Be sure to read the question CAREFULLY because they are tricky to answer correctly.

- A. You sell a bedspread to a customer for \$68.95. The customer gives you a \$100 bill. How much change should he get back? 1) \$32.15, 2) \$41.05, 3) \$31.05, 4) \$32.05, 5) Another amount.
- B. An employee buys a chair and gets a 15% discount. The chair costs \$60. How much will the employee save? 1) \$3.60, 2) \$6.00, 3) \$7.50, 4) \$9.00, 5) Another amount.
- C. There are four different choices for cell phone accessories.

	Choice A	Choice B	Choice C	Choice D
Sales price	\$13	\$26	\$40	\$25
Service charge	\$7	\$16	\$50	\$30
Fees	\$3	\$4	\$9	\$5

- 1) Choice D is how much more expensive than Choice B? \$9, \$12, \$14, \$16, \$8.
2) Which of the combination of choices is the most expensive? A&B, A&D, 2ofB, B&D.

- D. If two stuffed animals cost \$12, how much would 4 stuffed animals cost?
1) \$14, 2) \$24, 3) \$18, 4) \$48, 5) Another amount.



- E. A customer has 3 one-dollar bills, 2 ten-dollar bills, 2 quarters, and 8 pennies. How much money does the customer have? 1) \$23.83, 2) \$23.73, 3) \$24.55, 4) \$24.83, 5) Another amount.

- **FOLLOWING DIRECTIONS.** These questions test your ability to read directions, understand the directions, and follow the directions accurately. Read the following "How to" directions, then answer questions A to D.

How to Deal with Angry Customers: Step #1 Try to calm the customer. Step #2 Listen to the customer's concerns and try to solve the situation. Step #3 Report situation to the supervisor.

How to Deal with Threatening Customers: Step #1 Call security. Step #2 Try to calm the customer. #3 Fill out an incident report. #4 Report it to the supervisor.

Questions:

- A. You will need to fill out an incident report when: 1) Anyone is upset. 2) Talking to a calm person. 3) Dealing with an angry customer. 4) Dealing with a threatening customer.
- B. The first step in dealing with a threatening customer is to: 1) Immediately leave the area. 2) Calm the person. 3) Call security. 4) Listen to the person and try to solve the situation.
- C. When dealing with angry and threatening customers, the employee will: 1) Write an incident report. 2) Report it to the supervisor. 3) Listen to the customer. 4) Call security.
- D. It is necessary that you listen to the customer's concerns and try to solve the situation when dealing with: 1) Angry customers. 2) Threatening customers. 3) Any employee who is upset.

