



## City of Buhl Pre-Employment Questionnaire

Date of Application: \_\_\_\_\_ Name of Applicant: \_\_\_\_\_

### 1. What type of work are you seeking?

- Full-time
- Part-time
- Temporary
- Either Full-time or Part-time
- Full-time, Part-time, or Temporary

### 2. Indicate the highest level of education you have completed

- High School or GED
- 2-year College
- 4-year College
- Professional or Graduate School
- Some College

### 3. Are you currently a student?

- Yes
- No
- Planning to return to school in near future

### 4. Please enter the minimum hourly wage you would accept for this position (dollars and cents)

\$  .

**5. How much experience have you had in a Customer Service position?**

- No experience
- 1 year
- Between 1 and 3 years
- Between 3 and 5 years
- More than 5 years

**6. For how many different employers have you worked full-time or part-time in the last five years?**

- None
- 1 or 2
- 3 or 4
- 5 or 6
- 7 or more

**8. May we contact your previous employer(s) for employment verification?**

- Yes
- No
- Yes, but only the following employers: \_\_\_\_\_

**9. If offered a position, how soon are you available to work?**

- Within 1 week
- Within 2 weeks
- More than 2 weeks

**10. Which of the following is the best time to contact you?**

- Morning
- Afternoon
- Evening

**11. Have you ever been convicted of a misdemeanor or felony?**

Yes

No

If yes, please explain:

**ESSAY QUESTION:**

**12. Why do you want to work for the City of Buhl and what are your short- and long-term goals?**

Please respond with how working for the City of Buhl can assist you in meeting your goals,

## **Pre-Employment Assessment Instructions**

This test has 70 questions and takes approximately 40 minutes to complete. If you are person with a disability and need an accommodation, please contact City Hall at (208) 543-5650 for assistance.

In order to be considered for a position you must complete and pass this assessment. Your individual responses to the questions in this assessment are strictly confidential and will only be viewed by the manager of the department.

Please read each question carefully before selecting the appropriate response as you must pass this assessment in order to be considered for a position. Please respond to all items fully and honestly. All questions must be answered.

The questions in the assessment have been divided into four sections. There are brief instructions provided for each section. Please read them before beginning each section.

A passed assessment will remain in effect for up to 2 years after the completion of the assessment.

**Section 1: For each question in this section, select the most appropriate response. If you have a different response, write in your response.**

**1. One of your customers has just said to you, “The service here is terrible.” You should say:**

- What is it about the service that you have not liked?
- Would you like to fill out a complaint form? I can get one for you.
- I realize our service is poor today. We are understaffed, so I apologize.
- I am really sorry to hear you say that, but we are trying as hard as we can.



**2. A customer came to your department with an urgent question. You promised her that you would collect information about her question and answer it by noon. It will take you at least 20 minutes to gather the information needed to provide an answer. It is now 11:50 a.m. Your supervisor just scheduled a 30-minute meeting to start at noon. This meeting is for all employees in your department. You decide to:**

- Find the customer after the meeting and apologize.
- Ask your supervisor if you can be late for the meeting.
- Arrange to have the customer call you back at a better time.
- Contact the customer right away and hope that she can be found.



**3. Terry, who has been an employee in your department for about six months, can be careless about recording customer information in the notes. He been able to get out of some near misses when a customer has not been credited when it should have been noted in the record. Your supervisor has asked you to introduce a new employee, Susan, to the department and to help with her training. Terry overheard and offered to show Susan how to use the program. Your supervisor thought that would be a great idea. What should you do?**

- Tell Terry that you think it would be better if he left you do the training.
- Tell your supervisor that Terry has had many problems with proper notation in the program and doesn't have much experience.
- Let Terry give Susan the training.
- Volunteer to help Terry train Susan on the program.



**4. You are just learning a computer database program that is new to you. You notice that there are some things in the office that might be more automated within the program if you could just figure out how to set it up. You decide to:**

- Look around the program and begin making changes in the database.
- Forget about making any changes because you are unsure if that is a good idea.
- Discuss your ideas with the supervisor and see if there is a reason for the way that things are being done.
- Contact the technical support company for the program and get them to show you how to make the changes.
- 

**5. It's been a very busy day, and you have just gotten a customer complaint. This is the third time today that this same customer has complained to an employee about the same problem. However, it's the first time that you have spoken with her. Your best course of action is to:**

- Ask the customer to wait and ask the employee who last dealt with the customer why the problem was not fixed.
- Ask the customer to wait and ask the employee who last dealt with the customer to speak to her.
- Apologize to the customer and ask if she would like to speak to a supervisor.
- Apologize to the customer and ask how you can help fix the problem.
- 

**6. Each shift, you have to complete several tasks before leaving for the day. It is near the end of your shift and you probably will not have enough time to finish all of your assigned work before leaving. The best thing you can do is:**

- Think about changing your routine to help finish your work on time in the future.
- Tell the employees on the next shift that the tasks are unfinished and ask them to finish them.
- Explain the situation to your supervisor and ask for help.
- Leave for the day and complete the unfinished tasks tomorrow.
-

**7. One of your customers is irate and has just yelled at you because you were slow in responding to a request he had made. You decide to:**

- Call the manager and ask her to deal with the customer.
- Tell him you are sorry and explain the reason for the delay
- Explain to the customer that he is receiving the same service as everyone else.
- Tell the customer you will help him as soon as he calms down and stops yelling.
- 

**8. An employee in your department has been coming to work 20 minutes late for the past week. The rest of the employees have picked up the slack so far, but everyone is becoming angry. What should you do?**

- Explain to the employee how being late hurts the department's ability to get things done and that she can help by getting to work sooner.
- Warn the employee that you will speak to the supervisor the next time she is late.
- Tell the employee that it's unfair to everyone when she comes in late.
- Bring up lateness in the next department meeting.
- 

**9. One of your co-workers frequently complains about problems she's having with a customer. You decide to:**

- Tell her what you believe she is doing wrong.
- Empathize with her and explain that some customers just cannot be happy.
- Tell her to channel her energies into finding a solution instead of complaining.
- Ask her if she would like to discuss the situation and try to find a solution together.
-

10. It is a slow time of the year and there is not much work to be done. How many times a week do you leave early with or without approval?

- None
- Once a week
- Twice a week
- Three times a week

**Section 2: This section describes work related situations and possible ways of responding to them. Use the scale below to rate the effectiveness of each action.**

**Rate the effectiveness of each action listed below for dealing with an angry customer who has come to you with a complaint**

1	2	3	4	5
Very Ineffective	Somewhat Ineffective	Neither Effective nor Ineffective	Somewhat Effective	Very Effective

- |   |                       |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 11. Asking questions about specific reasons why the customer is upset.        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12. Outlining reasons why the customer's concern is not right                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13. Listening to and understanding how the customer feels about the situation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14. Asking for the customer's ideas about how to best deal with the concern.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15. Referring the customer to a more experienced co-worker                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Rate the effectiveness of each action listed below for dealing with a difficult employee**

1	2	3	4	5
Very Ineffective	Somewhat Ineffective	Neither Effective nor Ineffective	Somewhat Effective	Very Effective

- |   |                       |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 16. Dropping small hints to let this co-worker know that his or her behavior is bothering you | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 17. Talking to other employees about the situation  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 18. Speaking to your supervisor about the co-worker's attitude at work                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 19. Asking your supervisor to schedule you to work with somebody else                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 20. Letting the co-worker know that you are bothered by his or her behavior                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 21. Trying to find out the root causes of the co-worker's bothersome behavior                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Name of Applicant: \_\_\_\_\_

Use the scale to indicate how much you agree with each statement in this section	1 Strongly Disagree	2 Disagree	3 Neither Agree Nor Disagree	4 Agree	5 Strongly Agree
22. If I were to leave my job, I would wait until the company found a replacement for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. If I didn't do my job well, I wouldn't feel good about myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I often doubt the usefulness of what I am being taught	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I utilize feedback to develop my skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Five mistakes for every 100 customers served is an acceptable number of mistakes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. I have stolen money from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. I know the answers to many questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. I participate in many activities that stimulate my intellectual curiosity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. It doesn't take me long to know whether a job is worth keeping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. I almost never become bored with the work I do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. I tend to be less accident-prone than most people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. I believe feedback is essential for improving performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. I have difficulty understanding abstract ideas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Many things I see at work tend to cause more problems than they solve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. Nothing is wrong with taking home supplies from work now and then.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. I find that feedback is key for reaching my work (or school) goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. When you're getting paid for the number of customers you serve, it doesn't make sense to spend a lot of extra time worrying about quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. I frequently change the way I approach job activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. I believe feedback does little to improve performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. No one is the victim when you steal from your company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. I become frustrated with jobs when they no longer interest me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Name of Applicant: \_\_\_\_\_

	1 Strongly Disagree	2 Disagree	3 Neither Agree Nor Disagree	4 Agree	5 Strongly Agree
43. I feel required to make changes based on feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. I ask questions that nobody else does to learn why something occurred	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. If I'm unhappy with a job, the best thing for me to do is to quit as soon as possible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. I believe that I have the ability to deal with feedback effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. I enjoy spending the time to find answers to difficult questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. Receiving both positive and negative feedback is important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. What is good for the organization is the concern of supervisors, not employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. My behaviors often are not as safe as they could be	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. Supervisory responsibilities tend to bring out a person's negative side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
52. I would make sure I could quit a job before I was fired	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53. I feel it is my responsibility to apply feedback to improve my performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. I have taken merchandise from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55. My pay is more important to me than the contributions I make to the company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Section 3: This section describes how you have responded to situations in your professional life in past jobs. Please answer using the option closest to how you have reacted:**

**56. You have typically set work standards that were aimed:**

- Above average as compared to other employees
- At the same level as other employees
- At achieving the highest quality possible
- At completing the largest quantity of work
- At completing the work in the easiest way

**57. When your opinion about how to solve a problem has differed from your supervisor's, you have typically:**

- Firmly pursued your perspective on the issue
- Modified your opinion to satisfy the preferences of your supervisor
- Kept to yourself the ways your opinions differed from your supervisor's
- Talked through the problem with your supervisor to reach a compromise
- Combined your ideas with your supervisor's to come up with a solution jointly

**58. When you have finished a task or project before its deadline, how often do you spend time rechecking your work before moving on to the next activity?**

- Rarely; you usually move on to the next task as soon as possible
- Occasionally; you tend to recheck the work you've done if you have enough time
- Most of the time; you try to allow extra time to review your work before moving on
- Almost always; you wait to move on until you are sure that the task you just finished has no errors
- Not necessary, as you always ensure your work is free of errors

**59. When you have had to work with others to make a group decision, you usually:**

- Propose a 'middle ground' option to break deadlocks
- Work to avoid options that others might disagree with
- Use your influence to make sure your own ideas are accepted
- Try to find one solution which satisfies everyone's expectations
- Change your own position to accommodate the interests of others

**60. When in situations involving conflict with others, your preferred approach has been to:**

- Try to get everyone to express their concerns
- Yield to the preferences of others
- Use your influence to get others to do what you want
- Take yourself out of the situation as quickly as possible
- Look for points of agreement between yourself and others

**61. Supervisors and other employees you have worked with would describe your self-discipline as:**

- Superior
- Above Average
- Average
- Below average
- No self-discipline

**62. Your most common strategy for handling major disagreements with other people has been to:**

- Make sure he or she goes along with what you want to do
- Get input from others and removing yourself from the situation
- Find compromise options that both you and the other person will accept
- Accept what the other person wants so that they are pleased with the decision
- Agree with what the other person wants, then do what you want anyway or complain to others about the decision

**63. When the due date of a task has been moved up suddenly, you typically:**

- Meet the deadline by speeding up your work pace, but you sometimes have had to let the quality of the results slide
- Cannot change your work pace to help meet the new deadline because you have trouble organizing your work
- Do all that you can to deliver quality results before the new deadline
- Continue working at the same pace
- Meet the deadline by making shortcuts that you feel will not harm the end results

**64. When you are running late for work you:**

- Have your husband or wife call in to tell the supervisor that you are on your way and will be a few minutes late
- Get frustrated and take more time to get ready, making yourself even later
- Call your supervisor and let them know what is happening and what time to expect you to be at work
- Take your time because as long as you are already late you may as well go on your schedule
- Don't think that a few minutes will make any difference

**65. When you are in a situation where there are many people waiting on you to help them, the phones are ringing, and there is no one else available to assist you, you typically:**

- Let the people waiting know that you are only one person and you will get to them as soon as possible
- Answer the phone and assist them before helping the people in line
- Answer the phone, ask if you can place them on a short hold and wait on the person at the window before returning to the phone to help them
- Have difficulty deciding what to do first and who to help
- Let the people waiting know that you will assist them as soon as possible, answer the phone and let the person on the line know that your office is very busy right now and ask if they would like to hold for a short time or you can take their number to call them back when it is less busy, then assist the people waiting in line

**66. Your cash drawer is over by \$5.00. You have counted repeatedly and end up with the same amount of money over the amount that you are supposed to have. You would:**

- Put the money in with the deposits for the day and figure that there is just an overage that day
- Decide that you can keep the money as no one will miss it because you have enough to cover your cash drawer
- Put the money in an envelope as an over/short for the day. After a week the error has not been found and no one has come to claim that they were given incorrect change. You keep the money because it has not been claimed
- Put the money aside as an over/short for the day. When it is not claimed report it as a permanent overage and deposit it with the daily receipts
- Buy donuts for the office

**67. When working with someone in a leadership position to solve a problem, your preferred approach has been to:**

- Make sure that he or she gets to make the final decisions
- Exchange information with him or her to solve the problem together
- Try to find a solution that meets both your needs and the leader's needs
- Be careful with what you say to make sure you don't disagree with him or her
- Make suggestions of what your solution is and wait to hear the leader's ideas

**68. Your supervisor asks you to do a new project. You do not enjoy doing this kind of task; what do you do?**

- Do it as fast as you can to get it over with
- Explain that you feel unqualified to accomplish the project and ask the supervisor to find someone else to do it
- Avoid doing it until someone else does the project
- You feel you are over-qualified to do the project and grudgingly finish it, making sure everyone knows you are unhappy
- Accept that this is your job and you must do what is asked of you so you find ways to make it more interesting

**69.** You are a part-time employee. It is slow in the office; the phones are not ringing and no customers are coming to your register. What do you do?

- Play computer solitaire
- Check on your kids in daycare or talk on the phone to take up the time
- Notify your supervisor that as it is slow you are going to work on a project you know needs to be done and ask if there is something else that has priority to be done first
- Ask supervisor if you can go home early as there isn't anything to do
- Ask a co-worker or supervisor if there are any tasks you can work on

**70.** Your co-worker has an emergency doctor's appointment to go to. You are asked to come in on your day off to cover her shift. What is your response?

- You rearrange your plans for the time needed and go in to cover the shift
- You refuse to come in because you have already made plans for the day
- You come in for the shift and complain to your other co-workers that it is your day off and you had other things to do
- You try to rearrange your plans but can only arrange to cover a portion of the day. The co-worker with the appointment agrees to come back to work for the rest of the shift
- You ask another co-worker if they can take the shift because you have plans for your day off