

EVALUATION

**Circle the letter of the best answer.**

1. Which of the following personal skills relates to communication?
  - a. Maintaining a positive attitude
  - b. Listening attentively to others
  - c. Becoming exposed to new ideas
  - d. Dressing appropriately for the job
  
2. Which of the following is an effective verbal skill to use?
  - a. Use correct format for all company documents.
  - b. Be at work on time.
  - c. Deliver a firm handshake.
  - d. Speak descriptively over the telephone.
  
3. What is a basic guideline for written skills?
  - a. Recognize contributions of all employees.
  - b. Follow company's policies.
  - c. Respect opinions of others.
  - d. Understand the purpose of the document.
  
4. What action can an employee take to relate effectively to others within an organizational structure?
  - a. Resolve disagreements through discussion and compromise.
  - b. Keep up-to-date on technology.
  - c. Use voice and facial expression to stress importance.
  - d. Establish customers' trust by not discussing private records.
  
5. Why are professional development activities important?
  - a. To become exposed to new ideas and experiences
  - b. To demonstrate that you are interested in the customer
  - c. To keep attention of a large audience
  - d. To maintain positive relationship with supervisor

**Complete the following short-answer question.**

6. What are four examples of how an employee's conduct affects his/her success in agricultural business?

a. \_\_\_\_\_

b. \_\_\_\_\_

c. \_\_\_\_\_

d. \_\_\_\_\_

7. What are four examples of problems or misconduct that can occur in the workplace?

a. \_\_\_\_\_

b. \_\_\_\_\_

c. \_\_\_\_\_

d. \_\_\_\_\_