



# **TRAINING & EXPERIENCE EXAMINATION FOR LOTTERY TICKET SALES SPECIALIST**

The California Lottery Ticket Sales Specialist examination consists entirely of a Training and Experience Examination which will be used to evaluate your training and experience and familiarity with or understanding of a particular subject or task. Candidates who meet the minimum qualifications as listed in the examination bulletin may take this examination. Meeting the minimum qualifications does not assure you a place on the eligible list.

When completing the questionnaire, please do not choose more than one (1) response per question.

Not answering a question will result in no points received for that question.

**Your responses are subject to verification.** Providing false information on a state examination is a violation of state law, and could result in an individual being removed from an employment list and banned from future employment with the state.

## Section I: Computer Skills

Use the following ratings to respond to the next six questions.

**I am proficient in the use of advanced features.**

**I am proficient in the use of basic features.**

**I have minimal experience in the use of basic features.**

**I have no experience or knowledge.**

- (1) Spreadsheet software
- I am proficient in the use of advanced features.
  - I am proficient in the use of basic features.
  - I have minimal experience in the use of basic features.
  - I have no experience or knowledge.
- (2) Database software
- I am proficient in the use of advanced features.
  - I am proficient in the use of basic features.
  - I have minimal experience in the use of basic features.
  - I have no experience or knowledge.
- (3) Word processing software
- I am proficient in the use of advanced features.
  - I am proficient in the use of basic features.
  - I have minimal experience in the use of basic features.
  - I have no experience or knowledge.
- (4) Mainframe based applications
- I am proficient in the use of advanced features.
  - I am proficient in the use of basic features.
  - I have minimal experience in the use of basic features.
  - I have no experience or knowledge.
- (5) Microsoft Outlook applications
- I am proficient in the use of advanced features.
  - I am proficient in the use of basic features.
  - I have minimal experience in the use of basic features.
  - I have no experience or knowledge.
- (6) Microsoft Windows 7 applications
- I am proficient in the use of advanced features.
  - I am proficient in the use of basic features.
  - I have minimal experience in the use of basic features.
  - I have no experience or knowledge.

## Section II: Knowledge, Skills, and Abilities

For each of the following questions below, please rate the quantity, context, and frequency of your training and experience.

(1) Conduct physical inventories

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per **week**
- One or more times per **month**, but less than weekly
- One or more times per **quarter**, but less than monthly
- One or more times per **year**, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(2) Maintain inventory records

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(3) Monitor inventory trends

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn
- Never, but willing to learn

(4) Evaluate product quantity levels

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting

Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(5) Maintain proper inventory levels

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(6) Determine the appropriate amount of products to order

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting

Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(7) Evaluate product mix

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(8) Read and comprehend in-store product schematics

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting

Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(9) Organize and compile data/information into reports

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(10) Verbally communicate with store personnel about merchandise or product

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting

Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(11) Verbally communicate with customers regarding merchandise or products

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(12) Verbally communicate with colleagues regarding merchandise or products

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting

Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(13) Verbally communicate with management regarding merchandise or products

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(14) Verbally communicate results of statistical analysis of sales data

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting

Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(15) Application of statistical methods of analysis

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(16) Develop reports based on statistical analysis of sales data

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting

- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(17) Analyze sales data

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(18) Resolve lost, stolen and/or delivery errors

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting

- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(19) Resolve insufficient inventory

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(20) Maintain accurate electronic logs

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting

Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(21) Enter required information into an electronic database

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(22) Organize and maintain hardcopy files to establish a record of work that has been completed

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(23) Evaluate a variety of information such as sales data/sales trends

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(24) Promote a product with sales promotion techniques

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(25) Provide service by phone answering routine inquiries and complaints

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

For each of the following questions, please choose in what context you acquired this knowledge.

(26) Familiar with the principles of in-store promotions

Considering your previous work experience and education, in what "context" did you acquire the above knowledge?

- In a retail environment
- In a wholesale environment
- As a student in an academic setting
- All of the above three apply
- Never, but willing to learn

(27) Familiar with the principles of in-store product marketing

Considering your previous work experience and education, in what "context" did you acquire the above knowledge?

- In a retail environment
- In a wholesale environment
- As a student in an academic setting
- All of the above three apply
- Never, but willing to learn

(28) Familiar with the principles of promoting and selling products or services

Considering your previous work experience and education, in what "context" did you acquire the above knowledge?

- In a retail environment
- In a wholesale environment
- As a student in an academic setting
- All of the above three apply
- Never, but willing to learn

(29) Familiar with the principles of basic arithmetic

Considering your previous work experience and education, in what "context" did you acquire the above knowledge?

- In a retail environment
- In a wholesale environment
- As a student in an academic setting
- All of the above three apply
- Never, but willing to learn

### Section III: Interpersonal Skills

Using the following scale from 10 to 0, please indicate "to what extent would your current and former co-workers and supervisors say the following statements about you are true?"

- 10    Definitely true  
My current and former co-workers and supervisor would indicate that this is true for me 100% of the time.
- 5    Moderately true  
My current and former co-workers and supervisors would indicate that this is true for me at least 50% of the time.
- 0    Not at all true  
My current and former co-workers and supervisors would indicate that this is not true about me.

(1) He/She works cooperatively with a team to achieve a shared goal.

- 10 - Definitely true
- 9
- 8
- 7
- 6
- 5 - Moderately true
- 4
- 3
- 2
- 1
- 0 - Not at all true

(2) He/She is sensitive to the opinions of others.

- 10 - Definitely true
- 9
- 8
- 7
- 6
- 5 - Moderately true
- 4
- 3
- 2
- 1
- 0 - Not at all true

(3) He/She presents oneself in a professional manner.

- 10 - Definitely true
- 9
- 8
- 7
- 6
- 5 - Moderately true
- 4
- 3
- 2
- 1
- 0 - Not at all true

(4) He/She accepts constructive criticism.

- 10 - Definitely true
- 9
- 8
- 7
- 6
- 5 - Moderately true
- 4
- 3
- 2
- 1
- 0 - Not at all true

(5) He/She considers the effect of his/her actions on others.

- 10 - Definitely true
- 9
- 8
- 7
- 6
- 5 - Moderately true
- 4
- 3
- 2
- 1
- 0 - Not at all true

(6) He/She handles customer services issues effectively.

- 10 - Definitely true
- 9
- 8
- 7
- 6
- 5 - Moderately true
- 4
- 3
- 2
- 1
- 0 - Not at all true

(7) He/She is flexible.

- 10 - Definitely true
- 9
- 8
- 7
- 6
- 5 - Moderately true
- 4
- 3
- 2
- 1
- 0 - Not at all true