Quiz for

Knowing What Employers Want Module

Case Counselor Training



# Quiz for Knowing What Employers Want Module

1. Which skills are probably the most in-demand by employers?
2. Essential skills.
3. Technical skills.
4. Computer skills.
5. None of the above.
6. What type of skill does “Adaptability” most resemble?
7. A technical skill.
8. An essential skill.
9. A hard skill.
10. All of the above.
11. Which of the following is probably most important to employers?
12. Our services are free of charge.
13. Our Business Services Reps know all the ins and outs of programs and funding streams.
14. The candidates we refer are pre-screened.
15. None of the above.
16. Which of the following is an example of why working with employers can be so challenging?
17. They have the option of hiring a family member.
18. They can demand that the candidate pass an English proficiency test.
19. They have many different sources of qualified workers.
20. All the above.
21. Which source for workers will probably make an employer or hiring manager most comfortable?
22. A vocational or technical college.
23. An American Jobs Center.
24. An employment agency.
25. A personal referral.
26. For the most part, Business Services Reps must think of themselves as:
27. Government agents who are there to help.
28. Money-saving contractors.
29. Problem solvers.
30. Workforce solutions specialists.
31. What can a Business Services Rep do if they are asked about how a business can make the workplace more accessible for people with disabilities?
32. They can report the business to the authorities.
33. They can recommend a consultation with experts on accessibility.
34. They should never be discussing this as it is clearly out of their expertise.
35. They can indicate where ramps and other supports can be placed throughout the facility.
36. Which of the following is not a business service we provide?
37. OJT contracts.
38. Tax incentives.
39. Resume writing workshop.
40. Customized training.
41. Federal bonding program.
42. As AJC colleagues, what questions should we be asking ourselves as part of a continuous improvement process?
43. Are we doing enough to reach the employers?
44. Do we understand employers’ skill needs?
45. Are we referring skilled, qualified candidates to our employers?
46. Have we reached each and every employer in our community?
47. Are we following-up with good retention services?
48. Which of the following should be ***excluded*** from a list of examples of Labor Market Information?
49. What companies are hiring?
50. What skills are most in-demand?
51. What is the salary range for a particular occupation?
52. What credentials are required for a particular occupation?
53. All of the above.
54. None of the above.
55. Both Registered Apprenticeship and On-the-Job Training are examples of “Earn and learn” opportunities that we can offer our business customers.
56. True.
57. False.
58. It is a waste of a BSR’s effort to nurture an employer relationship over a long period of time when nothing has materialized to date.
59. True.
60. False.

## Answers and “trick” questions that may need interpretation by your program supervisor:

1. “a” Almost every employer demands essential skills.
2. “b” Adaptability is an essential skill. It is also called a “soft” skill or employability skill.
3. “c” Employers value pre-screening above most other services. They want to interview qualified, pre-screened candidates.
4. “c” The fact that employers can find workers from different sources makes our work more challenging. On the other hand, proficiency tests are common and we can overcome that challenge. Nepotism is a possibility but not a serious, common challenge.
5. “d” A personal referral is most valuable to a hiring manager. They assume the person referring a candidate is well-informed about the company and its corporate culture. It means the new hire will likely feel comfortable there and they will be a “good fit”.
6. “c” or “d” Both answers are appropriate.
7. “b” Referring an employer for an accessibility consultation is one of our business services. The AJC should have contact information available for this kind of consultation.
8. “c” Resume writing is really a career service for job seekers. It is unlikely that we would conduct such a workshop for an employer unless it is part of an “Outplacement Services” package when an employer has a larger-scale lay-off.
9. All the answers except “d” are correct. It is not realistic to approach or contact every employer in the community.
10. “f” Choices “a” thru “d” represent Labor Market Information. None of them should be excluded.
11. “a” True.
12. “b” False. Nurturing a relationship may pay off at a later date. A BSR just needs to consider how much time is appropriate to achieve a proper return on this investment.