

MULTIPLE CHOICE

1. What is the best interpretation of Henry Ford's quote, "Whether you think that you can, or you can't, you're right"?
 - a. It's important to make a good first impression.
 - b. To get good grades, your instructors must believe you can do it.
 - c. Your opinion of yourself influences how well you do in life.
 - d. Being rich helps you get what you want.

ANS: C

Our beliefs about ourselves help determine what we become.

DIF: 2

REF: p. 20

2. Visualization as a success tool is based on the theory that
 - a. students who are relaxed will do better in school and on the job.
 - b. predicting events can help you better plan your career.
 - c. our appearance affects the opinions people have about us.
 - d. people tend to become what they picture in their minds.

ANS: D

The mental images we hold tend to become reality.

DIF: 1

REF: pp. 20-21

3. Which statement contains all the elements of a good affirmation?
 - a. I, Carla, have good study habits.
 - b. I am a good student.
 - c. I, Jill, won't put off studying for exams.
 - d. You can do well in school if you learn to take good notes.

ANS: A

Affirmations should be both personal, including your name, and positive.

DIF: 2

REF: p. 21

4. Why is it recommended that students begin to conduct themselves as if they already were the health care professionals they hope to be in the future?
 - a. This behavior impresses instructors and helps you earn good grades.
 - b. Research has shown that we tend to become what we believe we are.
 - c. This conduct promotes self-confidence and will help you do well at future job interviews.
 - d. It encourages good behavior and better cooperation in the classroom.

ANS: B

Good work habits take practice to reinforce; acting as if you have attained a goal will help you to actually attain it.

DIF: 1

REF: pp. 20-21

5. What is the most important reason for health care workers to maintain a professional appearance?
- a. It impresses prospective employers.
 - b. Health care employers tend to be conservative, and it is important for the employees to meet their expectations.
 - c. Looking professional will increase your self-esteem.
 - d. Many patients will judge your competence by your appearance.

ANS: D

People tend to base their opinions on appearances.

DIF: 2

REF: p. 22

6. Why does the author suggest you start thinking about your resume as you begin your educational program?
- a. You'll have a head start on the job search when you graduate.
 - b. It takes a long time to complete and starting now gives you time to complete it.
 - c. Knowing the contents of a resume can motivate you as a student.
 - d. It will give you time to contact references.

ANS: C

A resume can serve as an outline of goals to be achieved while you are in school.

DIF: 1

REF: p. 24

7. Which of the following is the best example of a transferable skill an applicant could use when applying for a job in health care?
- a. Using tools to repair cars
 - b. Providing good customer service
 - c. Preparing food
 - d. Handling cash responsibly

ANS: B

Transferable skills are not specific to one kind of job. Customer service is important in all types of work, especially health care.

DIF: 3

REF: p. 25

8. How can you make the work experience section of your resume work best for you?
- a. List all your previous jobs along with a list of the tasks you performed.
 - b. Include accomplishments and skills that can apply to many work situations.
 - c. List only the jobs you have held that are related to health care.
 - d. Include only your previous job titles and the names, addresses, and phone numbers of your employers.

ANS: B

Including achievements, not just tasks, shows potential employers that you have been successful on the job.

DIF: 3

REF: pp. 25-26

9. Which statement is true about licenses and certifications for health care occupations?
- a. Only states have the authority to require certification of health care workers.
 - b. Licenses are only needed for health care professionals in supervisory positions.
 - c. Once granted, most certifications are good for a lifetime.
 - d. Most licenses and certifications have both educational and testing requirements.

ANS: D

Licenses and certifications can be granted by state, local, or professional organizations. They are based on standards that require training and education and passing an exam.

DIF: 1

REF: p. 26

10. Suppose you have performed volunteer work in a local hospital. What would be the best reason for listing this on your resume?
- a. To show that you are a kind person
 - b. To demonstrate that you are organized and able to fit volunteer activities into your schedule
 - c. To let employers know you already have some health care experience
 - d. To demonstrate your willingness to network and “do whatever it takes” to get a job

ANS: C

If you are new to the health care field, unpaid work can be used to demonstrate experience.

DIF: 3

REF: p. 28

11. Which of the following special skills would be most useful to list on your health care job resume?
- a. Bicycle racing
 - b. Gourmet cooking
 - c. Writing articles for your school paper
 - d. Drawing ability

ANS: C

Being able to write clearly and accurately is an important skill in all health care occupations.

DIF: 3

REF: p. 27

12. Which statement best describes what to do while you are in school to start putting together a professional portfolio to support your future job search?
- a. Wait until near the end of your program to collect items because you’ll know then what kind of job you want.
 - b. Save all your assignments because the more you include, the better will be the impression you make on prospective employers.
 - c. Collect items throughout your time in school that demonstrate your qualifications and personal traits.
 - d. Find out if your school requires you to put together a portfolio before worrying about what to include.

ANS: C

By planning ahead, you can gather portfolio items before they are lost or forgotten.

DIF: 3

REF: p. 29

13. Which of the following items would be *least* appropriate for a professional portfolio?
- a. A copy of the graduate's nursing license
 - b. A difficult anatomy exam on which the student earned a grade of C
 - c. A letter of recommendation from a medical assistant's externship supervisor
 - d. Honor roll certificate

ANS: B

Only exams or assignments with a grade of A or B should be included in your portfolio.

DIF: 2

REF: p. 29

14. Which of the following is the best reason for starting to network with health care professionals while you are still in school?
- a. To get an offer of a job after you graduate
 - b. To become acquainted with people who can serve as your references
 - c. To find a part-time job you can do while you are in school
 - d. To learn more about your field and how you can improve your chances for success

ANS: D

Working health care professionals are valuable sources of information.

DIF: 3

REF: p. 31

15. Which of the following persons would be the best professional reference?
- a. A friend you have known since childhood
 - b. Your favorite teacher in high school
 - c. The supervisor where you completed your externship
 - d. The pastor at the church you've attended for the past several months

ANS: C

A professional reference is a person who knows your work, especially in the field in which you are applying for a job.

DIF: 3

REF: p. 32

16. Employers appreciate employees who are proactive because they
- a. see what needs to be done at work without being constantly reminded.
 - b. are able to perform every task in their job description.
 - c. have been trained in the latest techniques.
 - d. are excellent communicators.

ANS: A

Proactive means "to take action before it is required or requested" and is appreciated by busy employers and supervisors.

DIF: 2

REF: p. 19 | p. 21

17. An example of good personal hygiene is
- a. completing your work on time.
 - b. brushing your teeth twice a day.
 - c. being courteous with patients and coworkers.

d. working without supervision.

ANS: B

Hygiene refers to conditions and practices that maintain health and prevent disease.

DIF: 2

REF: p. 19 | p. 23

18. Visualization is a success technique in which you
- write positive goals you wish to achieve.
 - observe and learn from people who are successful.
 - create mental images of yourself succeeding in a specific situation.
 - maintain a positive attitude.

ANS: C

Using visualization to create mental images in which you see yourself succeeding can help you achieve your goals.

DIF: 1

REF: p. 19 | p. 21

19. The most effective professional networking technique to use while you are still in school is to
- attend functions where you could meet professionals who work in your future occupation.
 - make cold calls to employers to inquire about future job leads.
 - become friends with your instructors.
 - get acquainted with your classmates.

ANS: A

Meeting working professionals is a good way to begin professional networking and learn more about the field you have chosen.

DIF: 2

REF: p. 31

20. Job seekers today are encouraged to gather documentation of their skills, such as examples of their work, and place it in their
- resume.
 - transcript.
 - certification.
 - portfolio.

ANS: D

Your portfolio, a collection of work samples and other documentation, can be presented to employers at interviews to support your qualifications.

DIF: 1

REF: p. 29

21. When preparing to put together a budget to determine how much you need to earn to cover your living expenses, you should
- include only your major expenses such as rent and car payments.
 - keep track of as many of your expenses as possible for 2 or 3 months.
 - save time by just estimating what you think you spend.
 - record in detail everything you spend for several months.

ANS: B

You need to account for as many expenses as possible in order to accurately determine how much you need to support yourself. Recording expenses for a couple of months should be long enough to make a good estimate.

DIF: 2

REF: p. 31

TRUE/FALSE

1. The purpose of affirmations is to convince employers of your qualifications.

ANS: F

The purpose of affirmations is to help you create the future you want by using positive self-talk.

DIF: 1

REF: p. 21

2. Your appearance is not really that important if you have strong technical skills.

ANS: F

A clean, healthy, professional appearance communicates competence.

DIF: 3

REF: pp. 22-23

3. The purpose of the summary of qualifications on your resume is to highlight what you have to offer an employer.

ANS: T

The summary of qualifications lets the employer know what you bring to the job.

DIF: 1

REF: p. 24

4. Your performance at your externship site can have a major influence on your future career.

ANS: T

For many students, this is the only health care experience they have. Also, externship supervisors are potential employers and network with other employers.

DIF: 2

REF: p. 26

5. The only requirement for most health care licenses is successful completion of an appropriate educational program.

ANS: F

Most licenses require passing exams; some require background checks.

DIF: 1

REF: p. 26