

# Computer Applications, Part 2

**PROBLEM SOLVING.** On computer applications, you may be asked to solve problems. Your answers will tell the employer: a) How you will resolve (solve or fix) situations and problems during a work day. b) How you will get along with supervisors, customers, coworkers. Read each question CAREFULLY. These questions are tricky to answer correctly.



- A. A customer wants to buy a product that will not be available in the store for one month.  
**#A-1) What would you be MOST likely to do?**  
**#A-2) What would you be LEAST likely to do?**  
 a) Tell the customer that the product will be available in 2 weeks. b) Offer to sell the customer product that is similar. c) Tell the customer that the product is worth the one month wait. d) Tell the customer that you will call the supplier and complain about the wait.  
 e) Write down customer's name and phone number and say that you will call in one month when the item is in the store
- B. You see a customer who looks like he is shoplifting. **#B-1) What would you be MOST likely to do?**  
**#B-2) What would you be LEAST likely to do?** a) Continue working and ignore the customer.  
 b) Go up to the customer and ask him to leave the store immediately. c) Pretend to ignore the customer and try to catch him shoplifting. d) Call the supervisor and tell her about the customer. e) Go up to the customer and ask if he needs help, and tell him that you will be nearby. f) Tell a nearby sales clerk about the customer.
- C. You are helping a customer select clothing. Another customer walks into your sales area. There are no other sales clerks around. **#C-1) What would you be MOST likely to do?** **#C-2) What would you be LEAST likely to do?** a) Continue helping the customer select clothing and ignore new customer.  
 b) Greet the new customer and say, "Someone will be with you in a minute." c) Greet the customer and say, "I will be able to help you in a minute." d) Look up at the new customer and say "Hi" and continue to help your customer select clothing. e) Greet the new customer and say, "If you will tell me what you are looking for, I will direct you to it."
- D. Another sales clerk was hired for the job promotion you wanted. You have worked hard and wanted that job promotion. **#D-1) What would you be MOST likely to do?** **#D-2) What would you be LEAST likely to do?** a) Work harder and hope you are selected for the next promotion. b) Ask another sales clerk to find out why you were not given the promotion. c) Talk to the person who got the job and ask how he did it. d) Find another job where the management may appreciate your efforts.  
 e) Ask the supervisor how you can improve your chances for the promotion next time the job is open.
- E. The supervisor walks in and starts giving you a list of instruction. He is speaking so quickly that you cannot remember everything. **#E-1) What would you be MOST likely to do?** **#E-2) What would you be LEAST likely to do?** a) Ask the supervisor to write a list of work to do. b) Ask the supervisor to repeat what he said. c) Go to another sales associate and ask if he knows what work you are to do.  
 d) Try to do what you can remember was said. e) When listening to a supervisor, take notes.

**MATH.** Your skills in math is important in jobs such as cashier, sales associate, and office assistant. Read each question CAREFULLY. These questions are tricky to answer correctly.

A. You sell a bedspread to a customer for \$68.95. The customer gives you a \$100 bill. How much change should he get back? 1) \$32.15, 2) \$41.05, 3) \$31.05, 4) \$32.05, 5) Another amount.

B. An employee buys a chair and gets a 15% discount. The chair costs \$60. How much will the employee save? 1) \$3.60, 2) \$6.00, 3) \$7.50, 4) \$9.00, 5) Another amount.



C. There are four different choices for cell phone accessories.

	Choice A	Choice B	Choice C	Choice D
<b>Sales price</b>	<b>\$13</b>	<b>\$26</b>	<b>\$40</b>	<b>\$25</b>
<b>Service charge</b>	<b>\$7</b>	<b>\$16</b>	<b>\$50</b>	<b>\$30</b>
<b>Taxes</b>	<b>\$3</b>	<b>\$4</b>	<b>\$9</b>	<b>\$5</b>

- 1) Choice D is how much more expensive than Choice B? \$9, \$12, \$14, \$16, \$8.  
2) Which of the combination of choices is the most expensive? A&B, A&D, 2 of B, B&D.

D. If two stuffed animals cost \$12, how much would 4 stuffed animals cost?

- 1) \$14, 2) \$24, 3) \$18, 4) \$48, 5) Another amount.



E. A customer has 3 one-dollar bills, 2 ten-dollar bills, 2 quarters, and 8 pennies. How much money does the customer have? 1) \$23.83, 2) \$23.73, 3) \$24.55, 4) \$24.83, 5) Another amount.

**FOLLOWING DIRECTIONS.** These questions test your skills to read directions, understand directions, and follow the directions accurately. First, read "How to deal with angry and threatening customers."

**How to Deal with Angry Customers:** Step #1 Try to calm the customer. Step #2 Listen to the customer's concerns and try to solve the situation. Step #3 Report situation to the supervisor.

**How to Deal with Threatening Customers:** Step #1 Call security. Step #2 Try to calm the customer. #3 Fill out an incident report. #4 Report situation to the supervisor.

A. You must fill out an incident report when: 1) Anyone is upset. 2) Talking to a calm person. 3) Dealing with an angry customer. 4) Dealing with a threatening customer.

B. First step in dealing with a threatening customer is to: 1) Immediately leave the area. 2) Calm the person. 3) Call security. 4) Listen to the person and try to solve situation.

C. When dealing with angry customers, the employee must:

- 1) Fill out an incident report. 2) Report situation to a coworker.  
3) Listen to the customer's concerns and try to solve the situation. 4) Call security.

D. It is necessary that you report the situation to the supervisor when dealing with:

- 1) Angry customers. 2) Angry coworker. 3) Customer who has crying child.  
4) Threatening customer.

