

Chapter 9 Interviews in Business Settings

Multiple-Choice Questions

- 1) Which of the following describes one goal that all employment interviews have in common?
- A) To assess communication skills in the interview
 - B) To select the best possible person from the available pool of applicants
 - C) To ignore nonverbal communication
 - D) To ensure that the selection interviews vary in their sophistication

Answer: B

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- 2) By understanding the responsibilities of job interviewers, the interviewee gains _____ knowledge that can improve her or his performance.
- A) communicational
 - B) continual
 - C) situational
 - D) goal-setting

Answer: C

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- 3) It is helpful for the interviewer to define the _____ qualifications necessary for the job to avoid selecting overqualified candidates.
- A) maximum
 - B) specific
 - C) extensive
 - D) minimum

Answer: A

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- 4) _____ is (are) the process of finding a job through personal contacts at other organizations.
- A) Internships
 - B) Networking
 - C) Personal job application
 - D) Employee referrals

Answer: B

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- 5) _____ enable(s) organizations to see how potential employees will behave on the job and how they will adapt to the corporate culture.
- A) Internships
 - B) Networking
 - C) Personal job applications
 - D) Employee referrals

Answer: A

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6) Many companies receive as many as two hundred applicants for a job. Of that pool, _____ candidates will be called back for the first interview.

- A) twenty to thirty
- B) three to five
- C) twenty to twenty-five
- D) eight to ten

Answer: D

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7) _____ provide(s) a second opinion for an interviewer.

- A) Demonstrated skills
- B) References
- C) Work experience
- D) Educational background

Answer: B

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8) What is the first step an interviewer takes in preparing an interview schedule?

- A) Scheduling interviews in alphabetical order
- B) Scheduling interviews based on the applicants' qualifications
- C) Developing preliminary questions that elicit information about job qualifications, interest in the company, and personal characteristics
- D) Composing specific questions that are direct, yet conversational, and that conform to all legal requirements

Answer: C

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9) The responsibility for conducting an interview legally rests with the _____, not with the _____.

- A) interviewer, interviewee
- B) interviewee, interviewer
- C) employee, mentor
- D) candidate, interviewer

Answer: A

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10) _____ of the 1964 Civil Rights Act prohibits discrimination in employment on the basis of color, race, religion, sex, or national origin.

- A) Amendment Fourteen
- B) Title VII
- C) Amendment Nineteen
- D) Title IX

Answer: B

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11) _____ the official source of legal guidance in hiring, provides prescriptive advice for avoiding potentially discriminatory practices during the interview process.

- A) Legal Guidance for Employers
- B) Equal Employment Opportunity Commission Uniform Guidelines on Employee Selection Procedures
- C) Employee Selection Guidelines
- D) Proper and Nondiscriminatory Questions Guide

Answer: B
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12) An effective closing has three parts. Which of the following describes part two?

- A) Allowing the candidate to ask any final questions about the position
- B) Allowing the candidate to warm up for other possible interviews
- C) Summarizing the main issues discussed in the interview
- D) Reestablishing rapport by thanking the candidate, shaking hands, and making sure he or she knows the way out of the office

Answer: C
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13) In preparing for an interview, what does the interviewee do to learn as much about the potential employer as possible?

- A) Research the company
- B) Write a personal biography
- C) Get work experience
- D) Write a tailored cover letter

Answer: C
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14) The interviewee designs the résumé and cover letter based on the _____ and on research about the company.

- A) organizational structure
- B) business purpose
- C) personal biography
- D) work experience

Answer: C
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