

Communicating at Work

Beginning

Post-Assessment

Choose the best answer to complete each sentence.

1. She's _____.

Lesson 1

- a. nerse
- b. nurse
- c. a nurse

2. _____ is the break room?

Lesson 2

- a. When
- b. Where
- c. Who

3. Do you _____ fix cars?

Lesson 3

- a. know
- b. know how
- c. know how to

4. Please help John with _____ boxes.

Lesson 4

- a. them
- b. this
- c. those

5. They're putting supplies on the _____.

- a. closet
- b. drawers
- c. shelves



Lesson 5

6. Can you _____ him where to put the tools?

- a. show
- b. fill
- c. get

Lesson 6

7. I have a doctor's appointment Friday morning. Could you _____ with me?

- a. trade shifts
- b. clock in
- c. take a turn

Lesson 7

8. I have a problem with my babysitter. I _____ change my schedule.

- a. want
- b. need
- c. have to

Lesson 7

9. Can _____?

- a. I take next Friday off?
- b. I to take next Friday off?
- c. next Friday I take off?

Lesson 7

10. He was late to work today because he _____.

- a. slept too long
- b. forget he has a meeting
- c. got stuck in traffic

Lesson 8

11. At work, you should _____ look at someone when they talk to you.

Lesson 9

- a. try to
- b. try not to
- c. never

12. You _____ make personal calls or send personal texts at work.

Lesson 9

- a. should
- b. shouldn't
- c. shouldn't to

13. If you're late to work, you might get a _____.

Lesson 10

- a. warning
- b. raise
- c. promotion

14. Sam _____ when he doesn't understand instructions.

Lesson 10

- a. ask questions always
- b. asks always questions
- c. always asks questions

15. At work, _____ treat everyone fairly.

Lesson 10

- a. is important
- b. it's important
- c. it's important to

16. **True or False:**

Lesson 11

Harassment makes it hard for someone to work.

You can harass someone with words, pictures, or actions.

- a. true
- b. false

17. True or False:

Lesson 11

It's okay to make jokes about people's clothes or hair at work.

- a. true
- b. false

18. _____ is your total earnings, before any taxes are taken out of your paycheck.

Lesson 12

- a. Regular pay
- b. Net pay
- c. Gross pay

19. _____ are money taken out of your paycheck for things like taxes, social security, and health insurance.

Lesson 12

- a. Earnings
- b. Deductions
- c. Rates

20. With paid sick _____, employees can get paid when they take a day off work because they are sick.

Lesson 13

- a. insurance
- b. leave
- c. compensation

21. In health insurance, a deductible is _____.

Lesson 13

- a. how much you have to pay in one year before the insurance company starts to pay your health care bills
- b. the amount you pay to the health insurance company for your insurance
- c. the part of a doctor bill that you pay

22. Don't forget to wear a hard hat _____ your head!

Lesson 14

- a. to protect
- b. to protecting
- c. for protect

23. *All employees are required to sign our safety policy.*

Lesson 15

Which sentence has the same meaning?

- a. All employees are allowed to sign our safety policy.
- b. All employees must sign our safety policy.
- c. All employees should sign our safety policy.

Read the note and answer questions 24–26.

SAFETY MEMO

Something got caught in one of the machines yesterday. As a reminder to all line workers: If something gets caught in the machine, never try to pull it out while the machine is on. If you do that, your hand could get caught. Turn off the machine right away and call a maintenance person. Always make sure there are no loose objects near the machines when you're working.

24. What should you do if something gets caught in a machine?

Lesson 15

- a. Pull it out quickly.
- b. Turn off the machine and call a maintenance person.
- c. Try again later.

25. Why is it dangerous to pull something out of a machine while it's on?

Lesson 15

Do you need someone to help you with that?

- a. The machine might break.
- b. Your hand could get caught.
- c. It will take too long.

26. Which action is unsafe when working with machines?

Lesson 15

- a. leaving loose objects near the machines
- b. keeping the area around machines clear
- c. turning off the machine if something gets caught

27. Vincent _____ on a power cord yesterday and _____ his arm.

Lesson 16

- a. tripped, broke
- b. falled, hurted
- c. fell, break

28. I heard you had an accident yesterday! _____ your arm?

Lesson 16

- a. Do you break
- b. Did you break
- c. Did you broke

29. Could you help me _____ the boxes from the truck?

Lesson 17

- a. pass
- b. unload
- c. unlock

30. What would be the best response to this question:

Lesson 17

Can you hand me those paper towels on the top shelf?

- a. Sure. These?
- b. Yes, you can.
- c. No, thanks! I can do it alone.

31. *We have plenty of bread for tonight.* Is there enough?

Lesson 18

- a. yes
- b. no
- c. almost

32. How _____ cheese do we need?

Lesson 18

- a. come
- b. many
- c. much

33. I can't fix the lock. We need to _____ it with a new one.

Lesson 19

- a. repair
- b. replace
- c. tighten

34. George: What are you doing?

Lesson 19

Susan: I _____ the tables.

- a. wipe
- b. wiping
- c. 'm wiping

35. I _____ you next week.

Lesson 19

- a. see
- b. seeing
- c. 'll see

36. _____ is stuck in the machine.

Lesson 20

- a. Anything
- b. Something
- c. Thing

37. I _____ finished cleaning the bathroom.

Lesson 21

- a. just
- b. still
- c. yet

38. We _____ ready to open the store now.

Lesson 21

- a. get
- b. getting
- c. are getting

39.

SHIFT-CHANGE REPORT		Shift supervisor: Roberta Lancaster	
Date: 9/15/25	Shift start: 3 P.M.	Shift end: 11 P.M.	Location: Assembly Line 2
1. Planned production: 500 units		2. Actual production: 430 units	
3. Troubleshooting: There was a problem with the cutting machine. Maintenance came and fixed it. Also, two team members were out sick today.			
4. Safety: No incidents reported.			
5. Notes for next shift: Order for Central Food Distribution is urgent. Need to finish production by 3 P.M. tomorrow, 9/16/25.			
6. Department signoff: Kevin Hwang		Date: 9/15/25	Time: 10:52 P.M.

Lesson 22

According to the report, what happened that made the actual production lower than planned?

- a. There was a problem with the cutting machine and two employees were out sick.
- b. There was an urgent order and the shift ended early.
- c. A worker got hurt.

40. Where _____ to put those plants?

Lesson 23

- a. you going
- b. do you going
- c. are you going

Total correct: _____ / 40

ANSWER KEY

- | | |
|-------|-------|
| 1. c | 21. a |
| 2. b | 22. a |
| 3. c | 23. b |
| 4. c | 24. b |
| 5. c | 25. b |
| 6. a | 26. a |
| 7. a | 27. a |
| 8. c | 28. b |
| 9. a | 29. b |
| 10. c | 30. a |
| 11. a | 31. a |
| 12. b | 32. c |
| 13. a | 33. b |
| 14. c | 34. c |
| 15. c | 35. c |
| 16. a | 36. b |
| 17. b | 37. a |
| 18. c | 38. c |
| 19. b | 39. a |
| 20. b | 40. c |