



opc assessment

PRACTICE TESTS

Situational Judgement Test

Sample

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Instructions

This test measures your ability to make sound judgments in a given situation. Read the situation below and decide what would be your first choice to deal with the situation, then your second choice, then your third choice, and finally your fourth choice. Each solution is labelled with a letter from A to D. You should write your answers by writing 1, 2, 3 or 4 next to the respective letters once you have decided on the correct order you think they should go in (see example below).

e.g.

- a) Example solution
- b) Example solution
- c) Example solution
- d) Example solution

Note: Correct answers will not be provided for these practice examples as different answers will depend upon the type of SJT and the employing organisation.

Questions

Situation 1 – Customer Service

You work on the shop floor restocking shelves and help direct customers in the shop. Whilst you are stocking shelves a customer asks you where the bread aisle is. The rules state that you are not allowed to leave unstacked products on the shop floor unattended. The rules also state that you must walk with the customer to the aisle. What do you do?

- a) You explain to the customer that you cannot leave the stock unattended. You tell them the aisle number but do not walk with them to the aisle.
- b) You apologise to the customer and explain to them that you cannot leave the stock unattended so you cannot help them.
- c) You apologise to the customer and explain that you cannot leave the stock unattended. You ask the customer to find another colleague to help them.
- d) You apologise to the customer explain to them that you cannot leave the stock unattended. You ask another colleague in your aisle to help the customer.



Situation 2 – Management

You have been invited to a work conference in Chicago and will be flying out in 2 days. You have just been told by your manager that you will have to prepare and then take with you some materials that will need to be given to a senior manager attending the conference. The preparation of the material would usually take one person three days to prepare. A work colleague will not be going to the conference so she will take on your workload whilst you're at the conference. What do you do?

- a) Explain to your manager the situation and ask if you can fly out a day later once all the materials are prepared.
- b) Start preparing the materials immediately and hope that you get it done in time. You can take with you whatever you can prepare in the time available.
- c) Ask your work colleague for help to speed up the process of preparing the materials and get it finished on time.
- d) Explain to the manager the situation and that you will not be able to prepare the materials due to the late notice.

Situation 3 – Safety

You work at a railway station. You notice a bag has been unattended for at least two hours on the platform. The rules state that you must report anything suspicious to your supervisor. Your supervisor must then take action immediately. You know your supervisor doesn't follow the rules and will not take action immediately. What do you do?

- a) You want to be safe. You inform your supervisor. For precaution you also discreetly inform another senior member of staff.
- b) You want to be safe. You inform your supervisor when he is close to other senior staff. They will overhear the conversation with your supervisor and you are sure they will take action immediately.
- c) You want to be safe. You inform your supervisor. You also ask your work colleague to speak to your supervisor which may encourage them to act immediately.
- d) You want to be safe so you follow the rules accordingly. You inform your manager and stress the importance of him acting immediately in the hope that they do.

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