

RBC Online Assessment Practice Test Questions and Answers

1. What is the primary purpose of RBC's online assessment for job candidates?

- A) To evaluate technical banking knowledge only
- B) To assess cognitive abilities, personality traits, and job-relevant skills
- C) To test typing speed and computer skills
- D) To evaluate previous work experience

2. Which core value is emphasized in RBC's workplace culture?

- A) Individual competition above all else
- B) Client focus and collaborative teamwork
- C) Maximizing profits regardless of impact
- D) Following procedures without question

3. What approach should you take when facing an ethical dilemma in a banking scenario?

- A) Choose the option that generates the most revenue
- B) Follow established policies and prioritize client and stakeholder interests
- C) Defer all decisions to senior management
- D) Choose the quickest solution to save time

4. How should you handle a dissatisfied customer in a banking environment?

- A) Immediately escalate to your supervisor
- B) Listen actively, show empathy, and work toward a solution within policy guidelines
- C) Defend the bank's position without compromise
- D) Refer them to competitor services

Answers: 1-B 2-B 3-B 4-B

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