

Situational Judgement Practice Test Questions and Answers

1. A customer is upset about a delayed order. What is the best response?

- A) Tell them it's not your fault and blame the supplier
- B) Listen to their concerns, apologize, and offer a solution
- C) Ignore their complaint and walk away
- D) Argue with them about company policies

2. You notice a coworker struggling with their workload. What should you do?

- A) Report them to management immediately
- B) Offer assistance and see if you can help them catch up
- C) Do nothing and focus only on your own work
- D) Criticize their work methods publicly

3. Your supervisor asks you to complete a task you've never done before. How do you respond?

- A) Refuse the task and say it's not your job
- B) Accept the challenge and ask for guidance or training
- C) Pretend you know how to do it and guess
- D) Complain about being given unfamiliar work

4. You witness a safety violation by a colleague. What is the most appropriate action?

- A) Ignore it to avoid conflict
- B) Address it directly with the colleague or report it to ensure safety
- C) Gossip about it with other workers
- D) Wait to see if someone gets hurt first

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

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