Final Exam — Practice Test

Nova Scotia English/Communications 12 • 50 questions

This practice test was made by AI and there may be mistakes. If a question or answer looks wrong, use the Flag a mistake button to let Brett know so he can fix it.

1 **What does job interview mean?**

- A A short spoken message left when a call is not answered
- B A meeting where an employer asks a candidate questions
- C Spoken instructions that explain how to stay safe at work
- D Explaining steps clearly so a listener can follow them

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2 What does job posting mean?

- A Written steps for doing a task safely
- B A notice describing a job opening and its duties
- C Words on a product giving key facts about it
- D A table showing times for shifts or events

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3 What does cover letter mean?

- A A short professional message sent at work
- B A letter that introduces an applicant for a job
- C A short written note shared inside a workplace
- D A written record of an accident or problem at work

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4 What does safety briefing mean?

- A Explaining steps clearly so a listener can follow them
- B Writing down the key facts from a phone call
- C A polite opening when serving a customer
- D Spoken instructions that explain how to stay safe at work

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5 What does label mean?

- A A table showing times for shifts or events
- B A form where a person gives facts to apply for something
- C A factual account of a recent event
- D Words on a product giving key facts about it

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6 **What does memo mean?**

- A A written record of an accident or problem at work
- B A letter that asks for a job or a place
- C Names of people who can speak about a worker
- D A short written note shared inside a workplace

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7 **What does taking a message mean?**

- A A polite opening when serving a customer
- B Writing down the key facts from a phone call
- C A question that checks understanding of instructions
- D Passing on key information to the next worker

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8 **What does application form mean?**

A A factual account of a recent event

B A form where a person gives facts to apply for something

C The short title that tells what an email is about

D A sign that warns about a hazard

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9 **What does reference list mean?**

A A printed form that records work information

B A short note that thanks someone for help

C Names of people who can speak about a worker

D A letter that asks for something clearly

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10 **What does shift handover mean?**

- A Passing on key information to the next worker
- B A short spoken report on progress and next steps
- C A short talk that shares work information with colleagues
- D A calm discussion aimed at solving a disagreement

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11 **What does safety sign mean?**

- A A sign that warns about a hazard
- B A list showing what items cost
- C A written record of a payment made
- D A written rule that guides behaviour at work

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12 **What does thank you note mean?**

A A short note that thanks someone for help

B A letter that asks for something clearly

C A written announcement posted at work

D A record of hours worked

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The Handover

Use this reading for questions 13 and 16.

At the end of her shift, Dana told the next worker about a broken freezer, two deliveries due, and a customer waiting for a call back. The next worker repeated the three items and wrote them down. The shift change went smoothly because nothing was missed.

13 **What is the main idea of The Handover?**

- **A** A clear handover passes on every key item
- **B** Interview answers are stronger with short work examples
- **C** A complete phone message lets the call be returned
- **D** A safety briefing works when every step is understood

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The New Shift Schedule

Use this reading for questions 14 and 17.

A notice on the board gave the new shift schedule for June. Morning shifts start at 7, afternoon shifts at 3, and night shifts at 11. Workers were asked to check the board before Friday and tell the manager about any clash.

14 **What is the main idea of The New Shift Schedule?**

- **A** Workers must check the new schedule before Friday
- **B** Reading a label carefully prevents harm
- **C** A careful reading of a posting helps an application succeed
- **D** Following written steps in order makes a task work

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The Resume That Worked

Use this reading for question 15.

For a part-time job, Ali wrote a one-page resume listing his skills, two past jobs, and school activities. He kept each entry short and checked his phone number twice. The employer called him because the resume was clear and complete.

15 **What is the main purpose of The Resume That Worked?**

- **A** To show a cover letter
- **B** To show a resume that works
- **C** To show a professional workplace email
- **D** To show an incident report

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16 **Why did the shift change go smoothly?**

A Dana reported a holiday plan

B Dana wore a new uniform

C Dana passed on all three items in full

D Dana threw a staff party

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17 **A worker starts at 3. Which shift are they working?**

A Morning

B Night

C Afternoon

D No shift

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A Cover Letter That Fits

Use this reading for question 18.

With her resume, Sara sent a cover letter naming the job, one skill that fit it, and why she wanted the role. The letter was three short paragraphs and used the employer's name correctly. The employer said the letter showed Sara had read the posting.

18 **What is the main idea of A Cover Letter That Fits?**

- **A** A clear, complete resume helps an applicant get called
- **B** A short, polite email with a clear subject gets a fast answer
- **C** A prompt incident report helps fix a hazard
- **D** A short, specific cover letter shows an applicant read the posting

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The Interview

Use this reading for question 19.

At his interview, Kai answered each question with a short example from past work. When asked about teamwork, he described helping a new coworker learn a task. The employer said the examples made his answers easy to judge.

19 **What example did Kai give for teamwork?**

- **A** A school trip story
- **B** Helping a new coworker learn a task
- **C** A favourite film
- **D** A sports result

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Reading a Label

Use this reading for question 20.

A cleaning product label listed three warnings: keep away from eyes, do not mix with other cleaners, and store in a cool place. A new worker read the label twice before using the product. The supervisor praised the careful reading.

20 **A new worker reads a cleaning product label twice before using it. Why was the supervisor pleased?**

- **A** The worker ignored the label
- **B** The worker read the three warnings carefully
- **C** The worker mixed cleaners
- **D** The worker stored it in a warm place

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A Professional Email

Use this reading for questions 21 and 24.

To ask for a day off, Tom wrote a short email with a clear subject line, a polite greeting, and one reason for the request. He thanked his manager and signed his full name. The manager approved the request the same day.

21 **What is the main idea of A Professional Email?**

- **A** A clear, complete resume helps an applicant get called
- **B** A short, specific cover letter shows an applicant read the posting
- **C** A short, polite email with a clear subject gets a fast answer
- **D** A prompt incident report helps fix a hazard

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Taking a Phone Message

Use this reading for question 22.

A caller asked for the manager, who was out. Ravi wrote the caller's name, number, and reason for calling, then read the note back to the caller. The manager returned the call the same day because the message was complete.

22 **What is the main purpose of Taking a Phone Message?**

- **A** To show a good shift handover
- **B** To show effective interview answers
- **C** To show a safety briefing done well
- **D** To show how to take a phone message

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The Job Posting

Use this reading for question 23.

A job posting for a kitchen helper listed duties, hours, and pay. It asked applicants to send a short letter and a list of past jobs. Maya read the posting twice, noted the closing date, and sent her application two days early.

23 **What is the main purpose of The Job Posting?**

- **A** To show reading a workplace schedule
- **B** To show reading a product label
- **C** To show reading instructions
- **D** To show reading a job posting

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24

What did Tom include besides a greeting?

A A clear subject line and one reason

B A joke and a photo

C A long life story

D No signature

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The Safety Briefing

Use this reading for question 25.

Before work on a ladder, the supervisor explained the three safety steps and asked each worker to repeat them. One worker asked about wind, and the supervisor added a fourth step for windy days. No one started work until every step was clear.

25 **What is the main purpose of The Safety Briefing?**

- **A** To show a good shift handover
- **B** To show effective interview answers
- **C** To show a safety briefing done well
- **D** To show how to take a phone message

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Instructions for the Machine

Use this reading for question 26.

An instruction sheet for a new printer gave five steps in order, with a warning after step three. A worker followed the steps exactly and the printer worked at once. Skipping step three, the sheet warned, would jam the machine.

26 **What is the main purpose of Instructions for the Machine?**

- **A** To show reading a workplace schedule
- **B** To show reading a product label
- **C** To show reading instructions
- **D** To show reading a job posting

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Reporting an Incident

Use this reading for question 27.

After a spill in the kitchen, Dana wrote an incident report the same day. She gave the time, place, what happened, and what was cleaned up. The report helped the manager fix a leaking pipe before anyone was hurt.

27 **What did Dana report besides time and place?**

- **A** Her weekend plans
- **B** A recipe
- **C** A staff party
- **D** What happened and what was cleaned up

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Giving Clear Instructions

Use this reading for questions 28 and 31.

To teach a new task, Sara gave three steps in order, showed each step once, and asked the learner to try it. When the learner made a mistake, Sara repeated the step calmly. The learner finished the task alone by the end of the shift.

28 **What is the main idea of Giving Clear Instructions?**

- **A** Clear steps, a demonstration, and practice teach a task
- **B** A clear handover passes on every key item
- **C** Interview answers are stronger with short work examples
- **D** A complete phone message lets the call be returned

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The Safety Sign

Use this reading for questions 29 and 32.

A yellow sign near the stairs warned of a wet floor and showed a falling figure. Staff put out a second sign at the top of the stairs. A visitor later said the clear signs kept her from slipping.

29 **What is the main idea of The Safety Sign?**

- **A** Clear safety signs prevent accidents
- **B** Workers must check the new schedule before Friday
- **C** Reading a label carefully prevents harm
- **D** A careful reading of a posting helps an application succeed

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A Timesheet Done Right

Use this reading for question 30.

Each Friday, Kai filled in his timesheet with start times, end times, and breaks for the week. He checked the total hours before signing it. Payroll paid him correctly because the timesheet was complete and signed.

30 **What is the main purpose of A Timesheet Done Right?**

- **A** To show a resume that works
- **B** To show a timesheet
- **C** To show a cover letter
- **D** To show a professional workplace email

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31 **How many steps did Sara give?**

- A Ten steps at once
- B One step only
- C Three steps in order
- D No steps at all

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32 **Why did staff put out a second sign at the top of the stairs?**

- A To show a smiling worker
- B To advertise a parked car
- C So the warning was clear before the stairs
- D To close the door

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33 **What does timesheet mean?**

- A A form used to request goods or services
- B A record of hours worked
- C A letter that states a problem and asks for a fix
- D A person's name written by hand at the end of a letter

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34 **What does voice mail greeting mean?**

- A A phone call that books a time for a service
- B Listening and recording exactly what a customer orders
- C A recorded message telling callers what to do
- D Comments from a supervisor about work performance

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35 **What does map legend mean?**

A A list of departure or class times

B A board where workplace notices are posted

C The key that explains symbols on a map

D A written opinion from a customer about a service

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36 **What does complaint letter mean?**

A A person's name written by hand at the end of a letter

B Clear, simple wording that readers can follow

C A short summary of a person's skills and work history

D A letter that states a problem and asks for a fix

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37 **What does order taking mean?**

- A Listening and recording exactly what a customer orders
- B Comments from a supervisor about work performance
- C Listening carefully to instructions and customer needs at work
- D A meeting where an employer asks a candidate questions

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38 **What does notice board mean?**

- A A board where workplace notices are posted
- B A written opinion from a customer about a service
- C A short written note that shares work information
- D A notice describing a job opening and its duties

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A Complaint Letter

Use this reading for questions 39 and 42.

When a delivered chair arrived broken, Maya wrote a complaint letter stating the order number, the damage, and the fix she wanted: a replacement. The company sent a new chair within a week because the letter was clear and specific.

39 **What is the main idea of A Complaint Letter?**

- **A** A specific complaint letter states the problem and the fix wanted
- **B** A clear, complete resume helps an applicant get called
- **C** A short, specific cover letter shows an applicant read the posting
- **D** A short, polite email with a clear subject gets a fast answer

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The Customer Call

Use this reading for question 40.

A customer called about a late delivery. The worker listened fully, apologised, and gave a new delivery time. The customer thanked the worker for the clear answer and stayed with the company.

40 **What is the main idea of The Customer Call?**

- **A** Listening fully and giving a clear answer can keep a customer
- **B** A clear handover passes on every key item
- **C** Interview answers are stronger with short work examples
- **D** A complete phone message lets the call be returned

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A News Report for Workers

Use this reading for question 41.

A short news report said a road closure would delay deliveries on Tuesday. The warehouse manager read the report at breakfast and changed the delivery plan before drivers left. No delivery was late that day.

41 **What is the main idea of A News Report for Workers?**

- **A** Reading news early lets a manager change plans in time
- **B** Workers must check the new schedule before Friday
- **C** Reading a label carefully prevents harm
- **D** A careful reading of a posting helps an application succeed

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42

What fix did Maya ask for?

A A refund only

B An apology only

C A replacement chair

D A new order number

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The Team Update

Use this reading for questions 43 and 46.

At the morning meeting, each team member gave a one-minute update: work done, work next, and any problem. The manager wrote problems on a board and assigned help. The meeting finished in ten minutes with clear next steps.

43 **What is the main idea of The Team Update?**

- **A** A clear handover passes on every key item
- **B** Interview answers are stronger with short work examples
- **C** A complete phone message lets the call be returned
- **D** Short structured updates keep a team meeting useful

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The Email Subject

Use this reading for questions 44 and 47.

An email with the subject line Staff Meeting Moved to Thursday arrived on Monday. Workers who read the subject knew at once that the meeting day had changed. One worker who skipped the subject arrived on the wrong day.

44 **What is the main idea of The Email Subject?**

- **A** Workers must check the new schedule before Friday
- **B** Reading a label carefully prevents harm
- **C** A careful reading of a posting helps an application succeed
- **D** A clear subject line tells readers the key change at once

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Plain Language at Work

Use this reading for question 45.

A workplace notice about new hours was rewritten in plain language: short sentences, common words, and one idea per sentence. Workers understood the change at once and asked no follow up questions. The rewrite showed plain language saves time.

45 **Why did workers understand the new-hours notice at once?**

- **A** It used short sentences and common words
- **B** It used long legal phrases
- **C** It used tiny print
- **D** It had no sentences

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46 **What three parts did each update include?**

- A Grades, ages, and hobbies
- B Work done, work next, and any problem
- C Prices, colours, and sizes
- D Names, dates, and songs

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47 **When was the meeting moved to?**

- A Monday
- B Thursday
- C Friday
- D Wednesday

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A Thank You Note

Use this reading for question 48.

After a coworker covered her shift, Ana left a short thank you note naming the shift and the help given. The coworker said the note meant a lot because it was specific. A vague thanks, Ana learned, is less powerful than a specific one.

48 **What is the main purpose of A Thank You Note?**

- A To show a resume that works
- B To show a cover letter
- C To show a professional workplace email
- D To show a thank you note

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Solving a Disagreement

Use this reading for question 49.

Two coworkers disagreed about who should close the store. Each explained their view without interrupting, and a supervisor suggested they share the task on alternate weeks. Both agreed, and the rota was written down the same day.

49 **What is the main purpose of Solving a Disagreement?**

- **A** To show a good shift handover
- **B** To show effective interview answers
- **C** To show how to take a phone message
- **D** To show a workplace conflict talk

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The Application Form

Use this reading for question 50.

An application form asked for name, address, past jobs, and two references. Tom filled in every box and checked his spelling before sending it. The employer called him for an interview the next week.

50 **What is the main purpose of The Application Form?**

A To show reading a workplace schedule

B To show reading a product label

C To show reading a job posting

D To show completing an application form

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ANSWER KEY

1. B
2. B
3. B
4. D
5. D
6. D
7. B
8. B
9. C
10. A
11. A
12. A
13. A
14. A
15. B
16. C
17. C
18. D
19. B
20. B
21. C
22. D
23. D
24. A
25. C
26. C
27. D
28. A
29. A
30. B
31. C
32. C
33. B
34. C
35. C
36. D
37. A
38. A
39. A
40. A
41. A
42. C
43. D
44. D
45. A
46. B
47. B
48. D
49. D
50. D

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