

The following questions ask you to describe your educational background, your work, and other experiences in specific areas which relate to successful job performance. You are to choose one answer to each question from among the alternatives presented. Do not mark more than one answer for each question. Multiple answers will not be counted. Do not omit answers unless instructed to do so. Other omissions may decrease your score.

6. During high school (grades 9 - 12), I made the semester honor roll:

- A. never
- B. once or twice
- C. three or four times
- D. five or six times
- E. seven or eight times

7. The high school grade I most often received was:

- A. A
- B. B
- C. C
- D. D or lower
- E. I do not remember

IF YOU DID NOT ATTEND COLLEGE, PLEASE SKIP TO ITEM 9

8. The college grade I most often received was:

- A. A
- B. B
- C. C
- D. D or lower
- E. I do not remember

9. In the past three years the number of different paying jobs I have held for more than two weeks is:

- A. 7 or more
- B. 5 - 6
- C. 3 - 4
- D. 1 - 2
- E. none

10. I have been employed in work similar to that of the job covered by this examination:

- A. never employed in a similar job
- B. less than 1 year
- C. 1 - 2 years
- D. 3 - 4 years
- E. over 5 years

11. In the past three years, my primary work experience has been in:

- A. professional or administrative occupations
- B. clerical or sales occupations
- C. service occupations
- D. trades or labor occupations
- E. not employed in the past three years

12. On my present or most recent job, my supervisor rated me as:

- A. outstanding
- B. above average
- C. average
- D. below average
- E. not employed or received no rating

13. In the past three years the number of jobs I have been fired from is:

- A. 5 or more
- B. 3 to 4
- C. 2
- D. 1
- E. none

14. The number of civic or social organizations (which have regular meetings and a defined membership) that I belong to is:

- A. none
- B. 1
- C. 2 or 3
- D. 4 to 6
- E. 7 or more

15. In organizations to which I belong, my participation is best described as:

- A. do not belong to any organizations
- B. not very active
- C. a regular member but not an office holder
- D. have held at least one important office
- E. have held several important offices

16. My previous supervisors (or teachers if not previously employed) would most likely describe my basic math skills as:

- A. superior
- B. above average
- C. average
- D. below average
- E. do not know

#### ACCOMPLISHMENTS

In this part you will respond to questions about experiences you have had that are related to the requirements of the job for which you are applying. Please answer YES or NO to each question. Answer all questions to the best of your ability. Do not answer YES unless you can provide specific examples or documentation as proof that you have had this type of experience. You may be asked to provide such evidence or documentation at a later stage in the selection process. Your responses are subject to verification through background checks, job interviews, or any other information obtained during the application process. Any exaggeration of your experience or any attempt to conceal information can result in your being removed from a Federal job and in barring you from seeking Federal employment in the future. Use the following guidelines to answer these questions:

- (1) Many questions refer to "work" experiences. The word "work" refers to all experiences gained through school, paid employment, military service, voluntary work, and through activities done for professional, charitable, church, community, social, or other organizations, unless otherwise stated.
- (2) Some questions ask for experience in a specific type of setting. For example, if

the question says "Have you done paid work that involved..." then only respond YES if your experience was gained in a paid job.

(3) Do not include personal or home-related experiences unless the question specifically mentions them.

(4) Some questions ask about customers or clients. Customers or clients include any individuals who used or received the products or services that you provided, including individuals inside or outside of your organization. Keep in mind that you may have worked with customers or clients in a variety of settings including those listed in guideline #1 above.

(5) Some questions ask you if you received a grade of B or above on schoolwork. If you were not graded on an A, B, C, D, F scale, use the equivalent of a B or above, that is, an above average grade, on the type of scale on which you were graded.

Remember to fill in "A" for YES or "B" for NO.

A- YES

B- NO

17. Have you successfully done work where your primary responsibility was to help others work out their problems (for example, worked as a therapist)?

18. Have you successfully taught a writing course or worked as a professional journalist, editor, or writer?

19. Have you submitted articles or similar types of written work that were published in a local newspaper, nationally distributed newsletter, or similar type of publication?

20. Have you successfully done work that involved writing technical or legal reports, or translating technical or other complex material into language that was more easily understood?

21. Have you received formal recognition for your written work (for example, received an award, letter of commendation, excellent performance appraisal rating, etc.)?

22. Have you successfully done work that regularly involved using computer software to run a payroll, accounting, or inventory system, or to record or track other quantitative information?

23. Have you developed a formal mechanism to learn more about a problem (for example, developed a survey, conducted interviews or focus groups, etc.)?

24. Have you successfully planned for and started a new business or opened a new store?

25. Have you successfully done work that regularly involved installing or configuring software on stand-alone PCs or network systems?

26. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your customer service skills?

27. Have you successfully planned or monitored a large-scale project or program that involved several steps that were carried out over an extended period of time?

28. Have you successfully worked in a newly created organization that was still in the process of establishing its policies and procedures?

29. Have you received a grade of B or above in school courses, taken since high school, with a strong emphasis on interpersonal skills (for example, customer relations, counseling, etc.)?
30. Have you learned a hobby or leisure activity well enough that you have been asked to do it for others on a voluntary basis?
31. Have you successfully done work, not including computer applications classes, that regularly involved using desktop publishing software to develop page layouts, create illustrations, etc.?
32. Have you used study or review techniques that helped you learn material more effectively?
33. Have you received formal recognition for your oral communication skills (for example, received certification from Toastmasters International, won a speech contest or debate tournament, etc.)?
34. Have you successfully done work that regularly involved relaying messages to co-workers, or providing information or giving simple instructions to customers or the public, either in person or by telephone (for example, worked as a receptionist, dispatcher, etc.)?
35. Have you successfully done work that regularly involved discussing sensitive information with others, or interviewing or surveying people, either in person or by telephone, to gather information they were reluctant to give?
36. Have you successfully done work that regularly involved making decisions about disclosure of sensitive or confidential information?
37. Have you successfully done work that regularly required you to make quick decisions where the consequences were critical (for example, worked as a 911 operator, on an ambulance squad, etc.)?
38. Have you successfully created computerized databases to organize information?
39. Have you earned a degree in an area of study related to oral communication (for example, speech communication, broadcast journalism, etc.)? (Answer YES to this question if you anticipate receiving this degree within the next 9 months.)
40. Have you successfully done work, not including schoolwork, that regularly involved receiving varied assignments on short notice that needed to be handled immediately?
41. Have you received formal recognition for providing good service to customers or clients (for example, received an award, a letter of commendation, an excellent performance appraisal rating, etc.)?
42. Have you served on a decision-making board or committee (for example, student governing board, planning board, homeowners' association board, etc.)?
43. Have you successfully done work that regularly involved interacting with people, other than your co-workers, from a foreign country or from different ethnic or cultural backgrounds?

44. Have you successfully done work that often required you to accommodate last minute requests from customers or clients or to provide quality service in situations where timeliness is critical (for example, worked as a courier or travel agent, worked in newspaper publishing, etc.)?

45. Have you successfully done work that regularly involved informally providing oral explanations of technical information or other complex information, such as regulations, policies, or procedures?

46. Have you successfully done paid work that regularly involved troubleshooting and resolving problems with equipment or systems (for example, appliances, vehicles, machinery, computer or electrical systems, etc.)?

47. Have you made decisions that turned an unprofitable business into a profit-making operation?

48. Have you successfully done work that regularly required you to respond or react quickly in emergency situations (for example, combat duty, firefighting, rescue work, police work, natural disaster relief, etc.)?

49. Have you successfully done work that regularly involved answering questions, demonstrating a product or service, or providing assistance to customers, clients, or the public?

50. Have you successfully coordinated work, school, and/or family responsibilities under especially difficult circumstances (for example, you and your spouse worked full time while raising young children, you went to school full time and worked more than 20 hours per week, you worked full time while caring for an elderly parent, etc.)?

51. Have you written procedures or instructions that others have followed successfully (for example, instruction manuals, survey instructions, training materials, etc.)?

52. Have you, on short notice, successfully assumed another person's duties without the extensive training or preparation that typically is required to perform the duties?

53. Is your highest level of formal education a bachelor's degree or higher? (Answer YES to this question if you anticipate receiving a bachelor's degree within the next 9 months.)

54. Have you successfully done work that frequently required you to present nontechnical information at briefings, meetings, conferences, or hearings?

55. Have you successfully done work of a nonemergency nature that required you to be flexible about being on call, frequently changing work hours or locations, etc. (for example, worked as a substitute teacher, worked as a "temp" for a temporary agency, etc.)?

56. Have you successfully done work that regularly involved planning, prioritizing, scheduling, and monitoring work for 10 or more people?

57. Have you successfully done work that regularly involved answering questions, gathering nonsensitive information, or providing assistance to others, either in person or by telephone?

58. Have you performed home repairs that involved determining the specific problem, determining how to make the repair, and successfully completing the repair (for example, fixed a leaking faucet, re-shingled a roof, etc.)?

59. Have you devised a strategy to overcome a major setback that successfully enabled you to complete a project on time or within budget?

60. Have you successfully done work that regularly involved conducting quality checks or following up with customers or clients to ensure satisfaction with a product or service?

61. Have you suggested or made changes to products or procedures that resulted in better meeting customer needs?

62. Have you successfully done work that required you to keep enough cash on hand or maintain an adequate stock of supplies, equipment, or merchandise?

63. In college, did you have an overall undergraduate grade point average of 3.0 or higher on a 4.0 scale, belong to an honor society, or graduate with honors? (Answer NO to this question if you did not attend college.)

64. Have you formally taught, instructed, or trained others in educational or occupational settings and received favorable feedback about your ability to do so?

65. Have you successfully done work that required you to interact with people at many levels in an organization?

66. Have you successfully done work, not including schoolwork, that required you to juggle several assignments or projects at the same time?

67. Have you successfully done work that regularly involved determining appropriate products or services for customers or clients?

68. Have you written a play, script, or novel that was sold, published, or produced?

69. Have you successfully dealt with a disruption to regular operations in a way that allowed for completion of the work or continuation of a noncritical service?

70. Have you successfully done work that regularly involved planning, prioritizing, scheduling, and monitoring work for fewer than 10 people?

71. Have you successfully done work that regularly involved verifying the accuracy of information or the relevance of information to a problem or a situation (for example, investigative work)?

72. Have you successfully taught a computer programming or software applications course?

73. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your computer skills?

74. Have you successfully done work that regularly required you to lead or facilitate briefings, meetings, or conferences, or formally present technical or other complex information to others?

75. Have you successfully done work that regularly involved interacting with or counseling people with special needs or problems (for example, hospital patients, psychiatric patients, prisoners, people who are elderly or disabled, etc.)?
76. Have you successfully remained polite and tactful while doing work where one of your primary responsibilities was to handle customer problems or complaints (for example, worked as a customer service representative)?
77. In high school, did you have an overall grade point average of 3.0 or higher on a 4.0 scale, belong to an honor society, or graduate with honors?
78. Have you often been asked to proofread or edit the writing of others for content, punctuation, spelling, and grammar?
79. Have you successfully worked closely with a client over an extended period of time to complete a project or resolve a problem?
80. Have you successfully done work that regularly involved planning, prioritizing, and monitoring your own work?
81. Have you successfully solved problems that occurred because of a critical emergency or a disruption of a life-saving operation, with very few resources or guidelines (for example, solved problems related to a natural disaster, a power outage in a hospital, etc.)?
82. Have you successfully developed an automated system that improved accuracy, efficiency, or productivity?
83. Have you received formal recognition for your ability to work well with others (for example, received a letter of recommendation or appreciation, an excellent performance appraisal rating, etc.)?
84. Have you willingly changed routine tasks to accommodate new systems, policies, or procedures (for example, changed to a new filing system, computer system, financial record-keeping system, etc.)?
85. Have you received a grade of B or above in high school computer classes (for example, classes in word processing, graphics, programming, etc.)?
86. Have you received favorable feedback about your ability to provide oral instructions or on-the-job training to others, or about your ability to instruct or coach others in athletic, leisure, or community activities?
87. Have you successfully planned an event such as a conference, fund-raiser, etc.?
88. Have you successfully done work where your primary responsibility was to handle customers' problems or complaints, or where you were required to deal with customer complaints that could not be resolved by lower level employees?
89. Have you submitted articles or similar types of written work that were published in a professional, trade, or scholarly journal or in a nationally recognized newspaper or magazine?
90. Since high school, have you received a grade of B or above in writing courses (for example, composition, creative writing, journalism, etc.) or on essays, reports,

or term papers written for school courses that were not focused on writing skills (for example, history, geography, psychology, etc.)?

91. Have you successfully owned or managed a business, or done paid work as a contractor or consultant, where business depended on establishing and maintaining good customer relations?

92. Have you successfully done work that required you to identify what a customer or client needs?

93. Have you successfully remained friendly and polite while briefly interacting with many different clients or customers (for example, worked as a receptionist, bank teller, cashier, waiter/waitress, sales clerk, etc.)?

94. Have you successfully done work that regularly involved listening carefully to others to understand a need, problem, or situation (for example, investigative work, counseling, etc.)?

95. Have you successfully done work that regularly involved deciding how best to use the strengths of team members (for example, deciding who to assign to various projects, which player to put in each position, etc.)?

96. Have you successfully taught a course that focused on interpersonal skills (for example, customer relations, counseling, etc.)?

97. Have you successfully done work that regularly involved composing letters or writing reports containing several short paragraphs, such as investigation reports, accident reports, performance evaluations, etc.?

98. Have you successfully done work that constantly required you to work under difficult time constraints?

99. Have you successfully done work of an emergency nature that required you to be flexible about being on call, working for indefinite periods of time, etc. (for example, worked as a criminal investigator, emergency medical technician, firefighter, etc.)?

100. Have you successfully done work where your supervisor regularly relied on you to make decisions while he or she was in meetings or out of the office?

101. Have you successfully done work that regularly involved interacting with customers, clients, co-workers, or supervisors who were especially difficult to get along with?

102. Have you successfully done work that involved making personnel decisions (for example, who to hire, promote, or discipline) or deciding how to allocate equipment, materials, staff, etc.?

103. Have you successfully determined space layouts or assignments for equipment, furniture, displays, etc.?

104. Have you readily rearranged virtually all of your priorities and much of your schedule to accommodate a sudden major change, problem, or setback that had a relatively long-term impact on you (for example, assumed the duties of another staff member who quit unexpectedly, took in an elderly parent who suddenly became ill, etc.)?



105. Have you written articles or similar types of work that have been included in a school newspaper, community newsletter, or similar type of publication?
106. Have you successfully written reports that presented facts, findings, logical conclusions, and persuasive arguments (for example, wrote a thesis, briefing papers, policy papers, complex research papers, etc.)?
107. Have you done work that involved writing brochures, press releases, or speeches?
108. Have you successfully reviewed and evaluated forms, applications, documents, or other information, not including contract proposals or bids, to make determinations (for example, to determine approval or denial of loans, eligibility for claims, etc.)?
109. Have you received a grade of B or above in school courses, taken since high school, that emphasized problem solving (for example, logic, computer programming, etc.)?
110. Have you successfully completed a highly structured, formal training program, not including an apprenticeship for a trade or craft, that required you to learn a complex body of information (for example, training for jobs in insurance, law enforcement, real estate, etc.)?
111. Have you successfully done work that regularly required you to determine resource requirements or monitor the use of resources (for example, staff, space, equipment, supplies, materials, etc.)?
112. Have you received a grade of B or above in school-related computer courses taken since high school (for example, courses in word processing, programming, etc.)?
113. Have you successfully done work that involved deciding which supplies, equipment, or merchandise to purchase for a group or organization?
114. Have you been given additional responsibilities because of your ability to organize and complete your regular work more quickly than expected?
115. Have you completed assignments on time and maintained an overall grade point average of 3.0 or higher on a 4.0 scale in post-high school courses while carrying a full course load?
116. Have you done work where regularly you were responsible for dealing with disruptions that impacted a group of people (for example, rowdy behavior at a public pool, weather changes at a camp, altercations in a prison, etc.)?
117. Have you identified and solved a problem with a procedure, product, or service that benefited the organization (for example, saved the organization time or money, increased sales, reduced errors, etc.)?
118. Have you received a grade of B or above on oral presentations made for school courses, taken since high school, that did not focus on oral communication skills (for example, history, sociology, etc.), or for any oral presentations made for high school?

119. Have you successfully done work that only occasionally involved helping others work out their problems (for example, worked as a resident advisor in a dorm, camp counselor, etc.)?

120. Have you participated in training classes, workshops, or seminars outside of school that improved your performance at work?

121. Have you taught yourself skills that improved your performance in school or at work (for example, taught yourself typing, computer skills, a foreign language, etc.)?

122. Have you successfully provided quality service to many different customers or clients with whom you interacted only briefly (for example, worked as a receptionist, bank teller, cashier, waiter/waitress, etc.)?

123. Have you received a grade of B or above on essays or reports written for high school classes?

124. Have you made presentations where you successfully persuaded someone to do something (for example, support a project, accept your recommendations, purchase a product or service, etc.)?

125. Have you successfully provided quality service to people with special needs or problems (for example, worked in a hospital, halfway house, special education program, etc.)?

126. Have you successfully done work that involved reviewing various contract proposals or contract bids to determine which one to select?

127. Have you willingly rearranged many of your priorities and much of your schedule to accommodate a major, planned change that had a long-term impact on you (for example, worked overtime for several months to implement a new system on schedule, had extensive renovations done on your house that required you to live elsewhere, etc.)?

128. Do you have a professional license or certificate issued by a state or other official or professional licensing board indicating your mastery of a specialized body of knowledge (for example, cosmetology, real estate, certified public accounting, etc.)?

129. Have you received favorable feedback for oral presentations you have given to management or other officials, or to the public (for example, for speaking at religious services, performing in theatrical productions, etc.)?

130. Have you successfully responded to external changes that impacted a business you owned or managed (for example, responded to changes in the market, new laws, etc.)?

131. Have you successfully planned activities for nonwork groups (for example, athletic teams, professional associations, church groups, etc.)?

132. Have you successfully done work where you were responsible for determining appropriate treatment or rehabilitation programs (for example, worked as a probation/parole officer, social worker, counselor, etc.)?

133. Have you successfully remained courteous and tactful while enforcing laws or policies or helping customers, clients, or members of the public who were hostile or upset, not including handling customer complaints (for example, worked in a crisis center, worked as a police officer, parole officer, park ranger, etc.)?
134. Have you successfully done work that required extensive on-the-job training?
135. Have you successfully completed a complex research project that included collecting and analyzing information, and reporting conclusions or recommendations?
136. Have you successfully completed an apprenticeship in a trade or craft?
137. Have you successfully learned a hobby or leisure activity requiring extensive study or use of complex directions (for example, constructing stereo or computer systems, building a car, making stained glass objects, etc.)?
138. Have you successfully done work that regularly involved manipulating data in a computer database (for example, importing, exporting, merging, updating, sorting data, etc.)?
139. Have you successfully done work, not including computer applications classes, that regularly involved using graphics software to create and edit charts, tables, or graphs?
140. Since high school, have you received a grade of B or above in oral communication classes (for example, speech, public speaking, theater, etc.) or participated in activities that improved your oral communication skills (for example, training classes, workshops, seminars, debate team, speech club, etc.)?
141. Have you successfully done work that regularly involved interacting or coordinating with people outside of your immediate work group (for example, people from other offices, departments, organizations, etc.)?
142. Have you successfully done work where your primary responsibility involved interacting with current or potential customers or clients for the purpose of selling a product or service?
143. Have you learned a hobby or leisure activity well enough that others have paid you to do it?
144. Have you successfully done work where one of your primary responsibilities was to solve customer problems (for example, provided support services for customers with software problems)?
145. Have you successfully done work, not including computer applications classes, that regularly involved using statistical software programs to analyze data?
146. Have you successfully done work, not including computer applications classes, that regularly involved using word processing software to create, edit, and format documents or correspondence?
147. Have you successfully provided good customer service while constantly working under difficult time constraints (for example, worked in a fast-food restaurant, worked as a stockbroker, etc.)?

148. Have you successfully done work, not including computer programming classes, that regularly involved writing or debugging computer programs?

149. Is your highest level of formal education some college, but no bachelor's degree, or completion of technical, trade, or business school training? (Answer NO to this question if you anticipate receiving a bachelor's degree within the next 9 months.)

150. Have you received favorable feedback about your interpersonal skills when serving as a leader, instructor, or supervisor for academic, religious, community, sports, leisure, or work activities?

151. Have you successfully done work that regularly required you to modify plans to accommodate unexpected assignments or to respond to changing workloads, priorities, or deadlines?

152. Have you readily rearranged many of your priorities and much of your schedule to accommodate an unplanned change that had a short-term impact on you (for example, took on additional work for a co-worker who was absent due to a minor illness, rescheduled all final examinations due to a death in the family, etc.)?

153. Have you successfully done work that regularly involved deciding how to handle disorderly people or situations?

154. Have you received formal recognition for solving a work-related problem (for example, received an award, a letter of commendation, etc.)?

155. Have you done work that required you to travel frequently, unexpectedly, or for an indefinite period of time?

156. Have you successfully done work that only occasionally required you to present information at briefings, meetings, conferences, or hearings?