

Gold Rush Golf - Staff Handbook 2007

Question Paper

Instructions: Please read each section of the handbook then answer the question/s relating to that section below. Every answer can be found within the text of the handbook.

Section 1 Company Statements

1. Complete this Service Statement - 'Customers are our business - not
- A) trespasses
 - B) intruders
 - C) annoyances
 - D) friends

Section 2 Emergency Procedures

2. Three elements that are necessary to have a fire are;
- A) wood, air, heat
 - B) air, matches, fuel
 - C) smoke, sparks, air
 - D) fuel, air, heat
3. The risk of cash related assault increases when;
- A) during opening and closing times
 - B) during hours of darkness
 - C) when a person is working alone
 - D) all of the above

Section 3 Employment Conditions

4. Casual's minimum period of engagement is;
- A) 2 hours
 - B) 3 hours
 - C) 4 hours
 - D) there is no minimum

Section 4 Administration Condition

5. New staff undergo a probationary period of;
- A) 3 months
 - B) 1 shift
 - C) 1 year
 - D) 6 months
6. What could happen if your timesheet is incomplete or incorrect?
- A) your supervisor will complete it for you
 - B) your pay may be delayed
 - C) you will be paid regardless
 - D) your employment will be terminated

Section 5 Personal Presentation Guidelines

7. If you are running late for your shift you must;
- A) organise another staff member to cover for you
 - B) get there as quick as possible
 - C) contact your supervisor and seek instructions
 - D) none of the above

Section 6 Standards of Conduct

8. Behaviour considered unbecoming includes;
- A) theft
 - B) rudeness to customers
 - C) insubordination
 - D) all of the above
9. When a staff member is disciplined or counselled what type of system is used?
- A) the Parker system
 - B) a four tier system
 - C) a three tier system
 - D) the head-in-the-sand system

Section 7 Workplace Health & Safety

10. What document explains all important information about chemicals and hazardous substances?
- A) staff handbook
 - B) operations manual
 - C) MSDS
 - D) the product invoice
11. The safe range of lifting loads is between;
- A) 16 to 20 kilograms
 - B) 10 to 15 kilograms
 - C) 25 to 30 kilograms
 - D) 20 to 25 kilograms
12. When cleaning a bodily fluid spill, use a bleach cleaning agent diluted with tap water to what ratio?
- A) 1:5
 - B) 1:20
 - C) 1:15
 - D) 1:10

Section 8 Employment Policies

13. A reason why bullying might happen at work is;
- A) jealousy
 - B) poor dress sense
 - C) both of the above
 - D) none of the above