**FSKOCM03 Participate in simple spoken interactions at work**

# ASSESSMENT INSTRUMENT: WRITTEN QUESTIONNAIRE

# Version 1.0

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| **ASSESSMENT COVER SHEET: WRITTEN QUESTIONNAIRE** |
| **Special Arrangements/Modifications:**  |
|  |
| **Result:** |  □ **Competent** □ **Not Yet Competent**  |
| **Assessor’s Comments:** |
|  |
| **Assessor’s Signature:** |  | **Date:** |  |
| **Candidate’s Signature:** |  | **Date:** |  |

**Candidate instructions:**

Answer the questions in the box below. You have 1 hour to complete the assessment. If you are unsure of what a question is asking, please raise your hand and speak to a trainer. Ensure you provide a response to every question.

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| --- | --- | --- |
| **Question** | **Response** | **Result (Assessor use only)** |
| S | NYS | Comment |
| 1. How might you begin a conversation with a customer or client? |  |  |  |  |
| 2. How might you finish a conversation with a customer or client? |  |  |  |  |
| 3. List two different types of non-verbal communication. |  |  |  |  |
| 4. Which of these sentences is correct:1. I bring my lunch to work every day
2. I bringing my lunch to work every day
 |  |  |  |  |
| 5. How might you describe a phone (what adjectives would you use)? |  |  |  |  |