



TRAINING & EXPERIENCE EXAMINATION FOR ROUTE SALES REPRESENTATIVE

The California Lottery's Route Sales Representative (Range A and B) examination consists entirely of a Training and Experience Examination which will be used to evaluate your training and experience and familiarity with or understanding of a particular subject or task. Candidates who meet the minimum qualifications as listed in the examination bulletin may take this examination. Meeting the minimum qualifications does not assure you a place on the eligible list.

When completing the questionnaire, please do not choose more than one (1) response per question.

Not answering a question will result in no points received for that question.

Your responses are subject to verification. Providing false information on a state examination is a violation of state law, and could result in an individual being removed from an employment list and banned from future employment with the state.

Section I: Computer Skills

Use the following ratings to respond to the next four questions.

I am proficient in the use of advanced features.

I am proficient in the use of basic features.

I have minimal experience in the use of basic features.

I have no experience or knowledge.

(1) Spreadsheet software

- I am proficient in the use of advanced features.
- I am proficient in the use of basic features.
- I have minimal experience in the use of basic features.
- I have no experience or knowledge.

(2) Database software

- I am proficient in the use of advanced features.
- I am proficient in the use of basic features.
- I have minimal experience in the use of basic features.
- I have no experience or knowledge.

(3) Word processing software

- I am proficient in the use of advanced features.
- I am proficient in the use of basic features.
- I have minimal experience in the use of basic features.
- I have no experience or knowledge.

(4) Mainframe based applications

- I am proficient in the use of advanced features.
- I am proficient in the use of basic features.
- I have minimal experience in the use of basic features.
- I have no experience or knowledge.

Section II: Knowledge, Skills, and Abilities

For each of the following questions below, please rate the quantity, context, and recency of your training and experience.

(1) Conduct physical inventories

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(2) Maintain inventory records

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(3) Monitor inventory trends

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(4) Deliver inventory

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(5) Prepare inventory reports

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(6) Evaluate product quantity levels

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(7) Maintain proper inventory levels

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(8) Maintain proper placement of product(s)

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(9) Evaluate product mix

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(10) Read and comprehend in-store product schematics

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(11) Place Point-of-Sale/Point-of-Purchase material using product schematics

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(12) Verbally communicate with store personnel about merchandise or product

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(13) Verbally communicate with customers regarding merchandise or products

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(14) Verbally communicate with colleagues regarding merchandise or products

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(15) Verbally communicate with management regarding merchandise or products

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(16) Verbally communicate results of statistical analysis of sales data

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(17) Application of statistical methods of analysis

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(18) Develop reports based on statistical analysis of sales data

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(19) Analyze sales data

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(20) Reconcile money

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(21) Balance monies accurately

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(22) Maintain accurate electronic logs

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(23) Enter required information into an electronic database

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(24) Organize and maintain hardcopy files to establish a record of work that has been completed.

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(25) Execute an established service route

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(26) Provide instruction for merchandise or products to in-store personnel

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(27) Provide instruction for merchandise or products to consumers

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(28) Maintain mileage records

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(29) Maintain vehicle maintenance records

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(30) Use on-site equipment to process electronic reports

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

(31) Make independent decisions regarding the most appropriate course of action based upon in-store situations.

Considering your previous work experience and education, how often have you performed the above task?

- One or more times per week
- One or more times per month, but less than weekly
- One or more times per quarter, but less than monthly
- One or more times per year, but less than quarterly
- Less than once per year
- Never, but willing to learn

Considering your previous work experience and education, in what "context" did you perform the above task?

- I performed this work in a retail environment
- I performed this work in a wholesale environment
- I performed this work as a student in an academic setting
- Never, but willing to learn

Considering your previous work experience and education, how long ago did you perform the work identified above?

- I performed this work less than 1 year ago
- I performed this work more than 1 year ago but less than 2 years
- I performed this work more than 2 years ago but less than 3 years
- I performed this work more than 4 years ago but less than 5 years
- I performed this work 5 or more years ago
- I have never performed this work, but am willing to learn

For each of the following questions, please choose in what context you acquired this knowledge.

(32) Familiar with the principles of in-store promotions

Considering your previous work experience and education, in what "context" did you acquire the above knowledge?

- In a retail environment
- In a wholesale environment
- As a student in an academic setting
- All of the above three apply
- Never, but willing to learn

(33) Familiar with the principles of in-store product marketing

Considering your previous work experience and education, in what "context" did you acquire the above knowledge?

- In a retail environment
- In a wholesale environment
- As a student in an academic setting
- All of the above three apply
- Never, but willing to learn

(34) Familiar with the principles of in-store merchandising

Considering your previous work experience and education, in what "context" did you acquire the above knowledge?

- In a retail environment
- In a wholesale environment
- As a student in an academic setting
- All of the above three apply
- Never, but willing to learn

(35) Familiar with the principles of basic accounting

Considering your previous work experience and education, in what "context" did you acquire the above knowledge?

- In a retail environment
- In a wholesale environment
- As a student in an academic setting
- All of the above three apply
- Never, but willing to learn

Section III: Interpersonal Skills

Using the following scale from 10 to 0, please indicate "to what extent would your current and former co-workers and supervisors say the following statements about you are true?"

10 Definitely true

My current and former co-workers and supervisor would indicate that this is true for me 100% of the time.

5 Moderately true

My current and former co-workers and supervisors would indicate that this is true for me at least 50% of the time.

0 Not at all true

My current and former co-workers and supervisors would indicate that this is not true about me.

(1) He/She works cooperatively with a team to achieve a shared goal

10 – Definitely true

9

8

7

6

5 – Moderately true

4

3

2

1

0 – Not at all true

(2) He/She is sensitive to the opinions of others.

10 – Definitely true

9

8

7

6

5 – Moderately true

4

3

2

1

0 – Not at all true

(3) He/She presents oneself in a professional manner.

- 10 – Definitely true
- 9
- 8
- 7
- 6
- 5 – Moderately true
- 4
- 3
- 2
- 1
- 0 – Not at all true

(4) He/She accepts constructive criticism.

- 10 – Definitely true
- 9
- 8
- 7
- 6
- 5 – Moderately true
- 4
- 3
- 2
- 1
- 0 – Not at all true

(5) He/She considers the effect of his/her actions on others.

- 10 – Definitely true
- 9
- 8
- 7
- 6
- 5 – Moderately true
- 4
- 3
- 2
- 1
- 0 – Not at all true

(6) He/She handles customer services issues effectively.

- 10 – Definitely true
- 9
- 8
- 7
- 6
- 5 – Moderately true
- 4
- 3
- 2
- 1
- 0 – Not at all true

(7) He/She is flexible.

- 10 – Definitely true
- 9
- 8
- 7
- 6
- 5 – Moderately true
- 4
- 3
- 2
- 1
- 0 – Not at all true



GENERAL INSTRUCTIONS/AFFIRMATION

Training and Experience Questionnaire Route Sales Representative

The Training and Experience Questionnaire is the sole component of the Route Sales Representative exam. To obtain a position on the eligible list a minimum score of 70% must be received. The instructions below should be read carefully and understood before completing this exam. Failure to do so may result in the inability to process your Training and Experience Questionnaire and disqualification from this exam.

All applicants must complete and return the entire exam packet. **Incomplete packets will be rejected.** The exam packet consists of the following:

- State Exam/Employment Application (Form STD 678)
- General Instructions/Affirmation (Fillable Document)
- Training and Experience Questionnaire (Fillable Document)
- Conditions of Employment (Fillable Document)

Please provide at least 3 but not more than 5 personal and professional references with complete contact information. References may be contacted to verify the accuracy of the information provided by you contained in the Training and Experience Questionnaire. It is critical that candidates be truthful and do not misrepresent themselves.

Candidates may be removed from the exam and/or the eligible list resulting from this exam, suffer loss of State employment, and/or suffer loss of right to compete in any future State exams if the information contained in the Training & Experience documents are found to be false.

Personal References

First/Last Name	Primary contact number	Secondary contact number
First/Last Name	Primary contact number	Secondary contact number
First/Last Name	Primary contact number	Secondary contact number
First/Last Name	Primary contact number	Secondary contact number
First/Last Name	Primary contact number	Secondary contact number

Professional References

First/Last Name	Primary contact number	Secondary contact number
First/Last Name	Primary contact number	Secondary contact number
First/Last Name	Primary contact number	Secondary contact number
First/Last Name	Primary contact number	Secondary contact number
First/Last Name	Primary contact number	Secondary contact number

When completing the questionnaire, please do not choose more than one (1) response per question.

The Affirmation and exam applications **must have original signatures**.

Completed exam packets must be postmarked no later than the final filing date. Exam packets postmarked, personally delivered or received via inter-office mail after the final filing date will not be accepted for any reason. Submit completed exam packets only to the address indicated below. Do not submit exam packets to the State Personnel Board, online, or by fax.

“Mail To” Address:

California State Lottery
Human Resources Division
Attention: Brenda Ruiz
P.O. Box 2630
Sacramento, CA 95812-2630

“Deliver To” Address:

California State Lottery
Human Resources Division
Attention: Brenda Ruiz
700 North 10th Street
Sacramento, CA 95811

I hereby certify that the information provided on this Training and Experience Questionnaire is true and correct to the best of my knowledge and contains no willful misrepresentations or falsifications.

I also understand that if it is later discovered that I have made any false representations, I may be removed from the exam and/or the eligible list resulting from this exam, suffer loss of State employment, and/or suffer loss of right to compete in any future State exams.

Your Signature:

Date:

Your Name (Printed):



CONDITIONS OF EMPLOYMENT (FORM 631)

Route Sales Representative

Your Name (Printed):

Last Name

First Name

M.I.

If you are successful in the above exam, your name will be placed on the active list and certified to fill vacancies according to the conditions you have specified on this form. If you are unable to accept employment or do not reply to contacts from the California State Lottery, your name will be placed on the inactive list for this classification.

PLEASE SELECT YOUR CHOICE(S) INDICATING LOCATION(S) YOU ARE WILLING TO WORK:

<input type="checkbox"/>	3622	Inland Empire
<input type="checkbox"/>	3708	San Diego
<input type="checkbox"/>	3010	Santa Ana
<input type="checkbox"/>	1965	Santa Fe Springs
<input type="checkbox"/>	1972	Van Nuys

PLEASE SELECT THE TYPE OF APPOINTMENT(S) YOU WILL ACCEPT:

<input type="checkbox"/>	A	11	Permanent or Temporary – full time, part time, or intermittent
<input type="checkbox"/>	C	55	Permanent or Temporary – full time only
<input type="checkbox"/>	M	44	Permanent or Temporary – part time or intermittent only
<input type="checkbox"/>	D	58	Permanent only – full time only
<input type="checkbox"/>	K	85	Temporary only – full time only
<input type="checkbox"/>	R	41	Permanent – part time or intermittent OR Temporary – full time, part time, or intermittent

Please notify the California State Lottery Personnel Services unit, in writing, of any change in your address or availability for employment.

California State Lottery
Human Resources Division
Attn: Brenda Ruiz
P.O. Box 2630
Sacramento, CA 95812-2630