



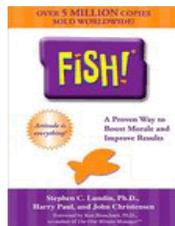
FINAL EXAM

Course # 311002 Boost Staff Morale and Improve Results

based on the book:

Fish: A Remarkable Way to Boost Morale and Improve Results

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(2000)



8 CPE Credit Hours
Management

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*This exam sheet is made available for your convenience in answering questions while offline.
Please note that you will still need to enter your answers on the online exam sheet for grading.
Instructions are provided at the end of this document.*

Chapter 1 - Fish! A Proven Way to Boost Morale and Improve Results

1. In the real world, there are conditions which prevent us from chasing the perfect, ideal job.

TRUE

FALSE

2. How much of their adult waking time do people spend doing work related activities?
 - 95 percent.
 - 75 percent.
 - 20 percent.
 - 10 percent.

3. The underlying philosophy of the Pike Place Fish market is
 - Get along with others
 - Do your best
 - Never stop trying
 - Choose your attitude

4. If any job can be boring, then:
 - Why bother working
 - Any job can also be performed with energy and enthusiasm
 - Any job can be performed by anyone
 - All of the above

5. The choice to be world famous was made because:
 - The market demanded it
 - The fish mongers have big egos
 - A day spent "being world famous" is a lot more enjoyable than a day spent being ordinary.
 - "World famous" makes more money

6. Sometimes, we create a prison out of our workplace by:
 - The job we choose.
 - The nature of the job,
 - The way we choose to work there.
 - None of the above

7. Our authenticity is defined by Sarah Ban Breathnach in her book "Simple Abundance", as:
 - Our unique physical features
 - Our brains
 - Our own indelible mark on the world.
 - Our will to live

8. According to Gardner, most men and women out there in the world of work are more stale than they know and:
 - More bored than they would care to admit.
 - More careless than necessary.
 - More giving towards charity.
 - None of the above.

9. According to John Gardner, going to seed means:
 - Waiting too long before you prune.
 - Becoming a basket case.
 - People stop learning and growing.
 - Turning to illegal drugs.

10. According to Gardner, we have within us:
 - More resources of energy than have ever been tapped.
 - More talent than has ever been exploited.
 - More strength than has ever been tested.

All of the above.

11. There is always a choice about the way you do your work, even if there is not a choice about the work itself.

TRUE

FALSE

12. To take no action:

Can be okay.

Is to fail for sure.

None of the above.

All of the above.

13. The following is not a Fish philosophy as discussed in the book:

Choose your attitude.

Make their day.

No pain. No gain.

Be present.

14. As part of the Make Their Day philosophy:

Customers are encouraged to play also.

Scheduling is strictly enforced.

A smiley face menu was posted.

None of the above.

15. It is impossible to be serious about business and still have fun with the way business is conducted.

TRUE

FALSE

16. Play at work fosters a sense of pride in the work and the way it is done.

TRUE

FALSE

17. A benefit of "Play" at work is:

Getting out of work

Low turnover

Poking fun of others

Getting less real work done

18. Trying not to stand apart from customers, but rather finding ways to respectfully include them in your fun is using the principle of:

Go with the flow

Make their day

The more the merrier

The big team

19. "Make their day" means:

you like Clint Eastwood movies

do the work for your coworkers

find creative ways to engage customers

give customers a discount

20. A truly "present" worker looks vigilant, eyes roaming for the next opportunity for action.

TRUE

FALSE

21. Generally, people dislike the idea of creating a more satisfying work environment.

TRUE

FALSE

22. "Being present" means you :

Are physically at work

Have clocked in

Give great gifts

Are fully engaged in your work

23. Play at work fosters a sense of pride in the work and the way it is done.

TRUE

FALSE

24. The ingredients of the "Third Floor" success include:

We can be serious about our work without being serious about ourselves.

Stay focused.

Find someone who needs a helping hand and make their day.

All of the above.

25. The following book(s) was suggested as helpful for choosing your attitude:

Raving Fans

The Seven Habits of Highly Effective People

The Road Less Traveled

All of the above.

26. Which philosophy underlies all other Fish philosophies?

Choose your attitude.

Go for it.

Appreciate everything.

You Only Live Once (YOLO).

27. According to John Gardner:

Meaning is something you stumble across.

Meaning is something you build into your life.

Neither of the above is true.

Both a and b are true.

28. A benefit of play is that work becomes a reward and is not just:

Playful

Entertaining

A way to rewards

None of the above

29. Who has power over the kind of workplace we create

Whoever writes the job description.

Our customers.

Our boss.

We do.

30. A benefit of "play" is:

You sell more.

You enjoy work.

You make great friends.

All of the above.

31. A benefit of "make their day" is:
- Creating great memories.
 - Creating smiles and good stories.
 - A constant flow of positive feelings.
 - All of the above.
32. Benefits of play includes:
- Time passes quickly.
 - Having a good time is healthy.
 - Work becomes a reward and not just a way to rewards.
 - All of the above.
33. An example of implementing play might be:
- Add more color and make the environment more interesting.
 - Staggerring hours to better accommodate customers.
 - Appointing a task force to study ways to better serve customers.
 - None of the above.
34. The teams code phrase to signal possible present moment issues was:
- Wake up.
 - To scream until you received a response.
 - You seem distracted.
 - Code red. Code red.
35. Choosing your attitude and acting like a victim are mutually exclusive.
- TRUE
 - FALSE
36. We may not be able to do exactly what we love at the present time, but any of us can choose to love what we do.
- TRUE
 - FALSE
37. If you don't know you have choices or don't believe that you have choices, then you don't.
- TRUE
 - FALSE
38. In the Fish story, it was important for the staff to:
- Punch the time clock accurately.
 - Discover the Fish philosophies for themselves.
 - Remember the importance of cleanliness.
 - All of the above.
39. The following question(s) is important in applying the Fish philosophy:
- Who do we want to be while we do our work?
 - How could we have more fun and create more energy?
 - Who are our customers and how can we engage them in a way that will make their day?
 - All of the above.
40. The Fish Philosophies benefit both employees, personally and business.
- Employees
 - Employers
 - Customers
 - All of the Above

Instructions for Submitting Answers Online:

- Sign In at www.ApexCPE.com
- Click the "My CPE" tab at the top of the page.
- Click "My CPE Courses".
- Find the current CPE year and click "Go to My Courses".
- Find this course and click the "Go to Course" link.
- Step 2 on the Course Syllabus page is "Take the Final Exam". Click the "Begin Final Exam" link.
- Enter your answers on the online exam sheet.
- Click the "Grade Exam" button at the bottom of the page. Your exam will be graded automatically. If your score exceeds 70%, a "Create Certificate" button will display. Otherwise, you may continue to retake the exam until you pass.
- A short evaluation page will display. Please provide your feedback for the course.
- Once the evaluation is complete, click the "Submit Evaluation & Create Certificate" button at the top of the page.
- You may print your Certificate of Completion by selecting File Print from your browser. Certificates remain online for at least five years from the certificate date.

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