

Amazon Assessment Practice Test Questions and Answers

1. A customer complains that their package was delivered to the wrong address. What is your best response?

- A) Tell them to contact the delivery company directly
- B) Apologize, investigate the issue, and offer a replacement or refund
- C) Explain that delivery errors are not Amazon's responsibility
- D) Ask them to check with their neighbors first

2. You notice a safety hazard in your work area. What should you do first?

- A) Continue working and report it at the end of your shift
- B) Immediately stop work and report the hazard to your supervisor
- C) Try to fix the problem yourself
- D) Wait to see if someone else notices it

3. When working on a team project with tight deadlines, what approach is most effective?

- A) Work independently to avoid conflicts
- B) Communicate regularly, delegate tasks based on strengths, and track progress
- C) Let the team leader make all decisions
- D) Focus only on your assigned portion

4. How would you handle a situation where you disagree with your manager's decision?

- A) Implement the decision without question
- B) Respectfully express your concerns and provide alternative suggestions
- C) Complain to other team members
- D) Ignore the decision and do what you think is right

Answers: 1-B 2-B 3-B 4-B

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