

ASSESSMENT / QUESTIONNAIRE SAMPLE

Work Order Closeout Training Assessment & Scoring Guide

Portfolio Sample #6 | Fictional demonstration sample | No client materials used

Purpose of this sample

This sample demonstrates assessment design, question alignment, scoring logic, answer-key development, remediation thresholds, and training-quality control for a workplace learning module.

Assessment Overview

Field	Sample Entry
Training Topic	Work Order Closeout Quality Control
Audience	Field-Service Coordinators and Operations Support Staff
Assessment Type	Knowledge check plus applied judgment questions
Passing Standard	80% overall and no missed critical-safety or customer-impact item
Purpose	Verify that the learner can identify release-ready tickets and route incomplete tickets correctly.

Learning Objectives Measured

- Identify whether a work order contains enough information to close.
- Recognize incomplete or contradictory ticket documentation.
- Apply the correct closeout, return-to-technician, or escalation decision.
- Write clear, professional completion notes that support billing and customer communication.

Assessment Questions

#	Question / Prompt	Choices or Expected Response	Answer	Alignment
1	A ticket shows status “Complete,” but the notes only say “done.” What is the best action?	A. Close the ticket. B. Return it for clearer notes. C. Delete the notes. D. Mark it non-billable.	B	Tests documentation completeness.
2	Which completion note is strongest?	A. “Done.” B. “Checked.” C. “Replaced restroom faucet cartridge, tested water flow, cleaned work area, no leak observed.” D. “Customer aware.”	C	Tests professional, actionable note quality.
3	A required photo is missing from an account that requires photo proof. What should the coordinator do?	A. Close if the technician is reliable. B. Return or escalate according to account rules. C. Add a generic photo. D. Ignore the requirement.	B	Tests account-rule compliance.

#	Question / Prompt	Choices or Expected Response	Answer	Alignment
4	A ticket can be released for billing when:	A. The status, notes, evidence, and exceptions are internally consistent. B. The technician says the work is finished by phone. C. The ticket is older than 48 hours. D. The customer has not complained.	A	Tests the release-ready standard.
5	What is the main risk of closing incomplete work orders?	A. The ticket list becomes shorter. B. Billing, reporting, customer communication, and accountability can be wrong. C. The system runs slower. D. The technician gets fewer texts.	B	Tests understanding of business impact.

Assessment Questions - Continued

#	Question / Prompt	Choices or Expected Response	Answer	Alignment
6	Which item should trigger escalation?	A. Clear notes and required photos. B. A completed routine service. C. Customer complaint noted in the ticket. D. Matching status and notes.	C	Tests customer-impact routing.
7	A technician reports “parts needed” but status says “Complete.” What is the defect?	A. Status conflicts with notes. B. Too many attachments. C. Customer signature is unnecessary. D. No defect exists.	A	Tests internal consistency.
8	Short response: Rewrite the weak note “fixed sink” into a stronger closeout note.	Learner response should identify action, location, outcome, and any remaining issue.	Rubric	Tests applied communication.
9	Scenario: Photos are attached, notes are clear, but customer approval is required and missing. What is the correct decision?	Return or hold the ticket until customer approval is documented or a supervisor approves the exception.	Rubric	Tests exception handling.
10	Scenario: A work order is marked Partially Complete and includes a return-visit date. Should it be administratively closed? Explain.	No, not unless the organization uses a separate partial-close process. The return visit must remain tracked.	Rubric	Tests operational judgment.

Scoring Guide

Score Range	Interpretation	Action
90-100%	Ready for independent closeout review.	Proceed with normal supervision and periodic audit.
80-89%	Meets minimum standard.	Proceed with targeted coaching on missed items.
70-79%	Not yet release-ready.	Repeat module sections related to missed objectives.
Below 70%	High risk for documentation or customer-impact errors.	Retrain before independent ticket closeout.
Critical miss	Missed question involving customer complaint, missing required proof, or contradictory status.	Supervisor review required even if total score is passing.

Short-Response Rubric

Criterion	2 Points	1 Point	0 Points
Specific action	Names exactly what was done.	Action is partially clear.	Action is vague or missing.
Location/context	Identifies where the work occurred.	Location is implied.	No location or context.
Outcome	States result or condition after work.	Outcome is partly stated.	No result stated.
Follow-up/ exception	Identifies remaining issue or states none.	Follow-up unclear.	Missing or misleading.

Assessment Quality-Control Check

- Each question maps to a stated learning objective.
- Correct answers are defensible from the training content.
- Distractors are plausible but not misleading.
- Scenario questions test judgment rather than memorization only.
- Scoring rules define pass/fail, remediation, and critical misses.

Demonstration Note

This fictional assessment sample demonstrates question design, answer alignment, scoring logic, remediation thresholds, and instructional usability. It contains no client, employer, or proprietary materials.