Final Exam Review

Multiple Choice
Identify the choice that best completes the statement or answers the question.

1. Administrative assistants need
   a. interpersonal skills.
   b. communication skills.
   c. a strong work ethic.
   d. All the above

2. Temporary employment
   a. may lead to a full-time job.
   b. may offer opportunities for free training.
   c. gives people more control over when and where they work.
   d. All the above

3. Large companies are usually under the control of a
   a. CEO.
   b. board of directors.
   c. COO.
   d. CIO.

4. In large organizations, the person(s) responsible for day-to-day operations are
   a. the chief operating officer.
   b. the chief information officer.
   c. managers at lower levels.
   d. vice presidents.

5. A key function of management is
   a. planning.
   b. organizing.
   c. managing information.
   d. All the above

6. A lawyer or architect is an example of a
   a. subject-matter expert.
   b. virtual assistant.
   c. chief executive officer.
   d. chief operating officer.

7. One of the most common reasons that people fail to advance in their careers or are let go from their jobs is
   a. lack of technical skills.
   b. lack of critical-thinking skills.
   c. the inability to get along with others.
   d. the failure to be productive.

8. Which skills do employers rank, in survey after survey, year after year, among the skills they look for most when hiring?
   a. collaboration
   b. communication
   c. problem-solving
9. Which of the following is an expression of an organization’s culture?
   a. dress code
   b. terminology
   c. organizational structure
   d. recruiting and hiring

10. An example of positive self-talk is
    a. “Joan is one of our best admins.”
    b. “I know I can do a good job on this presentation.”
    c. “You handled the travel arrangements very efficiently.”
    d. “There’s no way I can meet that deadline.”

11. A critical thinker
    a. distinguishes between fact and opinion.
    b. recognizes bias.
    c. supports opinions with evidence.
    d. All the above

**Problem-Solving Steps**
1. Determine the options.
2. Choose the best option.
3. Collect information.
4. Evaluate the solution.
5. Identify the problem.
6. Weigh the pros and cons of each option.

12. Which answer represents the correct order for the problem-solving steps presented in the chapter?
   a. 2, 4, 6, 1, 5, 4
   b. 5, 3, 1, 6, 2, 4
   c. 4, 2, 1, 3, 6, 5
   d. 1, 2, 3, 4, 5, 6

13. Attire that is inappropriate for work includes
    a. T-shirts.
    b. shirts or blouses with words on them.
    c. sweatshirts and sweatpants.
    d. All the above

14. Administrative assistants rarely
    a. welcome, orient, and train new employees.
    b. explain office policies and procedures to new employees.
    c. recruit and screen employees.
    d. keep track of time cards and use of benefits.

**Being Introduced to Others**
1. Say hello, repeating the other person’s name so you will remember it.
2. Stand up.
3. Smile and establish eye contact.
4. Exchange a few words with the person.
5. Shake hands firmly, not with a crushing grip and not with a limp grip.
15. Which answer represents the correct order for the steps to follow when you are being introduced to others?
   a. 1, 2, 3, 4, 5
   b. 3, 5, 2, 5, 1
   c. 2, 3, 5, 1, 4
   d. 5, 2, 1, 4, 3

16. An appropriate way to address an unscheduled visitor is
   a. “What do you want?”
   b. “How can I help you?”
   c. Both A and B
   d. Neither A nor B

17. An example of poor table etiquette is
   a. laying your knife and fork diagonally across your plate after you have finished eating.
   b. ordering the most expensive meal on the menu.
   c. using the bread plate on your left and the beverage glasses on your right.
   d. ordering dishes that are easy to eat.

18. When you are setting goals, you should not
   a. generalize.
   b. set short-term goals.
   c. describe them in positive terms.
   d. align them with those of your organization.

19. Which type of workers plans, coordinates, and supervises the work of administrative assistants and support staff?
   a. office managers
   b. coworkers
   c. human resources associates
   d. information processing workers

20. When using the “four categories” time management system, it is important to think about and work in time for tasks that are
   a. urgent and important.
   b. important, but not urgent.
   c. urgent, but not important.
   d. neither urgent nor important.

21. At work, you are accountable to
   a. your supervisor.
   b. your coworkers.
   c. yourself.
   d. All the above

22. A good method of avoiding procrastination is
   a. finding someone else to do a task.
   b. breaking a task into smaller steps.
   c. waiting until another day to start a task.
   d. Both A and B

23. To know what you need to accomplish each day and in what order, you should use a
   a. to-do list.
b. template.
c. planner.
d. vertical file.

24. An example of a time waster at work is
   a. interruptions.
   b. other people.
   c. disorganization.
   d. All the above

25. A healthful diet
   a. can help you feel well.
   b. can reduce your risk of certain medical problems.
   c. is essential in the management of many diseases.
   d. All the above

26. To manage your relationships at work
   a. take time to think about yourself.
   b. let your emotions guide your responses.
   c. strive to put relationships on a personal level.
   d. All the above

27. Stress
   a. is an unusual occurrence.
   b. produces the same responses in all people.
   c. is caused by the same factors for everyone.
   d. can be short-term or long-term.

28. One way of staying motivated is to
   a. measure your progress.
   b. accept interference.
   c. punish yourself for missteps.
   d. give up on goals that you do not reach.

29. The Sarbanes-Oxley Act of 2002 made it a crime to
   a. employ people age 15 and younger in factories.
   b. pay most employees less than the minimum wage.
   c. retaliate against whistleblowers in publicly traded companies.
   d. discriminate against people because of race, color, religion, sex, or national origin.

30. Stakeholders include
   a. employees.
   b. owners.
   c. customers.
   d. All the above

31. One way to gain the trust of your supervisor, colleagues, and subordinates is by
   a. making ethical decisions.
   b. cutting corners.
   c. hiding mistakes.
   d. telling them how ethical you are.

32. The process of making ethical decisions does not include
a. evaluating the problem and understanding the options.
b. gathering everyone involved in the problem to get input on the situation.
c. knowing the stakeholders.
d. striving to do the right thing.

33. Which of the following is not an example of ethics in workplace writing?
   a. using humor to make your point
   b. making sure your content is accurate
   c. avoiding language that could be perceived as sexist
   d. keeping your writing honest

34. Which of the following is not an example of stealing at work?
   a. making numerous personal calls at work
   b. surfing the Internet at work
   c. taking home supplies
   d. trading work hours with a coworker

35. The Age Discrimination in Employment Act protects individuals
   a. 18 and under.
   b. 30 and older.
   c. 40 and older.
   d. 50 and older.

36. Hiding information from others is
   a. acceptable behavior for supervisors.
   b. being dishonest.
   c. acceptable for publicly traded companies.
   d. ethical.

37. The Texas Instruments Ethics Quick Test includes each statement except
   a. Is it popular?
   b. Is it legal?
   c. If you do it, will you feel bad?
   d. Does it comply with our values?

38. Which behavior do some companies prohibit employees from engaging in while away from work?
   a. using drugs
   b. smoking
   c. drinking alcohol
   d. All the above

39. For employees, belonging to an effective team can result in
   a. more job satisfaction.
   b. improved performance.
   c. a greater likelihood of staying with the company.
   d. All the above

40. At which stage of team development do members know each other better, listen, and appreciate what each member has to offer?
   a. norming
   b. storming
   c. adjourning
   d. forming
41. Maria is the team member who offers ideas and suggestions that help the team keep moving. Her informal role is
   a. summarizer.
   b. initiator.
   c. supporter.
   d. clarifier.

42. Not talking about the details of a project that the team is working on is an example of
   a. the storming stage.
   b. an informal role.
   c. a formal role.
   d. a team norm.

43. At which stage of team development do members trust one another enough to work independently?
   a. adjourning
   b. storming
   c. performing
   d. norming

44. To visually represent a problem, help clarify points, and help yourself see an issue differently, you should use
   a. cohesion.
   b. brainstorming.
   c. starbursting.
   d. mind mapping.

45. To help motivate team members, leaders should
   a. establish a rapport with them.
   b. use discipline.
   c. apply power.
   d. None of the above

46. Excellent internal customer service can lead to
   a. employee satisfaction.
   b. employee loyalty.
   c. employee retention.
   d. All the above

47. When dealing with customers, you should
   a. explain issues or points clearly or fully.
   b. assume the customer already has all the necessary information.
   c. discuss only the issues or points that are in question.
   d. None of the above

48. After a problem has been identified, the next step in problem solving is to
   a. collect and analyze information.
   b. determine options.
   c. evaluate options and implement a solution.
   d. evaluate the solution.

49. Which of the following is an example of an empathy statement?
   a. I’m sorry your shipment did not arrive on time.
   b. We appreciate your business.
c. I can imagine it is frustrating when a shipment does not arrive when you expect it.
   d. Both A and B

50. When a customer becomes angry
   a. take the comments personally.
   b. refuse to listen to the customer’s concern.
   c. acknowledge the situation and ask what you can do to solve the problem.
   d. All the above

51. When dealing with an abusive customer on the telephone
   a. do not let yourself become angry.
   b. look for points of agreement.
   c. hang up; you don’t need to deal with verbal abuse.
   d. Both A and B

52. Listening effectively when dealing with customers
   a. shows that you care about your customers.
   b. says to the customer that you believe he or she is important.
   c. does not require human relations skills.
   d. Both A and B

53. Appropriate e-mail customer service skills include
   a. designating specific times during the day to check and answer e-mail messages.
   b. answering only messages to which you can provide a positive answer.
   c. checking your messages only once per day.
   d. Both A and B

54. When a company offers customers the option of searching for answers to their questions on the company website, it is called
   a. web surfing.
   b. web self-service.
   c. live chat.
   d. web chat.

55. To effectively handle customer conflicts
   a. listen carefully to customers’ problems.
   b. do not accept blame on behalf of your department or company.
   c. ignore trivial concerns and handle only major issues.
   d. Both A and B

56. Indirect order should be used for messages that contain
   a. positive news.
   b. neutral news.
   c. negative news.
   d. All the above

57. Planning a message
   a. is not important for short messages, such as an e-mail.
   b. involves identifying the objectives of the message.
   c. is the last step in the writing process.
   d. does not involve selecting a message order.
58. Which stage of the writing process involves creating a message based on the objectives developed for the message?
   a. editing  
   b. composing  
   c. proofreading  
   d. revising

59. A message that has a positive tone and is considerate of the reader is a
   a. concise message.  
   b. clear message.  
   c. courteous message.  
   d. complete message.

60. A message that gives precise information that cannot be easily misunderstood is a
   a. concise message.  
   b. clear message.  
   c. courteous message.  
   d. complete message.

61. A formal business report typically
   a. does not contain a table of contents.  
   b. contains a title page.  
   c. includes an executive summary.  
   d. Both B and C

62. A bibliography or references page for a report
   a. usually appears at the beginning of the report.  
   b. is used to supply supplemental information not found in the body of the report.  
   c. lists sources of information used in the report.  
   d. Both A and C

63. An appendix for a report
   a. usually appears at the beginning of the report.  
   b. is used to supply supplemental information not found in the body of the report.  
   c. list sources of information used in the report.  
   d. Both A and B

64. Memorandums are
   a. formal documents used widely in businesses.  
   b. used to transmit confidential information.  
   c. generally used to transmit short, routine business messages.  
   d. Both A and C

65. A letter in block format
   a. has all lines beginning at the left margin.  
   b. has the date, complimentary close, and signature block beginning at the horizontal center point.  
   c. should always have open punctuation.  
   d. should always have mixed punctuation.

66. The heading for the second and following pages of a memo or letter should include
   a. the recipient’s name.  
   b. “Page 2” or the appropriate page number.
67. When writing an e-mail message
   a. keep the message short.
   b. always assign a high priority to the message to ensure a prompt reply.
   c. use all capital letters to grab the reader’s attention.
   d. do not waste time by including a subject line.

68. When you are giving a presentation
   a. you should typically speak for no more than 20 minutes.
   b. the maximum time you speak should be 60 minutes.
   c. do not consider the time but speak as long as needed to cover all the topics.
   d. Both A and B

69. When scheduling a room for a presentation
   a. select a room that will accommodate about twice the number of people expected to attend the presentation.
   b. select a room that will accommodate only a few more people than the number expected to attend.
   c. do not consider the equipment needed for the presentation.
   d. do not be concerned about events scheduled in the room before and after the presentation.

70. To find information for a presentation, you can do research
   a. by talking with company employees.
   b. by reviewing company records.
   c. in a library or on the Internet.
   d. All the above

71. When you are organizing material for a presentation
   a. use indirect order if the presentation will deliver good news.
   b. use direct order if you are trying to persuade the audience to take action.
   c. record the main points you want to make and then decide on an order for the presentation.
   d. the goal of the presentation is not important.

72. The opening for a presentation
   a. should take about half the time allotted for the presentation.
   b. should not be a joke or story.
   c. should get the audience’s attention.
   d. All the above

73. When writing the body of a presentation, use
   a. current examples.
   b. as many quotes as you can.
   c. passive voice rather than active voice.
   d. All the above

74. A strong presentation closing
   a. should motivate the audience.
   b. can be a story, call to action, or challenge.
   c. should be powerful but short.
   d. All the above
75. During the question-and-answer portion of a presentation
   a. make up a plausible answer if you do not know the answer to a question.
   b. be sure you understand the question before answering.
   c. repeat the question so everyone can hear it.
   d. Both B and C

76. Handouts for a presentation
   a. can be used to provide the main points of the presentation.
   b. should not be used to provide additional details about the presentation topic.
   c. should never be distributed at the beginning of the presentation.
   d. All the above

77. An employee who develops plans and strategies for how a company will promote and sell its products or services is a
   a. marketing manager.
   b. customer service associate.
   c. controller.
   d. None of the above

78. For a team presentation
   a. no more than two people should present.
   b. having more than one speaker brings greater experience and expertise to the presentation.
   c. a person’s knowledge and skills are not important when selecting team members.
   d. only the team leader needs to know the purpose of the presentation.

79. The transmission of electronic information (text, data, voice, video, and images) from one location to another is
   a. telecommunications.
   b. phishing.
   c. spamming.
   d. telephony.

80. Two or more telephones, computers, or other devices connected for purposes of communicating and sharing resources is a(n)
   a. firewall.
   b. network.
   c. analog network.
   d. All the above

81. The World Wide Web
   a. is not a part of the Internet.
   b. is part of an organization’s intranet.
   c. has servers that store multimedia documents that can contain text, graphics, video, and audio.
   d. All the above

82. A private network that uses web pages and other web technologies and is accessible only by an organization’s employees is a(n)
   a. wide area network.
   b. local area network.
   c. extranet.
   d. intranet.

83. Which of the following are telecommunication pipelines?
a. satellites  
b. fiber optic cables  
c. digital subscriber lines  
d. All the above

84. When your business telephone rings
a. do not answer before the third ring.  
b. answer by identifying your company or department and giving your name.  
c. do not offer to transfer the caller to someone else who can help the caller.  
d. answer in a brisk, impatient tone to let the caller know you are busy.

85. When taking a telephone message for someone, include
a. the caller’s name and telephone number.  
b. the date and time of the call.  
c. the exact message.  
d. All the above

86. A system that plays a recorded announcement and records and stores telephone messages is called
a. voice mail.  
b. electronic mail.  
c. instant messaging.  
d. conference mail.

87. For the security of your computer data
a. it is not important to make backup copies of the data.  
b. you should keep your password written in a place that is easy to find.  
c. you should update and run antivirus software regularly.  
d. you should not install a firewall.

88. An appropriate number of people for a problem-solving and decision-making group is
a. from 7 to 15.  
b. from 8 to 12.  
c. 5.  
d. 3.

89. Which of the following is a disadvantage to a face-to-face meeting?
a. People can observe and respond to the body language of participants.  
b. Socializing can consume part of the meeting time if it is not controlled by the leader.  
c. More group members are likely to participate in a face-to-face meeting.  
d. All the above

90. Which of the following is an advantage of a remote conference?
 a. less chance for effective brainstorming sessions  
b. no chance for interaction among participants before and after the meeting  
c. savings in travel time and costs, including meals and hotel rooms  
d. more spontaneity among individuals taking part

91. A meeting with a poorly defined purpose can
a. result in wasted time.  
b. be frustrating for the participants.  
c. result in unnecessary costs for the company.  
d. All the above
92. When taking minutes for a meeting
   a. record everything verbatim.
   b. record motions verbatim.
   c. record a summary of each motion.
   d. do not record the name of the person who makes a motion.

93. A filing system in which records are arranged by place or location uses a(n)
   a. alphabetic storage method.
   b. geographic storage method.
   c. duplex storage method.
   d. numeric storage method.

94. When names are identical, filing order is determined by address elements in this order:
   a. city names, state names, street names, and building numbers.
   b. state names, city names, street names, and building numbers.
   c. street names, building numbers, city names, and state names.
   d. city names, street names, state names, and building numbers.

95. The first level for indexing a federal government name is
   b. the name of the government department.
   c. United States Government.
   d. the most distinctive bureau or office name.

96. Which of the following is the correct order for arranging these numbers in terminal-digit filing order?
   a. 15 75 24 29 18 32 14 33 45 92 51 73
   b. 29 18 32 15 75 24 14 33 45 92 51 73
   c. 14 33 45 29 18 32 15 75 24 92 51 73
   d. 15 75 24 29 18 32 14 33 45 92 51 73

97. Which of the following is the correct order for arranging these names in alphabetic filing order?
   a. Sister Anita, Mr. Peter Carson, Peter D. Carstairs, Mrs. Anita Peters
   b. Mr. Peter Carson, Sister Anita, Peter D. Carstairs, Mrs. Anita Peters
   c. Mrs. Anita Peters, Sister Anita, Mr. Peter Carson, Peter D. Carstairs
   d. Mr. Peter Carson, Peter D. Carstairs, Mrs. Anita Peters, Sister Anita

98. Which of the following is the correct order for arranging these names in alphabetic filing order?
   a. Amon Barnes, Amon’s Donuts, The Apple Barn, A-to-Z Hardware
   b. A-to-Z Hardware, Amon Barnes, Amon’s Donuts, The Apple Barn
   c. The Apple Barn, A-to-Z Hardware, Amon Barnes, Amon’s Donuts
   d. Amon’s Donuts, The Apple Barn, A-to-Z Hardware, Amon Barnes

99. Which of the following is the correct order for arranging these names in alphabetic filing order?
   a. Dr. Richard Lui; Richard Lui, II; Richard Lui, Jr.; Richard Lui Auto Repair
   b. Richard Lui, II; Dr. Richard Lui; Richard Lui, Jr.; Richard Lui Auto Repair
   c. Richard Lui, Jr.; Dr. Richard Lui; Richard Lui, II; Richard Lui Auto Repair
   d. Richard Lui Auto Repair; Dr. Richard Lui; Richard Lui, II; Richard Lui, Jr.

100. Which of the following is the correct order for arranging these names in a geographic filing system with state names on the primary guides?
    b. Winston Foods, Albany, New York; Winston Foods, Albany, California; Winston Foods,
Albany, Oregon

Final Exam Review
Answer Section

MULTIPLE CHOICE

1. ANS: D  PTS: 1
2. ANS: D  PTS: 1
3. ANS: B  PTS: 1
4. ANS: B  PTS: 1
5. ANS: D  PTS: 1
6. ANS: A  PTS: 1
7. ANS: C  PTS: 1
8. ANS: B  PTS: 1
9. ANS: A  PTS: 1
10. ANS: B  PTS: 1
11. ANS: D  PTS: 1
12. ANS: B  PTS: 1
13. ANS: D  PTS: 1
14. ANS: C  PTS: 1
15. ANS: C  PTS: 1
16. ANS: B  PTS: 1
17. ANS: B  PTS: 1
18. ANS: A  PTS: 1
19. ANS: A  PTS: 1
20. ANS: B  PTS: 1
21. ANS: D  PTS: 1
22. ANS: B  PTS: 1
23. ANS: A  PTS: 1
24. ANS: D  PTS: 1
25. ANS: D  PTS: 1
26. ANS: A  PTS: 1
27. ANS: D  PTS: 1
28. ANS: A  PTS: 1
29. ANS: C  PTS: 1
30. ANS: D  PTS: 1
31. ANS: A  PTS: 1
32. ANS: B  PTS: 1
33. ANS: A  PTS: 1
34. ANS: D  PTS: 1
35. ANS: C  PTS: 1
36. ANS: B  PTS: 1
37. ANS: A  PTS: 1
38. ANS: D  PTS: 1
39. ANS: D  PTS: 1
40. ANS: A  PTS: 1
41. ANS: B  PTS: 1
42. ANS: D  PTS: 1
43. ANS: C  PTS: 1
44. ANS: D  PTS: 1
45. ANS: A  PTS: 1
46. ANS: D  PTS: 1
47. ANS: A  PTS: 1
48. ANS: A  PTS: 1
49. ANS: C  PTS: 1
50. ANS: C  PTS: 1
51. ANS: D  PTS: 1
52. ANS: D  PTS: 1
53. ANS: A  PTS: 1
54. ANS: B  PTS: 1
55. ANS: A  PTS: 1
56. ANS: C  PTS: 1
57. ANS: B  PTS: 1
58. ANS: B  PTS: 1
59. ANS: C  PTS: 1
60. ANS: B  PTS: 1
61. ANS: D  PTS: 1
62. ANS: C  PTS: 1
63. ANS: B  PTS: 1
64. ANS: C  PTS: 1
65. ANS: A  PTS: 1
66. ANS: D  PTS: 1
67. ANS: A  PTS: 1
68. ANS: A  PTS: 1
69. ANS: B  PTS: 1
70. ANS: D  PTS: 1
71. ANS: C  PTS: 1
72. ANS: C  PTS: 1
73. ANS: A  PTS: 1
74. ANS: D  PTS: 1
75. ANS: D  PTS: 1
76. ANS: A  PTS: 1
77. ANS: A  PTS: 1
78. ANS: B  PTS: 1
79. ANS: A  PTS: 1
80. ANS: B  PTS: 1
81. ANS: C  PTS: 1
82. ANS: D  PTS: 1
83. ANS: D  PTS: 1
84. ANS: B  PTS: 1
85. ANS: D  PTS: 1
86. ANS: A  PTS: 1
87. ANS: C  PTS: 1
88. ANS: A  PTS: 1
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