

**TEST BANK**



**Office Procedures  
for the 21st Century**

7TH EDITION



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**MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.**

- 1) Which of the following is not identified as one of the five basic workplace skills? 1) \_\_\_\_\_  
A) Resources B) Ethics  
C) Technology D) Information
- 2) Which of the following is not considered one of the basic knowledge skills? 2) \_\_\_\_\_  
A) Thinking B) Writing  
C) Reading D) Self-management
- 3) \_\_\_\_\_ refers to what way(s) you might solve a problem using thinking skills. 3) \_\_\_\_\_  
A) Creative thinking B) Problem solving  
C) Decision making D) All of the above
- 4) \_\_\_\_\_ means being consistent and reliable in your behavior. 4) \_\_\_\_\_  
A) Being a self-starter B) Being responsible  
C) Being sociable D) Being dependable
- 5) Which of the following interpersonal skills will help you improve your own interpersonal skills? 5) \_\_\_\_\_  
A) Recognize individual differences.  
B) Be a team player.  
C) Learn to work with difficult people.  
D) All of the above
- 6) Which of the following statements violates keeping confidential information confidential. 6) \_\_\_\_\_  
A) Refrain from repeating your manager's opinions.  
B) Check the facts, be sure they are correct, then state your facts.  
C) Be careful not to give away confidential information to your friends and colleagues or to your company's competitors.  
D) Where there is an upcoming company announcement, let management make the announcement--not you.
- 7) Which of the following is not a example of situations of questionable ethical behavior? 7) \_\_\_\_\_  
A) Not reporting incidents, such as accidents in a manufacturing company  
B) Shredding documents for your manager to hide incorrect information  
C) Alter information on documents  
D) Telling a person with a high propensity for risk taking and thrill seeking the risky and daring activities familiar to you
- 8) If you should decide to work in an office in a country outside the United States, which of the following questions should you research to find the answers? 8) \_\_\_\_\_  
A) What type of adaptation and coping skills must I possess?

- B) What general traits are expected of an overseas worker?
- C) What skills will enable me to understand and appreciate different social and political cultures?
- D) All of the above.

- 9) Which of the following skills show you can offer exceptional customer service? 9) \_\_\_\_\_
- A) If you can't help, locate someone who can.
  - B) Always smile and be friendly
  - C) Offer to help before being asked.
  - D) All of the above.

- 10) \_\_\_\_\_ means collaborating with others assigned a task or goal for which the group must be cooperatively working together to arrive at a solution or recommendation. 10) \_\_\_\_\_
- A) Self-management
  - B) Teamwork
  - C) Leadership
  - D) Ethical behavior

**TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.**

- 11) Examples of resources the office professional must manage are time, money, material and facilities, and human resource management. 11) \_\_\_\_\_
- 12) Basic knowledge skills means being able to work with others. 12) \_\_\_\_\_
- 13) Visualizing means organizing and processing symbols or other items. 13) \_\_\_\_\_
- 14) By upholding a high standard of personal qualities, you will demonstrate excellent human relations skills to those around you, and your role will become a central one on the office team. 14) \_\_\_\_\_
- 15) Hostile feelings can grow quickly toward any person who is carrying his or her workload and is dependable. 15) \_\_\_\_\_
- 16) High self-esteem is when you view yourself negatively and causes you to have a poor self-image. 16) \_\_\_\_\_
- 17) Sociability demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings. 17) \_\_\_\_\_
- 18) Integrity and honesty mean the same thing. 18) \_\_\_\_\_
- 19) Personality is what you are, the sum of all your mental, physical, and emotional experiences. 19) \_\_\_\_\_
- 20) Do not discuss religion, money, morals, personalities, or politics in the office. 20) \_\_\_\_\_

**ESSAY. Write your answer in the space provided or on a separate sheet of paper.**

- 21) What are some of the ways you may be required to solve a problem on the job using your thinking skills and explain how each might work?

- 22) What would an office professional do to be seen as a self-starter?
- 23) What is professionalism?
- 24) Explain how you can demonstrate being a team player.
- 25) How would you handle a person who believes they are the experts in everything□a know-it-all?

- 1) B
- 2) D
- 3) A
- 4) D
- 5) D
- 6) B
- 7) D
- 8) D
- 9) D
- 10) B
- 11) TRUE
- 12) FALSE
- 13) TRUE
- 14) TRUE
- 15) FALSE
- 16) FALSE
- 17) TRUE
- 18) TRUE
- 19) TRUE
- 20) TRUE
- 21) Creative thinking—generate a new idea; decision making—specify goals and constraints, generate alternatives, consider risks, and evaluate and choose best alternatives; problem solving—recognize problems and devices and implement a plan of action; visualizing—organize and process symbols or other items; knowing how to learn—use efficient learning techniques to acquire and apply new knowledge and skills; reasoning—discover a rule or principle underlying the relationship between two or more objects and apply it to solve a problem.
- 22) Take the initiative to begin a task for which he or she is responsible; don't wait for the manager to ask you to do something—be observant and anticipate what you are expected to do without having to be told.
- 23) Aspiring to meet the highest possible standards of your profession rather than a set of minimum requirements.
- 24) Take full responsibility for your part of the workload and for the problems that arise within the scope of the team's work; study your part of the assignment but ask for help from other team members when necessary; give helpful criticism when necessary but do so diplomatically; share the praise and other rewards for accomplishment even though you are the most deserving; strive for excellence and be enthusiastic about being on the team; make others feel important; be courteous and show respect, but be yourself; and let your personality sparkle just enough for others to be glad they had a chance to work with you.
- 25) Deal with them on a one-to-one-basis, not in a group setting; check the facts, be sure the facts are correct, then state your facts; do not put down the know-it-all; give the person a way out so he or she can save face.