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# Assessment

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# *Business Etiquette & Professionalism*

## *Third Edition*

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Complete this book, and you'll know how to:

- 1) Understand business etiquette and its role
- 2) Be your best in job interviews
- 3) Use business meeting and meal meeting protocol
- 4) Use electronic etiquette more professionally
- 5) Respect diversity and multicultural etiquette



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## **Assessment Questions for Business Etiquette & Professionalism, Third Edition**

*Select the best response.*

1. When you enter someone's office for a meeting, always choose the chair closest to the door.
  - A. True
  - B. False
2. A limp handshake is always appreciated.
  - A. True
  - B. False
3. The OK sign used in the US always means "good job" or "it's all right."
  - A. True
  - B. False
4. Impeccable work behavior includes:
  - A. Being brilliant
  - B. Solving your own problems whenever possible
  - C. Trying to advance as quickly as possible
  - D. A and B
5. When shaking hands with a visitor:
  - A. Pump the right hand once or twice
  - B. Never pump the hand
  - C. Avoid making eye contact
  - D. Realize that a handshake is optional
6. When setting up a voicemail system, it's best to:
  - A. Allow for limited-time incoming messages
  - B. Allow for unlimited-time incoming messages
7. If you're kept waiting for a meeting or appointment, you can consider leaving after about:
  - A. Five minutes
  - B. Until they show up
  - C. Ten minutes
  - D. Twenty minutes

8. When meeting with only one person, it's best to sit:
  - A. Directly opposite each other
  - B. On the person's right side
  - C. Between three and five feet away
  - D. A and C
  - E. B and C
  
9. An appropriate tip for the server in a modest restaurant is:
  - A. \$2 - \$10, regardless of the bill amount
  - B. 15% - 20% of the bill amount before tax
  - C. \$1 per person dining
  - D. None of the above
  
10. Which of the following statements are generally true?
  - A. Mediterraneans are comfortable with closer spaces between people than Americans or Asians are.
  - B. Eye contact is important in any culture.
  - C. All of the above.
  - D. A and B
  
11. Select the correct table manners:
  - A. You may eat artichoke leaves with your fingers.
  - B. You may smoke between courses.
  - C. Use your silverware from the outside in.
  - D. A and C
  - E. A and B
  
12. To be your best:
  - A. Be careful with your appearance.
  - B. Dress conservatively.
  - C. Keep personal information to yourself.
  - D. Dress appropriately.
  - E. All the above.
  
13. Listening is a primary element of professional behavior.
  - A. True
  - B. False

14. The ability to build strong relationships may be even more important than your technical skills when it comes to getting a job, advancing in your current field, and even getting a raise.
  - A. True
  - B. False
15. A firm handshake shows:
  - A. Confidence
  - B. Warmth
  - C. Aggressiveness
  - D. All the above
  - E. A and B
16. What can you do to help you remember names?
  - A. Repeat the name in the course of your conversation.
  - B. Associate the name with something you can easily call up, like a distinctive facial feature.
  - C. Picture a word or phrase that sounds like the name.
  - D. All of the above.
17. Name something that makes up body language:
  - A. Eye contact
  - B. Posture
  - C. Smile
  - D. Clothing
  - E. All of the above
18. Learning about the company you're interviewing with isn't important.
  - A. True
  - B. False
19. Thank-you notes should be sent:
  - A. That day/night
  - B. Within 12 hours
  - C. Within 48 hours
  - D. Not needed
20. Crossing your legs or feet during a meeting shows:
  - A. Assertiveness
  - B. Comfort
  - C. Confidence
  - D. Defensiveness

21. What length is best for a résumé?
  - A. One page
  - B. Two pages
  - C. Three pages
  - D. As many pages as it takes
22. The most professional way to greet someone who comes into your work area is to:
  - A. Stand
  - B. Come out from behind your desk
  - C. Extend your right hand for a firm handshake
  - D. All of the above
23. Employers say that a typical mistake made in résumés is:
  - A. Typos/grammatical mistakes
  - B. Descriptions of specific job responsibilities left out
  - C. Friendly
  - D. Typed
  - E. A and B
24. If you're greeting people as a receptionist, you must stand every time.
  - A. True
  - B. False
25. Your résumé image will get a huge boost from action words like *improved, planned, redesigned, saved, solved*.
  - A. True
  - B. False
  - C. Doesn't matter
26. Your body language may be as important as your words.
  - A. True
  - B. False
27. A cover letter with a résumé should be very formal.
  - A. True
  - B. False
  - C. Doesn't matter
28. Most employers make up their mind about an applicant within:
  - A. The first 30 seconds
  - B. The first minute
  - C. After the interview is over

29. Is it always proper for a junior person to invite a senior manager to dinner?
  - A. Yes
  - B. No
30. Perching on the edge of a chair or wringing your hands shows signs of:
  - A. Restlessness
  - B. Lack of confidence
  - C. Assertiveness
  - D. Fear
31. What does RSVP mean?
  - A. I'll be there.
  - B. I won't be there.
  - C. I'm not sure.
  - D. A definite yes or no.
32. What's a listening check?
  - A. A restatement of the speaker's message or point of view.
  - B. Asking, "What?"
  - C. Saying, "Are you sure?"
33. Job fairs are a good place to look for a job.
  - A. True
  - B. False
34. It constitutes bad manners to arrive late for a meeting.
  - A. True
  - B. False
35. What does "aligning" with someone mean?
  - A. Mimicking
  - B. Standing right beside them
  - C. Subtly matching their voice rate, volume, breathing pattern, some of the same words and phrases, and gestures that resemble their moves
  - D. None of the above
  - E. All of the above
36. Most humans have a comfort zone.
  - A. True
  - B. False

37. Thank-you letters aren't important after an interview.
  - A. True
  - B. False
38. What you eat at a business meal meeting isn't important.
  - A. True
  - B. False
39. How should you dress for a job interview?
  - A. Flamboyantly
  - B. Casually
  - C. Conservatively
  - D. Doesn't matter
40. In most US restaurants, your food is served from the left and cleared from the right.
  - A. True
  - B. False
  - C. Whatever works
41. A tip for food service should be based on the amount before tax.
  - A. True
  - B. False
42. You should always tell a job interviewer right away:
  - A. What you can't do
  - B. What you'd like to learn
  - C. What you can do
  - D. Every detail of your working past
43. What's the invention most people say they hate but couldn't live without?
  - A. Fax machine
  - B. Computer
  - C. Cell phone
  - D. I-pod
44. Being quiet in a job interview is a mistake.
  - A. True
  - B. False
45. Using all uppercase letters in an email message is proper netiquette.
  - A. True
  - B. False

46. If you need to spread out your paperwork, do so on the corner of your host's desk.
  - A. True
  - B. False
47. At a restaurant meeting:
  - A. Have your guest's order taken first
  - B. Give your order first
  - C. Precede your guests behind the maitre d'
  - D. Always order wine
48. To dress for the position you want, not the position you have is a good motto.
  - A. True
  - B. False
49. There's a big difference between being assertive and being aggressive.
  - A. True
  - B. False
50. The perception of other people is important to your professional image.
  - A. True
  - B. False



## **Assessment Answer Key for Business Etiquette & Professionalism, Third Edition**

### *Recommended response (Corresponding workbook page)*

1. B (48)	14. A (12)	27. B (31)	40. A (51)
2. B (13)	15. A (13)	28. A (33)	41. A (56)
3. B (81)	16. D (16)	29. B (18)	42. C (36)
4. B (11)	17. E (17)	30. A (35)	43. C (64)
5. A (13, 36)	18. B (28)	31. D (18)	44. B (38)
6. B (61)	19. C (20)	32. A (39)	45. B (67)
7. C (47)	20. D (37)	33. A (41)	46. B (47)
8. B (48)	21. A (28)	34. A (46)	47. A (51)
9. B (56)	22. D (13)	35. C (39)	48. A (9)
10. A (83)	23. E (28)	36. A (83)	49. A (11)
11. D (53)	24. B (13)	37. B (40)	50. A (76)
12. E (9)	25. A (30)	38. B (50)	
13. A (10, 48)	26. A (17)	39. C (33)	