

Assessment

The Administrative Assistant ***First Edition***

The objectives of this book are:

- To discuss the responsibilities of the administrative assistant
- To resolve communication problems
- To deal with supervisory situations
- To discuss problems and special concerns



Assessment Questions for *The Administrative Assistant, First Edition*

Select the best response.

1. A theme of the book *The Administrative Assistant* is that a top challenge facing administrative assistants today is that they must:
 - A. Perform primarily menial tasks
 - B. Wear many hats
 - C. Have unreasonably heavy work loads
2. Select the job that could be the responsibility of an administrative assistant:
 - A. Plan a speech for a manager
 - B. Compile data for publications and reports
 - C. Serve as a computer coordinator
 - D. Assign work and train staff
 - E. Any of the above
3. Switching from a logical, linear task to a more creative task is easier if you:
 - A. Take a break and walk about
 - B. Keep working but with greater concentration
 - C. Talk with people or doodle
 - D. Postpone the creative task
 - E. A or C
4. A good example of turning the menial into the meaningful is to say:
 - A. "I am going to type a memo now."
 - B. "I am going to compose a memo now."
 - C. "I need to dash off a memo."

5. Managers and administrative assistants must understand:
 - A. The activities the assistant is trained to support
 - B. That the administrative assistant does not need new responsibilities
 - C. The manager's work style preferences
 - D. A and C
 - E. All of the above
6. To stay in touch with the big picture of your organization, you should:
 - A. Try to overhear management conversations
 - B. Read a trade journal
 - C. Schedule regular meetings with your manager
 - D. B and C
 - E. Any of the above
7. According to research, about 80% of people surveyed believed themselves to be in the top 20% of all communicators.
 - A. True
 - B. False
8. When someone on the phone asks to speak to your boss, the best response is:
 - A. "What do you need?"
 - B. "May I be of assistance?"
 - C. "May I ask who's calling?"
9. The more people involved in a communication event, the more likely an error will occur.
 - A. True
 - B. False
10. When communicating a message, you should:
 - A. Use clear, concise language
 - B. Speak as quickly as possible
 - C. Use words such as *maybe*, *probably*, and *likely*

11. Personnel or legal action should be conveyed:
- A. By e-mail
 - B. By document
 - C. By voice mail
 - D. In person
 - E. By memo
12. The effective communicator:
- A. Provides feedback
 - B. Assumes certain people will be hard to deal with
 - C. Realizes that people do not change
 - D. All of the above
13. An administrative assistant should try to protect a boss's time by offering information rather than access to the boss directly.
- A. True
 - B. False
14. It is appropriate for an administrative assistant to offer to take over certain responsibilities for the boss that the administrative assistant is qualified to handle.
- A. True
 - B. False
15. Today's administrative assistants need supervisory skills. Such skills can be acquired by:
- A. Finding a seasoned mentor
 - B. Taking a seminar or business course
 - C. Asking questions
 - D. Listening
 - E. All of the above

16. Select the best way to request assistance from someone you supervise:
- A. "I hate to ask you to do this, but I'd really appreciate it."
 - B. "Please type this up and mail it for me."
 - C. "Would you mind typing this up for me?"
 - D. "I hope you can fit this into your busy schedule."
17. The best way to ensure that communication has been understood is to:
- A. Present ideas logically
 - B. Have your ideas written down
 - C. Have the learner demonstrate what he will be doing
18. You should always do a job yourself if you want it done to your complete satisfaction.
- A. True
 - B. False
19. You can build credibility by:
- A. Confidently stating opinions as if they were facts
 - B. Saying "please" and "thank you"
 - C. Apologizing if you make a mistake
 - D. A and C
 - E. B and C
20. When employees are in conflict, you should:
- A. Avoid getting involved
 - B. Allow full discussion
 - C. Get agreement on changes
 - D. All of the above
 - E. B and C
21. It is a good idea to limit your close contacts for a while with former peers that you must now supervise.
- A. True
 - B. False

22. A good administrative assistant:
- A. Answers phone questions rather than transfers calls
 - B. Provides pertinent information in detail
 - C. Files information in a retrievable manner
 - D. All of the above
23. A *yes, no, yes* response is a good way to handle an inappropriate personal request.
- A. True
 - B. False
24. If your work load becomes overwhelming, you should:
- A. Post a schedule where others can see it
 - B. Ask your manager to assist in prioritizing
 - C. Just do it
 - D. A and B
 - E. B and C
25. Creating macros in your word-processing program:
- A. Is relatively simple
 - B. Should be done in central word processing
 - C. Will save you time
 - D. A and C

Answer Key for The Administrative Assistant, First Edition

Recommended response (Corresponding workbook page)

1. B (3)	6. D (20)	11. B (31)	16. B (52)	21. A (64)
2. E (4-6)	7. A (27)	12. A (34)	17. C (54)	22. D (71)
3. E (14)	8. B (36)	13. A (35)	18. B (52)	23. A (77)
4. B (15)	9. A (29)	14. A (41)	19. E (58-59)	24. D (78)
5. D (16-17)	10. A (30)	15. E (50)	20. E (62)	25. D (83)