

Assessment

Office Management

Revised Edition

The objectives of this book are:

- To explain the role of an office manager
- To discuss personnel relationships
- To present leadership and human relations skills
- To give tips about handling special situations

■ CRISP_{series}

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Assessment Questions for Office Management, Revised Edition

Select the best response.

1. While working on a project, you should:
 - A. Require completed reports and updates
 - B. Decide what resources you need
 - C. Monitor the motivation of team members
 - D. A and B
 - E. A and C

2. Performance appraisals should be conducted separately from the compensation review.
 - A. True
 - B. False

3. When talking with someone in person, you should:
 - A. Use simple words
 - B. Stand and sit upright with both feet firmly on the ground to communicate authority and expertise
 - C. Make sure your body language matches what you are saying
 - D. All of the above
 - E. A and B

4. The four basic customer needs are:
 - A. To be understood, feel welcome, feel important, and have their needs met
 - B. To get a good deal, feel important, be treated fairly, and find the best merchandise
 - C. To feel important, have their needs met, get a good deal, and receive prompt service

5. Which situations can be considered sexual harassment?
 - A. During conversations, a person eyes other co-workers up and down
 - B. A supervisor repeatedly invites a subordinate to go out on a date
 - C. A worker's inappropriate attire causes an uncomfortable distraction among co-workers
 - D. A person is offended by a dirty joke
 - E. All of the above

6. When an employee's performance is not satisfactory, your first steps should be to coach the employee and, if necessary, give a verbal notice.
 - A. True
 - B. False

7. What is the first step in creating your vision for your office?
 - A. Set achievable goals
 - B. Collect information
 - C. Define where you are today
 - D. Forecast possible future events

8. An employee's attitude about the organization is often set the first day on the job.
 - A. True
 - B. False

9. Good listeners tend to:
 - A. Rephrase to clarify
 - B. Look, act, and be interested in the conversation
 - C. Not interrupt
 - D. Avoid evaluative or critical comments while listening
 - E. All of the above

10. When negotiating, you should:
 - A. Tackle the hardest issue first
 - B. Know what your high and low expectations are
 - C. Get the upper hand by speaking the most
 - D. A and B

11. Because it is an informal means of communication, you don't need to worry about proofreading email.
 - A. True
 - B. False

12. What are the main elements of a professionally developed job description?
 - A. Purpose of the job, what the employee does on the job, how the job is performed
 - B. Physical qualities, and human relations or personal skills needed for the job
 - C. Age range of desired candidates
 - D. A and B
 - E. B and C

13. Goals are statements of specific, measurable, challenging results you expect to achieve.
 - A. True
 - B. False

14. The federal government requires that several notices be clearly posted in the workplace, including:
 - A. Minimum Wage
 - B. Family and Medical Leave Act
 - C. Company Holidays
 - D. A and B
 - E. A and C

15. If your employees tend to be unresponsive and withdrawn, you should:
 - A. Try asking more open-ended, indirect questions and waiting for them to respond
 - B. Give them tasks that require reports at regular intervals
 - C. Let them vent their frustrations before focusing on real solutions
 - D. All of the above
 - E. A and B

16. When giving feedback, you should:
- A. Describe the behavior based on your own, firsthand observations
 - B. State specific details and recent examples
 - C. Use “you,” not “I” statements
 - D. All of the above
 - E. A and B
17. When hiring a new employee, your first steps should be to review and update the job description.
- A. True
 - B. False
18. When conducting a performance appraisal, you should avoid:
- A. Reacting to the employee’s sex, race, religion, education, family background, or age
 - B. Emphasizing performance on one or two tasks while ignoring the employee’s other work
 - C. Giving the employee advance notice of the appraisal
 - D. A and B
 - E. A and C
19. The first step to solving a complaint is to empathize with and acknowledge the other person’s feelings.
- A. True
 - B. False
20. When speaking on the phone, you should:
- A. Speak slower than you would if you were meeting in person
 - B. Use a canned greeting for every caller
 - C. Read your email and perform other small tasks in order to make the most of your time
 - D. Ask the other person whether this is a good time to talk
 - E. A and D

21. The final step to a successful on-the-job training program is to:
- A. Present the training
 - B. Evaluate the training
 - C. Write the training manual
 - D. Deliver a completion award
22. A purpose of active listening is to enable you to quickly make judgments about other people.
- A. True
 - B. False
23. In order to act as a team leader, you should:
- A. Act consistently and positively
 - B. Stay calm under pressure
 - C. Keep all promises made to team members
 - D. Make sure goals are clearly communicated and understood
 - E. All of the above
24. When planning your communications, stick to no more than five main points. This is the most that a person can absorb in a single communication.
- A. True
 - B. False
25. To prevent conflict from escalating, you may need to:
- A. Do more listening than talking
 - B. Ask questions to find out the real meaning of words
 - C. Put problems on the back burner if solutions aren't obvious
 - D. All of the above
 - E. A and B

Answer Key for Office Management, Revised Edition

Recommended response (Corresponding workbook page)

1. E (12)	6. A (56)	11. B (67)	16. E (70)	21. B (46)
2. A (51)	7. C (7)	12. D (40)	17. A (35)	22. B (62)
3. D (68)	8. A (45)	13. A (9)	18. D (54)	23. E (74)
4. A (94)	9. E (65)	14. D (24)	19. A (96)	24. B (66)
5. E (32)	10. B (79)	15. E (87)	20. E (72-73)	25. D (84)