

Assessment

Professionalism in the Office

**Revised Edition of *Professional Excellence
for Secretaries***

The objectives of this book are:

- To help you position yourself as a professional
- To discuss techniques for enhancing your professional image
- To provide ideas for expanding skills and responsibilities
- To describe practical ways to communicate for better results
- To provide tips for building relationships and networks

■ CRISP_{series}

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Assessment Questions for *Professionalism in the Office, Revised Edition of Professional Excellence for Secretaries*

Select the best response.

1. To improve your professional image, you should:
 - A. Follow the latest fashion trends
 - B. Wear clean, pressed clothing
 - C. Accessorize modestly
 - D. A and B
 - E. B and C

2. The best professional administrators take a task-oriented approach to their jobs.
 - A. True
 - B. False

3. If you are routinely overloaded with work, you should:
 - A. Keep a written record of projects and the time required to complete them
 - B. Ask for help
 - C. Negotiate deadlines for new projects
 - D. Ask questions to clarify deadlines or priorities
 - E. All of the above

4. The first step to successfully planning a project is:
 - A. Determine staffing and resource needs
 - B. Choose a basic strategy
 - C. Establish the objective
 - D. Break the project into steps and timelines

5. When performing the role of meeting facilitator, it is important to guide the meeting in such a way that the senior members of the group can dominate the discussion.
 - A. True
 - B. False

6. People who successfully manage time tend to:
 - A. Save top-priority jobs for the end of the day
 - B. Divide big jobs into manageable steps
 - C. Finish tasks completely
 - D. All of the above
 - E. B and C

7. Approximately 65% of all communication is non-verbal.
 - A. True
 - B. False

8. The best business writers:
 - A. Keep their audiences in mind as they write
 - B. State the specific purpose of their correspondence up front
 - C. Understand the basics of grammar, spelling, and punctuation
 - D. All of the above
 - E. B and C

9. You should insist on periodic long-range planning sessions with your manager to assign priorities and establish schedules.
 - A. True
 - B. False

10. With greater professionalism, you will:
 - A. Increase your promotion and earnings potential
 - B. Have less freedom
 - C. Have fewer friends
 - D. A and B

11. Which of the following phrases can help ease the impact of bad news?
 - A. "May I point out that..."
 - B. "You neglected to mention..."
 - C. "We can also consider..."
 - D. A and C
 - E. B and C

12. When talking on the phone, save time by:
 - A. Asserting yourself to end calls
 - B. Making relevant follow-up notes during the call
 - C. Limiting “small talk”
 - D. All of the above

13. When conversing with someone, you should avoid making eye contact with him or her.
 - A. True
 - B. False

14. During regular meetings with your manager, you should:
 - A. Bring solutions and important questions
 - B. Make it “your” meeting with your agenda
 - C. Summarize and reconfirm any decisions made
 - D. All of the above
 - E. A and C

15. When giving an impromptu presentation, you should deliver a preview statement, talk about your main points, then briefly review the main points again.
 - A. True
 - B. False

16. To help your manager prepare for a business trip:
 - A. Collect information about meeting dates, transportation, and RSVP requirements
 - B. Make any necessary reservations for travel, meals, or lodging
 - C. Let your boss handle the details and only step in if needed at the last minute
 - D. A and B

17. When writing email, you should:
- A. Send copies to everyone in the office
 - B. Ease off on your standards because grammar doesn't really matter in email
 - C. Keep your messages short whenever possible
 - D. All of the above
18. Part of being a professional is knowing the facts about your subject. If you don't know something, you should fake it.
- A. True
 - B. False
19. After you've made a decision, you should:
- A. Inform the other people involved in or affected by the decision
 - B. Take action
 - C. Gather feedback before and after implementing the decision
 - D. All of the above
 - E. A and B
20. It is usually more efficient to group tasks—for instance, to make several phone calls in a row rather than scattering them throughout the day.
- A. True
 - B. False
21. Effective listening involves:
- A. Taking notes
 - B. Stopping your mind from wandering
 - C. Repeating back what you've heard
 - D. Controlling distractions
 - E. All of the above
22. To resolve a conflict tactfully, be sure to:
- A. Talk nonjudgmentally about the reasons for your differences
 - B. Start most sentences with "You" rather than "I"
 - C. Prevent the other person from expressing his or her feelings

23. To successfully organize a meeting, you should:
- A. Send written announcements, with an agenda, to all participants
 - B. Phone attendees who have not replied by a certain date
 - C. Collect materials (reports, name tags, etc.) well before the meeting date
 - D. Arrive early to check the temperature, seating, etc.
 - E. All of the above
24. Due to your position in the company, you may learn about confidential information. It's one of the perks of your job that you get to share this information with your co-workers.
- A. True
 - B. False
25. You can build your network of helpful people at work by:
- A. Sending letters of praise or congratulations to people in your office
 - B. Hosting an "open house" for your department
 - C. Asking someone for advice on meeting your goals
 - D. All of the above
 - E. A and C

Answer Key for

Professionalism in the Office, Revised Edition of Professional Excellence for Secretaries

Recommended response (Corresponding workbook page)

1. E (22)	6. E (33)	11. D (51)	16. D (62)	21. E (52)
2. B (3)	7. A (23)	12. D (36)	17. C (48)	22. A (78)
3. E (30)	8. D (46)	13. B (23)	18. B (45)	23. E (58)
4. C (39)	9. A (37)	14. D (31)	19. D (40)	24. B (83)
5. B (60)	10. A (19)	15. A (54)	20. A (34)	25. D (74)