

Business Procedures

Multiple Choice

Identify the letter of the choice that best completes the statement or answers the question.

- 1) The term “melting pot” was developed to illustrate the coming together of different cultural backgrounds into one United States culture.
A) True
B) False
- 2) Title VII of the Civil Rights Act of 1964 makes it illegal for an employer to discriminate on the basis of race and religion.
A) True
B) False
- 3) Moore’s Law, developed by Gordon Moore, states that computer transistor densities on a single chip will double every eighteen months.
A) True
B) False
- 4) TCP/IP stands for transmission control protocol/Internet protocol.
A) True
B) False
- 5) A consumer does not have to pay for downloaded programs that are classified as shareware.
A) True
B) False
- 6) Downward communication flows from employees to management.
A) True
B) False
- 7) Conciseness in writing means to use as many words as possible.
A) True
B) False
- 8) Effective listening begins with a receptive attitude.
A) True
B) False
- 9) Colloquialisms should be used in formal communication.
A) True
B) False

- 10) The three main types of professional resumes are functional, chronological, and targeted.
A) True
B) False
- 11) Education and work experience should always be included in a resume.
A) True
B) False
- 12) The basic goals of a letter of application are to state the position of interest, describe qualifications, and state the salary desired.
A) True
B) False
- 13) A balance sheet shows the financial condition of a business on a certain date.
A) True
B) False
- 14) Bylaws are written codes and procedures that identify how board meetings should be conducted within a corporation.
A) True
B) False
- 15) An income statement illustrates the financial position of an organization for a particular period.
A) True
B) False
- 16) A database query is used to display records one at a time.
A) True
B) False
- 17) An electronic database does not allow you to make calculations or interpret scenarios.
A) True
B) False
- 18) An amoral person is one that exercises good moral judgment within an organization.
A) True
B) False
- 19) Active voice is when the subject of the sentence receives the action.
A) True
B) False
- 20) Ethics is the systematic study of moral conduct and duty.
A) True
B) False

- 21) It is considered appropriate to use emoticons in professional e-mail messages.
A) True
B) False
- 22) Passive voice is when the subject of the sentence performs the action.
A) True
B) False
- 23) Stereotyping is forming opinions of individuals based on selective perceptions.
A) True
B) False
- 24) The stock average for 50 companies is included in the Dow Jones Industrial Average.
A) True
B) False
- 25) You cannot create charts and graphs using a database management program.
A) True
B) False
- 26) Which of the following is an inappropriate interview question?
A) How old are you?
B) What are your strengths and weaknesses?
C) Are you willing to work overtime hours if needed?
D) What experience do you have in this field?
- 27) What is the purpose of a letter of application?
A) To discuss an employee's long-term goals
B) To introduce a prospective employee to an organization
C) To discuss salary and fringe benefits for a particular job
D) To request information about a particular job opportunity
- 28) What is the difference in Internet and Intranet?
A) Internet allows you to use e-mail and Intranet does not have e-mail capability.
B) Intranet is networks connected together throughout the world and Internet is a single local network.
C) There is no difference. Internet and Intranet are synonyms.
D) Internet is networks connected together throughout the world and Intranet is a single local network.

- 29) What Microsoft Access database object allows you to search for and display records that meet a certain criteria?
- A) Table
 - B) Form
 - C) Query
 - D) Report
- 30) Joan is an administrative assistant at a local company and is in charge of managing the petty cash funds. Joan needs some money to get her nails done and decides to borrow twenty dollars from the petty cash. Joan promises herself that she will put the money back when she gets her paycheck at the end of the week. Joan's behavior would be considered
- A) against the law.
 - B) unethical.
 - C) alright if she does not get caught.
 - D) ethical.
- 31) What Microsoft Access database object allows you to display one record at the time?
- A) Table
 - B) Form
 - C) Query
 - D) Report
- 32) What database element would be used to automatically insert parentheses and dashes into a phone number?
- A) Concatenation
 - B) Input mask
 - C) Lookup wizard
 - D) Primary key
- 33) What type of network is used to link computers together over a great distance?
- A) Local area network
 - B) Wide area network
 - C) Geographical area network
 - D) Storage area network
- 34) Which of the following is not a type in Microsoft Access?
- A) Hyperlink
 - B) Text
 - C) E-mail Address
 - D) Date/Time
- 35) Which of the following is a complete Internet address?
- A) <http://www.tvworld.com>
 - B) <http://ww.tvworld.com>
 - C) www.tvworld.com
 - D) <http://www.tvworld.com>

- 36) What type of mail offers one- to three-day service to most domestic locations?
A) Priority mail
B) Express mail
C) Bulk mail
D) Third-class mail
- 37) What part of an e-mail address follows the @ symbol?
A) Domain
B) Username
C) Separator
D) Extension
- 38) The process of sending information from your computer to the Internet is known as
A) linking.
B) downloading.
C) saving.
D) uploading.
- 39) Salary increases and promotions are an example of _____ motivation.
A) managerial
B) extrinsic
C) intrinsic
D) organizational
- 40) MBO is a human relations term that means
A) management by objectives.
B) managing by opinions.
C) management by organization.
D) management between organizations.
- 41) An official document that certifies the identity of a person and grants them permission to travel abroad is called a (an)
A) itinerary.
B) international ID.
C) agenda.
D) passport.
- 42) Of the following statements, which is not effective job training?
A) Relate to knowledge that the trainee has already developed
B) Complete training in long time blocks using a variety of activities
C) Explain why as well as how something is done
D) Let the trainee concentrate on becoming comfortable with a new procedure before worrying about accuracy

- 43) The fastest mail delivery offered by the United States Postal Service is
- A) express mail.
 - B) priority mail.
 - C) quick mail.
 - D) important mail.
- 44) What is the third unit in the following filing segment: THE CHRISTMAS TREE SHOPPE?
- A) Tree
 - B) The
 - C) Christmas
 - D) Shoppe
- 45) Which of the following records management methods is the most widely used by organizations?
- A) Geographic
 - B) Numeric
 - C) Subject
 - D) Alphabetic
- 46) Which of the following is true of a memorandum?
- A) A memorandum must contain at least three complete paragraphs.
 - B) A memorandum always has a signature line.
 - C) A memorandum is an internal document used to communicate with employees.
 - D) A memorandum is an external document used to communicate with clients.
- 47) Records that can never be replaced or destroyed by an organization are classified as
- A) vital records.
 - B) nonessential records.
 - C) important records.
 - D) useful records.
- 48) Which of the following sentences sends a positive message to the reader?
- A) You cannot have a refund because you don't have a receipt.
 - B) You will not receive a refund under any conditions.
 - C) You will receive a refund when you submit a receipt.
 - D) Don't ask for a refund without an appropriate receipt.
- 49) Which of the following sets of words is not considered gender-biased?
- A) Salesman and policeperson
 - B) Stewardess and actor
 - C) Flight attendant and salesperson
 - D) Salesperson and policeman

- 50) Identify which words are unnecessary in the following sentence: "During September, the full and complete financial report will be available for all employees to review."
A) Complete and all
B) Full and report
C) Available and review
D) Report and available
- 51) A sales clerk entering details of a customer's order is an example of
A) Creating information
B) Searching for information
C) Processing information
D) Communicating information
- 52) In some companies, some office workers
A) Perform a wide variety of tasks
B) Focus on a few specialized tasks
C) Perform only administrative support tasks
D) all of the above
- 53) Maintaining calendars is an example of
A) Creating or analyzing information
B) Searching for information
C) Processing information
D) Communicating information
E) Managing information
- 54) Proficiency with a spreadsheet program is needed by workers who perform
A) Word processing activities
B) Desktop publishing activities
C) Data processing activities
D) Information management and transmission activities
- 55) The U.S. government publication that discusses the major occupations in the country is
A) The Occupational Outlook Handbook
B) The Jobs Guide
C) The Labor Review
D) None of the above
- 56) An employee who is dependable and trustworthy exhibits
A) Reliability
B) Productivity
C) Cooperativeness
D) Independence in learning

- 57) Personal computers are a part of which of the three major categories of computers?
- A) Minicomputers
 - B) Microcomputers
 - C) Mainframe computers
 - D) None of the above
- 58) Which of the following is a type of transmission carrier?
- A) Fiber-optic cable
 - B) Twisted-pair cable
 - C) Coaxial cable
 - D) All of the above
 - E) None of the above
- 59) Software and hardware designed to prevent unauthorized users from gaining access to a computer or network are called
- A) Browsers
 - B) Ethernets
 - C) Firewalls
 - D) Both a and b
- 60) An information system is composed of which of the following?
- A) Information technology and resources
 - B) Procedures used to process information
 - C) People
 - D) All of the above
- 61) A well-written business message
- A) Is expected to contain only one or two errors
 - B) Is clear, concise, courteous, complete, and correct
 - C) Should not contain polite expressions such as *please* or *thank you*
 - D) None of the above
- 62) Which of the following attitudes will help you improve your listening skills?
- A) An attitude of wanting to learn
 - B) An attitude that you deserve the respect of others
 - C) An attitude that there is nothing to gain from communication
 - D) All of the above

63) Which of the following are types of visual aids?

- A) Pictures
- B) Graphics
- C) Charts
- D) All of the above
- E) Both a and c

64) Which of the following are effective ways to prepare for a presentation?

- A) Prepare notes
- B) Videotape your presentation
- C) Review all visual aids
- D) Prepare the meeting room
- E) All of the above

65) A document that provides information and authorization to make a payment is called a

- A) Purchase order
- B) Receiving report
- C) Vendor invoice
- D) Voucher

66) A type of special check that is written by a bank on its own funds is called a

- A) Certified check
- B) Cashier's check
- C) Bank draft
- D) Voucher

67) Commissions can be based on the

- A) Price of items sold
- B) Number of items sold
- C) Number of items produced
- D) All of the above

68) An organized workstation will

- A) Increase productivity
- B) Make finding files and supplies much easier
- C) Help prevent accidents
- D) All of the above
- E) Both a and c

69) Preventive maintenance

- A) Is very expensive compared to the cost of replacing equipment
- B) Should be performed by an employee or service technician
- C) Can extend the life of office equipment
- D) All of the above
- E) Both b and c

70) All office workers should learn the following

- A) Evacuation plans for the office building
- B) Emergency telephone numbers
- C) The location of first aid supplies and fire extinguishers
- D) How to report potential safety hazards
- E) All of the above

71) Airline schedules may be obtained

- A) By calling an airline
- B) At ticket counters in an airport
- C) By accessing an airline Web site
- D) All of the above

72) Removing a record from the file and recording the pertinent information is called

- A) Charging out records
- B) Filing records
- C) Digitizing records
- D) Collecting records

73) A cross-reference sheet for a record contains

- A) The release mark for the record
- B) The retention period for the record
- C) The name or subject under which the record was cross-referenced
- D) The location of the record in the files
- E) Both c and d

74) Storage media used for information stored outside the internal memory of a computer system is referred to as

- A) Auxiliary storage
- B) Secondary storage
- C) Primary storage
- D) All of the above
- E) Both a and b

75) In choosing an image processing system, an organization should consider

- A) Employee training
- B) The number of employees who will use the system
- C) Costs to implement and maintain the system
- D) All of the above

76) Electronic databases

- A) Are useful, but cannot be designed to meet the needs of a particular organization
- B) Can search thousands of records in only a few seconds
- C) Are often accessible to many employees via a computer network
- D) All of the above
- E) Both b and c

77) When you write comments related to the content on a letter for a supervisor or coworker, you are

- A) Documenting the receipt of a letter
- B) Routing a letter
- C) Annotating a letter
- D) Referring a letter
- E) Underlining a letter

78) When you distribute a letter that more than one person in the company should read, you are

- A) Documenting the receipt of a letter
- B) Routing a letter
- C) Annotating a letter
- D) Referring a letter
- E) Underlining a letter

79) When you open mail for supervisors or coworkers you should not

- A) Check each letter for the signature and address of the sender before discarding the envelope
- B) Record the current date on each item received
- C) Contact the sender if an enclosure is missing
- D) Open envelopes marked *Personal* or *Confidential*
- E) All of the above

80) If you require proof of delivery for a letter, use

- A) Certified mail
- B) First-class mail
- C) Standard mail
- D) None of the above

81) Which of the following are ways to control long-distance telephone costs?

- A) Make most calls person-to-person calls
- B) Make credit card calls only
- C) Use direct dialing most of the time
- D) All of the above

82) On a resume

- A) Work history should not be listed in chronological order
- B) Your contact information should be listed clearly at the beginning of the document
- C) Five references are considered sufficient
- D) Provide personal information such as your age, race, and marital status

83) Following an interview as a job applicant

- A) Write a thank-you letter to the interviewer
- B) Do not mention the job position for which you applied in your thank-you letter
- C) Write notes about the interview and the people you talked with in your job search diary
- D) Both a and c
- E) Both b and c

84) The combination of characteristics, patterns of behavior, and attitudes that distinguish one individual from another is called

- A) Personality
- B) Character
- C) Ethics
- D) Integrity

85) Which of the following provides income for eligible persons who have been dismissed from their jobs?

- A) Unemployment insurance
- B) Fair Labor Standards Act
- C) Civil Rights Act
- D) Social Security Act

- 86) Which of the following strategies can be helpful in resolving conflicts at work?
- A) Focusing on the person, not the issue involved
 - B) Determining the real or underlying problem causing the conflict
 - C) Focusing on placing blame for the problem before looking for a solution
 - D) All of the above
- 87) A responsible and effective employee
- A) Cooperates with others to achieve the organization's goals
 - B) Does not discuss personal issues or affairs of other employees
 - C) Accepts responsibility for mistakes made at work
 - D) Does not reveal confidential information to unauthorized persons
 - E) All of the above
- 88) To help avoid conflicts at work with your manager
- A) Ask questions to be sure you understand new assignments
 - B) Avoid mentioning problems that may result in missed deadlines
 - C) Assume that getting no feedback on your work means the work is acceptable
 - D) All of the above
 - E) None of the above
- 89) The type of software that contains programs that control the operation of a computer and provide the means for communicating with devices connected to it is called
- A) Utility software
 - B) Application software
 - C) Communications software
 - D) Operating system software
 - E) Both a and c
- 90) An analytical report
- A) Usually does not require information gathering
 - B) Is a shorter, less complex report than an informational report
 - C) Usually presents data along with interpretations or recommendations
 - D) All of the above
- 91) When you listen effectively, you will be able to
- A) Follow through on oral instructions effectively
 - B) Use time productively
 - C) Better understand what is being said
 - D) All of the above
 - E) Both a and b

92) Storyboarding is used for which of the following purposes?

- A) Finding out listener likes and dislikes
- B) Finding out listener biases
- C) Recording and organizing ideas for a presentation
- D) All of the above
- E) Both a and b

93) Money kept on hand for paying small expenses is called

- A) Petty cash
- B) An allowance
- C) Proving cash
- D) Credit
- E) None of the above

94) Some common time-wasters include

- A) Unnecessary telephone conversations
- B) Excessive socializing
- C) Effective communication
- D) All of the above
- E) Both a and b

95) To avoid strain and fatigue, an office worker should

- A) Use good posture
- B) Avoid focusing his or her eyes away from the computer monitor
- C) Use antiglare filters to avoid repetitive strain injuries
- D) All of the above

96) The way in which people interact and communicate with others is called

- A) Group dynamics
- B) Brainstorming
- C) Teleconferencing
- D) None of the above

97) When you write comments related to the content on a letter for a supervisor or coworker, you are

- A) Documenting the receipt of a letter
- B) Routing a letter
- C) Annotating a letter
- D) Referring a letter
- E) Underlining a letter

98) To protect confidential information you should

- A) Know your supervisor's preferences
- B) Follow your company's mail procedures
- C) Secure your workstation
- D) Protect written documents
- E) All of the above

99) When you open mail for supervisors or coworkers you should not

- A) Check each letter for the signature and address of the sender before discarding the envelope
- B) Record the current date on each item received
- C) Contact the sender if an enclosure is missing
- D) Open envelopes marked *Personal* or *Confidential*
- E) All of the above

100) Which of the following attitudes support quality performance at work?

- A) A strong belief in the work ethic
- B) A willingness to help achieve the goals of the organization
- C) A desire to learn
- D) All of the above
- E) None of the above