

WRC 2008 BUSINESS PROCEDURES

True/False

Indicate whether the sentence or statement is true or false.

- ___ 1. Honesty and trustworthiness are synonyms for integrity.
- ___ 2. A mature individual is not able to be objective and honest in relationships with others.
- ___ 3. People who have a strong belief that work is unimportant are said to have a strong work ethic.
- ___ 4. Job satisfaction is an example of a tangible reward of work.
- ___ 5. Workers often need to perform tasks not specifically listed in their job descriptions.
- ___ 6. Dress considered appropriate for work varies somewhat from company to company.
- ___ 7. Annoying habits can have a negative effect on your interactions with others.
- ___ 8. When leaving a voice mail message, make the message as long as the voice mail system allows.
- ___ 9. Managers expect employees to be able to handle unplanned situations at work.
- ___ 10. Companies find that employee loyalty is not affected when companies make accommodations for workers' personal needs.
- ___ 11. Effective managers want employees to be successful.
- ___ 12. Even though much of your work may be done independently, at times you will need to interact with others at work.
- ___ 13. Revealing confidential company information cannot cause harm to the company or its customers.
- ___ 14. Responsible employees take steps to deal with conflicts at work in a mature and responsible way.
- ___ 15. The Social Security Act sets the minimum wages for employees covered by the law.

Multiple Choice

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

- ___ 16. In deciding on a possible career, your choice will be influenced by all of the following EXCEPT _____.
 - a. your interests and abilities
 - b. your personality
 - c. your personal values
 - d. your past employers
- ___ 17. A skills résumé is also known as a(n) _____.
 - a. working résumé
 - b. functional résumé
 - c. interest résumé
 - d. conditional résumé
- ___ 18. The first step in planning a successful career is to _____.
 - a. research potential careers on the Internet
 - b. speak to a guidance counselor about potential careers
 - c. consider your personality, learning style, values, and lifestyle
 - d. assess your interests and abilities
- ___ 19. When writing a cover letter, it is best to include ____ in the first paragraph.
 - a. the full job title, the position you seek, and how you found out about it
 - b. details that emphasize your experience and potential
 - c. your address and telephone number so that the hiring manager can reach you immediately

- d. a simple statement about why the company should hire you
- ___ 20. General rules to follow in preparing your résumé include ____.
- a. adding your personal information, such as your age and race
 - b. making your résumé as long as possible to impress the hiring manager
 - c. focusing on what you have accomplished on the job or in school
 - d. excluding unpaid volunteer work that may lower any salary offer
- ___ 21. The combination of the unique qualities that make you who you are is known as your ____.
- a. interests
 - b. skills
 - c. personality
 - d. ability
- ___ 22. A code of ethics adopted by a company will most likely include all of the following EXCEPT ____.
- a. honesty
 - b. adherence to the law
 - c. security
 - d. destruction of the environments
- ___ 23. Ethical behavior can best be described as ____.
- a. employee theft
 - b. behaving honestly
 - c. falsifying records
 - d. lying about hours worked
- ___ 24. This law made it illegal to charge different prices to different wholesale customers.
- a. Sherman Act of 1890
 - b. Clayton Act of 1914
 - c. Wheeler-Lea Act of 1938
 - d. Federal Food, Drug, and Cosmetic Act of 1938
- ___ 25. This law guards against false advertising.
- a. Sherman Act of 1890
 - b. Clayton Act of 1914
 - c. Wheeler-Lea Act of 1938
 - d. Federal Food, Drug, and Cosmetic Act of 1938
- ___ 26. This law can force a manufacturer to recall a product if found to be impure.
- a. Federal Food, Drug, and Cosmetic Act of 1938
 - b. Truth in Lending Act of 1968
 - c. National Environmental Policy Act of 1969
 - d. Wheeler-Lea Act of 1938
- ___ 27. Social responsibility is best characterized by ____.
- a. allowing consumers to freely try a product for 30 days before buying
 - b. using packaging materials that are environmentally friendly and reduce pollution
 - c. creating entry level jobs for minorities and women and allowing men to move into upper management
 - d. discouraging carpooling because it takes longer for employees to get to work
- ___ 28. A business owned by a single individual is said to be a ____.
- a. sole proprietorship
 - b. partnership
 - c. corporation
 - d. union
- ___ 29. Taxes levied against buildings and land owned by a business are called ____.
- a. income taxes
 - b. property taxes
 - c. withholding taxes
 - d. unfair taxes
- ___ 30. A ____ is an agreement between two parties to carry out a transaction, such as the sale of goods from a seller to buyer.
- a. patent
 - b. regulation
 - c. copyright
 - d. contract
- ___ 31. Companies must comply with all of the following employment laws EXCEPT ____.
- a. Equal Employment Opportunity (EEO) laws

- b. wage-hour laws
- c. benefits laws
- d. employee lay-off laws

- _____ 32. Under the Americans with Disabilities Act, companies _____.
- a. can discriminate against persons with disabilities if they feel uncomfortable
 - b. cannot fire or refuse to hire people because of certain disabilities and illnesses
 - c. must provide medical attention to all disabled employees
 - d. can discriminate in hiring disabled employees if an employee will be out sick from time-to-time
- _____ 33. A good way for companies to minimize the risk associated with decision making is to _____.
- a. use dynamic growth strategies
 - b. compare the risk records of other companies and adjust accordingly
 - c. keep all important decisions quiet until just the right time
 - d. ask for everyone's opinion so that the ultimate decision isn't such a shock
- _____ 34. When a leader presents group members with a problem situation and asks the group to write down their ideas rather than saying them aloud, he or she is encouraging creativity through _____.
- a. brainstorming
 - b. brainwriting
 - c. wish lists
 - d. multi-dimensional frameworks
- _____ 35. This idea involves making the lives of consumers, workers, or the community better.
- a. timing
 - b. risk
 - c. social values
 - d. economics
- _____ 36. In the semi-autocratic management decision style, _____.
- a. subordinates influence the ultimate decision
 - b. subordinates may or may not be informed of the decision
 - c. subordinates discuss the situation as a group with the manager
 - d. subordinates and the manager meet as a group and come up with a solution together
- _____ 37. A manager will most likely use intuitive decision making when any of the following exist EXCEPT _____.
- a. there is no time to conduct research or to do further study on a particular situation
 - b. all of the facts cannot be gathered to make a rational decision
 - c. several possible decision options are presented
 - d. the manager feels like the decision is right regardless of what the facts say
- _____ 38. Business letters should include all but the _____.
- a. recipient of the letter
 - b. job title of the Sender
 - c. date of the letter
 - d. summary of the letter
- _____ 39. Communicating well verbally is important to managers because _____.
- a. it can set the tone within a department or company
 - b. it can motivate and persuade other people
 - c. it forces management demands to be followed without fail
 - d. it enables managers to give clear instructions
- _____ 40. The communication method that is most appropriate for sensitive issues is _____.
- a. verbal
 - b. written
 - c. general
 - d. specific
- _____ 41. The communication method that is most appropriate for routine information is _____.
- a. verbal
 - b. written
 - c. general
 - d. specific
- _____ 42. To communicate effectively, managers need to determine _____.
- a. how much time he or she has to speak
 - b. whether the podium is high enough
 - c. the amount of space necessary to make a speech while standing

- d. what the audience hopes to gain by listening
- ___ 43. Operating systems are made up of all of the following EXCEPT ____.
- a. people
 - b. sales
 - c. facilities
 - d. materials
- ___ 44. Two significant advantages to using CAD are: ____.
- a. it allows companies to try various product designs and reduces the time it takes to design new products
 - b. it allows companies to try various product designs and allows companies time to spend significant money on the project.
 - c. it allows companies to keep the original product design and reduces the time it takes to design new products
 - d. CAD doesn't really give companies any significant advantages
- ___ 45. CAM is most closely recognized by the use of ____.
- a. engineering designs
 - b. computer simulation
 - c. robots
 - d. production planning
- ___ 46. When choosing a location for a business, managers consider several factors. One of the most important factors is ____.
- a. wage rate
 - b. climate
 - c. community attitudes
 - d. availability of natural resources
- ___ 47. A group working together in a coordinated effort to reach certain goals is a(n) ____.
- a. authority
 - b. organization
 - c. special force
 - d. division
- ___ 48. Span of management is also known as ____.
- a. job rotation
 - b. span of responsibility
 - c. span of control
 - d. job sharing
- ___ 49. The idea that managers lose control is a criticism of ____.
- a. standardization
 - b. job scope
 - c. decentralization
 - d. specialization
- ___ 50. Groups of workers perform very specific tasks or sets of tasks in ____.
- a. job depth
 - b. specialization
 - c. management
 - d. job scope
- ___ 51. Confusion results if a person reports to two people at once, according to ____.
- a. decentralization
 - b. accountability
 - c. unity of command
 - d. standardization
- ___ 52. Informal work groups can affect ____.
- a. productivity
 - b. the morale of other employees
 - c. the success of managers
 - d. all of the above
- ___ 53. The idea that because managers are members of overlapping groups, they link formal work groups to the total organization is most closely related to the ____.
- a. linking-pin concept
 - b. linking-communication concept
 - c. linking-group concept
 - d. none of the above
- ___ 54. Managers can affect formal group performance by ____.
- a. engaging employees in candid discussions
 - b. studying the degree of group conformity
 - c. making others aware of the group's performance
 - d. none of the above
- ___ 55. Groups that exist to carry out specific tasks and may exist for a short or long period of time are usually called ____.

- a. formal work groups
 - b. informal work groups
 - c. shared work groups
 - d. individual work groups
- ___ 56. A special type of informal group whose members share a purpose or concern are known as a(n) ____.
- a. shared work group
 - b. individual work group
 - c. interest work group
 - d. all of the above
- ___ 57. 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
- ___ 58. To help bring about change in your personality
- a. acknowledge your strengths but do not consider your weaknesses
 - b. acknowledge your weaknesses but do not consider your strengths
 - c. be honest with yourself about your behavior and beliefs
 - d. understand that you do not share many of the wants and needs of others
- ___ 59. A mature individual
- a. does not accept disappointment tactfully
 - b. learns from past mistakes
 - c. acts superior to other people
 - d. all of the above
 - e. both a and c
- ___ 60. When introducing two people to one another
- a. address the person of lower rank first
 - b. address the man first if the persons are a man and a woman of about equal age and rank
 - c. avoid using titles with names
 - d. none of the above
- ___ 61. When leaving a message by voice mail
- a. speak slowly
 - b. make the message as brief as possible
 - c. include your complete name and telephone number
 - d. explain why you would like a return call
 - e. all of the above
- ___ 62. To act courteously toward others at work
- a. read incoming faxes for others only to the point of identifying the recipient
 - b. do not waste time identifying yourself when you speak during a conference call
 - c. always use a speakerphone to discuss confidential matters
 - d. all of the above
 - e. both b and c
- ___ 63. 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
- ___ 64. 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
- ___ 65. In a sexual harassment case at work
- the harasser cannot be a customer or someone else not employed by the company
 - the harasser can be a man or a woman
 - the victim can be a man or a woman
 - both a and b
 - both b and c
- ___ 66. Which of the following makes discrimination in employment on the basis of race or religion illegal?
- Occupational Safety and Health Act
 - Fair Labor Standards Act
 - Civil Rights Act
 - Social Security Act
- ___ 67. Which of the following strategies can be helpful in resolving conflicts at work?
- focusing on the person, not the issue involved
 - determining the real or underlying problem causing the conflict
 - focusing on placing blame for the problem before looking for a solution
 - all of the above
- ___ 68. A responsible and effective employee
- cooperates with others to achieve the organization's goals
 - does not discuss personal issues or affairs of other employees
 - accepts responsibility for mistakes made at work
 - does not reveal confidential information to unauthorized persons
 - all of the above
- ___ 69. To help avoid conflicts at work with your manager
- ask questions to be sure you understand new assignments
 - avoid mentioning problems that may result in missed deadlines
 - assume that getting no feedback on your work means the work is acceptable
 - all of the above
 - none of the above
- ___ 70. Managers expect employees to
- evaluate the work of others but not their own work
 - be loyal to the company and their work group
 - overlook the unethical behavior of coworkers
 - all of the above
 - none of the above
- ___ 71. The employee's understanding of his or her part in an organization's work is called ____.
- performance
 - Management By Objectives
 - role perception
 - job rotation
- ___ 72. Employees learn new concepts and gain new skills through ____.
- termination
 - training
 - timing
 - transferring
- ___ 73. Employees are empowered by involving them in personal goal setting in ____.
- Management By Objectives
 - aptitude testing
 - focus group interviews
 - promotion
- ___ 74. An employee moves into another position within the company in a ____.
- separation
 - promotion
 - transfer
 - termination
- ___ 75. Employees view material at individual computer workstations and answer questions at their own pace through ____.

- d. all of the above
- ___ 88. Managers can manage conflict by ____.
- a. creating an atmosphere that promotes partnership and problem solving among employees
 - b. keeping an open mind
 - c. both a and b
 - d. neither a nor b
- ___ 89. Changes affecting budgets, personnel, and management are said to be ____.
- a. internal
 - b. technological
 - c. environmental
 - d. external
- ___ 90. Changes affecting consumer tastes and social trends are said to be ____.
- a. internal
 - b. technological
 - c. environmental
 - d. adverse
- ___ 91. A corporation's culture is determined by the company's ____.
- a. history
 - b. environment
 - c. selection process
 - d. all of the above
- ___ 92. To encourage employees to accept change, managers need to ____.
- a. build trust
 - b. discuss upcoming changes
 - c. involve employees
 - d. all of the above
- ___ 93. In a weak corporate culture, individuals often act in ways that are inconsistent with ____.
- a. other people in the organization
 - b. the company's way of doing things
 - c. the corporate contribution goals
 - d. the corporate change atmosphere
- ___ 94. Managers can manage conflict by ____.
- a. creating an atmosphere that promotes partnership and problem solving among employees
 - b. keeping an open mind
 - c. both a and b
 - d. neither a nor b
- ___ 95. Hardware, software, data, and people are components of ____.
- a. MIS
 - b. data mining
 - c. knowledge workers
 - d. none of the above
- ___ 96. Involvement by management, an understanding of the benefits, and user training are all necessary to successful ____.
- a. data processing
 - b. transaction processing
 - c. MIS
 - d. data mining
- ___ 97. Substituting computer processing for record keeping is known as ____.
- a. data processing
 - b. transaction processing
 - c. management processing
 - d. systems processing
- ___ 98. A decision support system that is properly designed ____.
- a. solves parts of the problem
 - b. provides its results to the decision maker
 - c. helps isolate points where experience and judgment are required
 - d. all of the above
- ___ 99. The practice of gaining unauthorized access to a computer system or database is known as ____.
- a. theft
 - b. virus spreading
 - c. hacking
 - d. copying
- ___ 100. An interactive tool that provides high-level managers with access to information about the general condition of the business is a(n) ____.
- a. group decision support system
 - b. executive information system
 - c. expert system
 - d. information center

