

Chapter 02 Becoming a Professional

True / False

1. Most people are naturally self-confident.

- a. True
- b. False

ANSWER: False

2. The attitude you have is as important as the skills you have for being successful on the job.

- a. True
- b. False

ANSWER: True

3. If your organization does not offer formal feedback, you should regularly ask your supervisors and coworkers how you can improve your performance.

- a. True
- b. False

ANSWER: True

4. Professionals realize that making mistakes at work is not acceptable.

- a. True
- b. False

ANSWER: False

5. There is a difference between thinking critically and being critical.

- a. True
- b. False

ANSWER: True

6. Your appearance, dress, speech, writing, and conduct all have an impact on how professional you appear.

- a. True
- b. False

ANSWER: True

7. Small successes build your self-confidence.

- a. True
- b. False

ANSWER: True

8. When a change is occurring at your workplace that you do not like, you should work against the change.

- a. True
- b. False

ANSWER: False

9. People often judge others by how they look.

- a. True

Chapter 02 Becoming a Professional

b. False

ANSWER: True

10. You should always try to solve problems and make decisions yourself rather than leaving a situation for your supervisor to handle.

a. True

b. False

ANSWER: False

11. Typically, tank tops are considered appropriate attire at work.

a. True

b. False

ANSWER: False

12. How you express yourself influences the confidence others have in you.

a. True

b. False

ANSWER: True

13. It is always a good idea to suggest to your supervisor changes that might improve procedures or make operations more efficient.

a. True

b. False

ANSWER: False

14. The information and images you post on social networking sites can affect your employment opportunities and your coworkers' perceptions of you.

a. True

b. False

ANSWER: True

15. Since social networking sites have privacy settings, it is safe to assume that the images you post will not be seen by future employers.

a. True

b. False

ANSWER: False

Multiple Choice

16. An example of positive self-talk is:

a. "Joan is one of our best admins."

b. "I know I can do a good job on this presentation."

c. "You handled the travel arrangements very efficiently."

d. "There's no way I can meet that deadline."

ANSWER: b

Chapter 02 Becoming a Professional

17. A critical thinker:
- distinguishes between fact and opinion.
 - recognizes bias.
 - supports opinions with evidence.
 - All the above

ANSWER: d

Decision-Making Steps

- Determine strategies to overcome the barriers.
- Choose the best strategy.
- Decide what your goal is.
- Evaluate the costs, benefits, and consequences of each strategy.
- Identify barriers to meeting the goal.

18. Which answer represents the correct order for the decision-making steps presented in the chapter?
- 1, 3, 4, 2, 5
 - 2, 1, 4, 3, 5
 - 3, 5, 1, 4, 2
 - 4, 3, 1, 2, 5

ANSWER: c

Problem-Solving Steps

- Identify the problem.
- Collect information.
- Determine the options.
- Weigh the pros and cons of each option.
- Evaluate the solution.

19. Which answer represents the correct order for the problem-solving steps presented in the chapter?
- 2, 4, 6, 1, 5, 4
 - 5, 3, 1, 6, 2, 4
 - 4, 2, 1, 3, 6, 5
 - 1, 2, 3, 4, 5, 6

ANSWER: d

20. Being well-groomed means:
- using a lot of makeup.
 - using strong cologne.
 - wearing simple, professional shoes.
 - All the above

ANSWER: c

21. Attire that is inappropriate for work includes:
- T-shirts.
 - shirts or blouses with words on them.

Chapter 02 Becoming a Professional

- c. sweatshirts and sweatpants.
- d. All the above

ANSWER: d

22. Administrative assistants rarely:
- a. welcome, orient, and train new employees.
 - b. explain office policies and procedures to new employees.
 - c. recruit and screen employees.
 - d. keep track of time cards and use of benefits.

ANSWER: c

23. Which of the following is a professional organization for administrative professionals?
- a. NALS
 - b. IVAA
 - c. AHCAA
 - d. All the above

ANSWER: d

Being Introduced to Others

- 1. Say hello, repeating the other person's name so you will remember it.
- 2. Stand up.
- 3. Smile and establish eye contact.
- 4. Exchange a few words with the person.
- 5. Shake hands firmly, not with a crushing grip and not with a limp grip.

24. Which answer represents the correct order for the steps to follow when you are being introduced to others?
- a. 1, 2, 3, 4, 5
 - b. 3, 5, 2, 5, 1
 - c. 2, 3, 5, 1, 4
 - d. 5, 2, 1, 4, 3

ANSWER: c

Introducing Yourself

- 1. Shake hands.
- 2. Smile and establish eye contact.
- 3. Repeat the person's name.
- 4. Greet the person and state your name and position.

25. Which answer represents the correct order for the steps to follow when you introduce yourself?
- a. 4, 2, 3, 1
 - b. 2, 4, 1, 3
 - c. 1, 2, 3, 4
 - d. 3, 1, 2, 4

ANSWER: b

Chapter 02 Becoming a Professional

26. An appropriate way to address an unscheduled visitor is:

- a. "What do you want?"
- b. "How can I help you?"
- c. Both A and B
- d. Neither A nor B

ANSWER: b

27. An example of poor table etiquette is:

- a. laying your knife and fork diagonally across your plate after you have finished eating.
- b. ordering the most expensive meal on the menu.
- c. using the bread plate on your left and the beverage glasses on your right.
- d. ordering dishes that are easy to eat.

ANSWER: b

28. An example of poor table etiquette is:

- a. putting a utensil you are using on the table.
- b. putting your cell phone on silent.
- c. breaking a roll in half or into smaller pieces before eating it.
- d. placing your napkin on the table when your host signals the end of the meal.

ANSWER: a

29. If you want to thank someone (who you have just met professionally) for his or her assistance, the best choice is to send a:

- a. quick email.
- b. formal keyed letter of thanks.
- c. handwritten note.
- d. text message.

ANSWER: b

30. A professional appearance means:

- a. having long, manicured fingernails.
- b. dressing casually.
- c. wearing piercings for facial jewelry.
- d. wearing inconspicuous clothing.

ANSWER: d

Matching

Match each term with the correct statement below.

- a. business etiquette
- b. credentials
- c. critical thinking
- d. etiquette
- e. feedback
- f. human resources associate
- g. professional
- h. self-confidence
- i. self-talk
- j. work ethic

Chapter 02 Becoming a Professional

31. Rules and customs that guide polite behavior in a particular setting

ANSWER: d

32. Honest and constructive information from an employer about how well you are doing your job and how you might improve your performance

ANSWER: e

33. Examples of these are the CPS, the CAP, and the ALS

ANSWER: b

34. An employee who looks, speaks, writes, and behaves in a manner that reflects well on the employer and on the employee

ANSWER: g

35. The running commentary that people keep up all the time inside their heads

ANSWER: i

36. A person who is responsible for recruiting, screening, hiring, orienting, and training employees

ANSWER: f

37. Accepted professional behavior in the workplace and at business functions

ANSWER: a

38. Belief in yourself and your abilities

ANSWER: h

39. An inner drive to work hard and well

ANSWER: j

40. Breaking problems or questions down into small parts and examining them to find solutions or reach conclusions

ANSWER: c