**Office Procedures1 – 1st Nine Week STUDY GUIDE**

**CHAPTER 1 – UNDERSTANDING THE CHANGING AND CHALLENGING OFFICE**

Directions: Using the answer form to record your answers or follow your instructor’s directions.

True/False

A = True B = False

1. A mission statement presents the goals, strategies, and business direction for a company. T
2. Interpersonal office functions require judgment, analytical (decision-making), and people skills, such as coordinating a team project. T
3. Organizational structure de-emphasizes people-to-people relationships and stresses the flow of information. F
4. In line organization, authority flows vertically and horizontally within the organization. F
5. The United States North Atlantic Free Trade Agreement allow companies to move plants and offices to Canada and Mexico, resulting in goods flowing freely across U.S. borders. T
6. Administrative assistants are full team members whose skills are absolutely essential to the operation of business. T
7. Employees who hold line positions do not actually produce the product or service but

do contribute to the company’s overall mission. F

1. To recognize the chain of command in any organization, you need to understand how the authority has been established T
2. Knowing about your company allows you to leave the impression with others that you are knowledgeable and can be a source of reliable information. T
3. According to the text, the main function of virtual assistants is they assist large companies with word processing. F
4. The word assistant denotes a higher level of responsibility than the word administrative. F
5. A company’s code of ethics is a way to assure the public the company is concerned and is addressing ethics with its suppliers, customers, and employees. T
6. Analytical office support functions require critical and creative thinking and decision-making skills, such as creating and analyzing reports and planning meetings and special events. T
7. International employment opportunities have increased since the U.S. signed the South American Free Trade Agreement with Canada and Mexico. F
8. An environmental office is one that is concerned with managing resources so these resources do not negatively affect the environment. T
9. Most office planners agree that warm colors are best for tasks requiring high levels of concentration and suggest using bright yellow and dark brown combinations. F
10. An organization chart is a graphical illustration of the formal structure of an organization. T
11. A company’s mission statement is a set of rules governing the behavior of all members of an organization. F
12. A wrist ailment typically caused by incorrect alignment of hand and wrist when using the computer keyboard is called carpal tunnel syndrome. T
13. Line-and-staff organization is the oldest and simplest organizational structure used by management. F

Multiple Choice: CH1

1. A generic term that is being used to denote an employee that performs all types of basic office functions is a/an
2. coordinator.
3. line manager.
4. virtual assistant.
5. assistant.

CH1 ANS D

1. Typical office support functions range from clerical to secretarial or administrative. Which of the following is not categorized as one of the functions?
	1. Routine.
	2. Technical.
	3. Analytical.
	4. Systematic.

CH1 ANS D

1. In a line organization, authority flows in a straight line from

a. top management to supervisory level.

b. parallel from top management to supervisory.

c. from lower level to middle management level.

d. supervisory level to vice president.

CH1 ANS A

1. Bringing together project teams consisting of employees with the talents needed to work on a specified project is called

a. participatory management.

b. informal management.

c. personnel management.

d. team management.

CH1 ANS A

1. Which of the following is not an advantage of the line organization?

a. Employees have direct accountability to their superiors.

b. There is a clear-cut place for each worker.

c. It is more structured, thus, less flexible.

d. Employees are more likely to have an ease of understanding their job responsibilities.

CH1 ANS A

1. A set of rules governing the behavior of all members of an organization is called a/an:
	1. Virtual organization.
	2. organizational structure.
	3. code of business conduct.
	4. Ergonomics structure.

CH1 ANS A

1. Which of the following office support functions is not a function?
	1. Routine function
	2. Analytical function
	3. Managerial function
	4. Administrative function

CH1 ANS D

1. In an organization where line managers use staff specialists to assist them, the organization structure is called a:
	1. Line-and-staff organization.
	2. Line organization.
	3. Staff organization.
	4. Chain-of-command organization.

CH1 ANS A

1. A graphic illustration of the formal structure of an organization is called a/an:
	1. Participatory management chart.
	2. Organization chart.
	3. NAFTA chart.
	4. Scalar chart.

CH1 ANS B

1. Which of the following tasks are typical of the virtual office?
	1. Desktop publishing
	2. Internet research
	3. Travel arrangements
	4. All of the above

CH1 ANS D

**CHAPTER 2 - DEVELOPING PROFESSIONAL SKILLS**

True/False

A = True B = False

31. Business and industry representatives are becoming more and more confident about the workplace skill requirements for entry-level employment and the workplace skill level of most entry-level applicants.

32. Employers have expressed that more emphasis should be placed on developing listening, speaking, and thinking skills prior to entering the workforce.

33. Welcome constructive criticism; see it as a way for you to improve.

34. Diversity has to do mainly with one’s culture.

35. Restructuring is the reduction of staff by eliminating jobs and sometimes whole departments and divisions.

36. Ethical behavior is behavior that conforms to accepted professional standards of conduct.

37. According to the U.S. Department of Labor, negotiating means exchanging ideas, information, and opinions with others to work toward agreements to formulate policies and programs and/or arrive jointly at decisions, conclusions, or solutions.

38. Studies show about 25 percent of the workforce falls in the “difficult to work with” category.

39. Gossips will try to get you to discuss a problem or situation in which you are involved then they will befriend you and encourage you to talk freely. Later they go to the person or supervisor with whom they know they can cause the most damage to you. And they repeat what you told them, often embellishing the information.

40 When faced with a problem, blamers think someone else caused it—the supervisor, a group member, or you.

41. The fact that conflict occurs, when managed successfully, can be a good thing.

42. Office politics, depending on how you react to it, can be helpful.

43. It is good manners to never place your napkin on the table until your meal is finished.

44. It is best to wait until your supervisor asks you to do something, so you will not make an error and create unnecessary problems that might take time to correct.

45. Strength of character and integrity are among the most important traits a person can possess.

#### Multiple Choice

46. Human relations are all of the following except:

 a. Be pleasant, courteous, responsive, and understanding.

 b. Treat others as you wish to be treated.

c. Display how knowledgeable you are to others.

1. Respect the rights of others.

47. Personality is all the following except:

1. Ability to say “no” tactfully.
2. Understanding your company and its place in industry.
3. Soothes the feelings of an irate customer.
4. Maintain composure when things go wrong.

48. To give constructive criticism:

* 1. Be genuine.
	2. Give criticism in private.
	3. Focus on the problem, not the person**.**
	4. All of the above.

49. Desirable workplace employee relations include:

1. Displaying a pleasant personality
2. Being a team player
3. Having the ability to deal with difficult people
4. All of the above

50. Sociability demonstrates in group settings:

 a. Understanding, friendliness, and adaptability

 b. Friendliness, adaptability, and empathy

 c. Empathy, politeness, and low-self-esteem

 d. Understanding, friendliness, adaptability, empathy, and politeness