

INTRODUCTION TO BUSINESS PROCEDURES

- 1) A reference tool for managers and supervisors that is more detailed than an employee handbook.
 - A) daily bulletin
 - B) reference card
 - C) policies and procedures manual
 - D) staff announcement board

- 2) The duties and responsibilities of the position.
 - A) performance plan
 - B) alternative task
 - C) professional development seminar
 - D) job description

- 3) An interface between a computer user and computer hardware.
 - A) operating system
 - B) media
 - C) Internet
 - D) blog

- 4) Examples of categories to store files include all of the following **except** _____.
 - A) departments
 - B) bases
 - C) clients
 - D) products

- 5) Someone's posture, facial expressions, eye contact, gestures, and tone of voice are all examples of _____.
 - A) inappropriate behaviors
 - B) nonverbal cues
 - C) visual representation
 - D) verbal communication

- 6) Which of the following techniques will help you keep a contact's information in one place?
- A) last use dating
 - B) consolidation
 - C) note-taking
 - D) labeling
- 7) The ability to perform under stressful conditions is _____
- A) tolerance of people
 - B) resistance to stress
 - C) written communication
 - D) self-objectivity
- 8) The purpose of quality control is to _____ that are manufactured by a company.
- A) discover defects in products
 - B) micromanage every step of production
 - C) communicate the services
 - D) increase production of goods
- 9) A summary of a client's occupational history and experiences, patterns of daily living, interests, values, needs, and relevant contexts
- A) life variance
 - B) individual profile
 - C) career plan
 - D) occupational profile
- 10) A style or technique that is characterized by extreme sparseness and simplicity.
- A) shortness
 - B) basic
 - C) baseline
 - D) minimalist

- 11) Repairs completed when equipment is broken in order to restore the equipment to its normal operating condition.
- A) command directives
 - B) responsive application
 - C) reactive maintenance
 - D) motionless
- 12) A format for exchanging raster graphics images between application programs including scanner images.
- A) GRIFF
 - B) TIFF
 - C) SIFF
 - D) BIFF
- 13) The professional conduct and work ethics characteristic that is defined as the condition or quality of being honorable and truthful.
- A) loyalty
 - B) reliability
 - C) courtesy
 - D) honesty
- 14) The best way to stay on top of the company budget is to ____.
- A) not spend any funds
 - B) record all expenses and income
 - C) review it every month
 - D) make payments as soon as the funds come in to do so
- 15) ____ are the live written record of a meeting.
- A) Reports
 - B) Correspondence
 - C) Minutes
 - D) Transcripts

- 1) C
- 2) D
- 3) A
- 4) B
- 5) B
- 6) B
- 7) B
- 8) A
- 9) D
- 10) D
- 11) C
- 12) B
- 13) D
- 14) B
- 15) C