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| --- |
| **True / False** |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Administrative assistant is one of the largest occupations in the United States.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 2. ​Most administrative professionals work in the service sector.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3. Administrative professionals do not need customer service skills.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 4. Administrative associate is another term for an administrative professional.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 5. Being productive on the job is not the same as being busy.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 6. Teamwork skills are good to have, but they are not required for administrative professionals.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 7. Administrative professionals should only perform duties that are specifically listed in their job description.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 8. Having multiple generations in the workplace stifles creativity and innovation.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 9. A good way to describe the employer/employee relationship is as a cooperative effort.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 10. According to the U.S. Department of Labor, the fastest-growing occupation among administrative professionals from 2008 to 2018 will be legal secretary.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 11. An organization’s culture reflects the key values, beliefs, and attitudes that drive the organization and define its style of doing business.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 12. Management and leadership are the same thing.​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 13. Government projections predict that by 2043, the United States will have no racial majority.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 14. Technical skills are the ability to apply specialized knowledge and procedures to get a job done.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| **Multiple Choice** |

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| 15. A typical job responsibility of administrative professionals is:   |  |  |  | | --- | --- | --- | |  | a. | All the above | |  | b. | arrange staff meetings. | |  | c. | schedule appointments. | |  | d. | perform basic bookkeeping. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 16. Administrative professionals need:   |  |  |  | | --- | --- | --- | |  | a. | communication skills. | |  | b. | a strong work ethic. | |  | c. | interpersonal skills. | |  | d. | All the above |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 17. Temporary employment:   |  |  |  | | --- | --- | --- | |  | a. | gives people more control over when and where they work. | |  | b. | All the above | |  | c. | may offer opportunities for free training. | |  | d. | may lead to a full-time job. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 18. ​ Large companies are usually under the control of a:   |  |  |  | | --- | --- | --- | |  | a. | ​CEO. | |  | b. | ​board of directors. | |  | c. | ​COO. | |  | d. | ​CIO. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 19. In large organizations, the person(s) responsible for day-to-day operations are:   |  |  |  | | --- | --- | --- | |  | a. | the chief operating officer. | |  | b. | managers at lower levels. | |  | c. | the chief information officer. | |  | d. | vice presidents. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 20. A key function of management is:   |  |  |  | | --- | --- | --- | |  | a. | organizing. | |  | b. | managing information. | |  | c. | All the above | |  | d. | planning. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 21. A lawyer or architect is an example of a:​   |  |  |  | | --- | --- | --- | |  | a. | ​virtual assistant. | |  | b. | ​chief operating officer. | |  | c. | ​subject-matter expert. | |  | d. | ​chief executive officer. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 22. One of the most common reasons that people fail to advance in their careers or are let go from their jobs is:​   |  |  |  | | --- | --- | --- | |  | a. | ​lack of technical skills. | |  | b. | ​lack of critical-thinking skills. | |  | c. | ​the failure to be productive. | |  | d. | ​the inability to get along with others. |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 23. Learning about the culture, structure, and management of the organization you work for will help you understand:   |  |  |  | | --- | --- | --- | |  | a. | what to expect. | |  | b. | acceptable behaviors and actions. | |  | c. | All the above | |  | d. | your position in the organization. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 24. Which skills do employers rank, in survey after survey, year after year, among the skills they look for most when hiring?​   |  |  |  | | --- | --- | --- | |  | a. | ​Communication | |  | b. | ​Technical | |  | c. | ​Problem-solving | |  | d. | ​Collaboration |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 25. Which of the following is an expression of an organization’s culture?​   |  |  |  | | --- | --- | --- | |  | a. | ​Dress code | |  | b. | ​Terminology | |  | c. | ​Recruiting and hiring | |  | d. | ​Organizational structure |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 26. A corporation is owned by:​   |  |  |  | | --- | --- | --- | |  | a. | ​an individual. | |  | b. | ​an association of two or more people. | |  | c. | ​a board of directors. | |  | d. | ​shareholders. |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 27. If your supervisor’s name is Maya Aquino, the best way to address her is as:   |  |  |  | | --- | --- | --- | |  | a. | Any of the above | |  | b. | Ms. Aquino. | |  | c. | ma’am. | |  | d. | Maya. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 28. Which qualification is essential for an administrative professional to continue to succeed?   |  |  |  | | --- | --- | --- | |  | a. | Retraining | |  | b. | A high school diploma | |  | c. | Continuing education | |  | d. | Both B and C |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 29. A legal or medical secretary needs:   |  |  |  | | --- | --- | --- | |  | a. | a knowledge of legal or medical terminology. | |  | b. | Both A and C | |  | c. | a professional credential. | |  | d. | an understanding of procedures in that field. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| --- |
| **Matching** |

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| *Match each term with the correct statement below.*​   |  |  |  |  | | --- | --- | --- | --- | | a. | ​corporation | b. | ​government entity | | c. | ​limited liability company | d. | ​nonprofit corporation | | e. | ​partnership | f. | ​S-corporation | | g. | ​sole proprietorship | h. | ​strategic planning | | i. | ​system | j. | virtual assistant | |

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| 30. ​One of the three basic forms of a business, an association of two or more people as co-owners of a business   |  |  | | --- | --- | | *ANSWER:* | e | |

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| --- | --- | --- |
| 31. ​A form of business that is similar to a for-profit corporation, but generally exempt from income taxes and qualifying as a charitable organization for donors   |  |  | | --- | --- | | *ANSWER:* | d | |

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| --- | --- | --- |
| 32. ​The process of defining an organization’s long-term mission, assessing the current business environment, anticipating changes in the environment, and developing strategies for achieving the mission   |  |  | | --- | --- | | *ANSWER:* | h | |

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| 33. ​A group of independent but interrelated elements that make a unified whole, such as the departments or units in a business   |  |  | | --- | --- | | *ANSWER:* | i | |

|  |  |  |
| --- | --- | --- |
| 34. ​An office, department, or agency that carries out a function of state, local, or national government   |  |  | | --- | --- | | *ANSWER:* | b | |

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| 35. ​ A form of business that combines the tax advantages of a partnership with the limited liability of a corporation   |  |  | | --- | --- | | *ANSWER:* | c | |

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| 36. ​A type of corporation that has 75 or fewer stockholders   |  |  | | --- | --- | | *ANSWER:* | f | |

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| 37. ​One of the three basic forms of a business, owned by stockholders who buy shares of stock in the business   |  |  | | --- | --- | | *ANSWER:* | a | |

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| --- | --- | --- |
| 38. ​One of the three basic forms of a business, owned and controlled by an individual   |  |  | | --- | --- | | *ANSWER:* | g | |

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| --- | --- | --- |
| 39. ​A self-employed administrative professional who works from a virtual office to provide off-site administrative and/or personal assistance to clients   |  |  | | --- | --- | | *ANSWER:* | j | |