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

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Administrative assistant is one of the largest occupations in the United States.​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | True |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2. ​Most administrative professionals work in the service sector.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | True |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3. Administrative professionals do not need customer service skills.​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | False |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 4. Administrative associate is another term for an administrative professional.​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | True |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 5. Being productive on the job is not the same as being busy.​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *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 |

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| --- | --- |
| *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 |

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| --- | --- |
| *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** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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. |

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| --- | --- |
| *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. |

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| --- | --- |
| *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. |

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| --- | --- |
| *ANSWER:* | b |

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| 20. A key function of management is:

|  |  |  |
| --- | --- | --- |
|   | a.  | organizing. |
|   | b.  | managing information. |
|   | c.  | All the above |
|   | d.  | planning. |

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| --- | --- |
| *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. |

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| --- | --- |
| *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. |

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| --- | --- |
| *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 |

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| --- | --- |
| *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. |

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| --- | --- |
| *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. |

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| *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 |

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| --- | --- |
| *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. |

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| --- | --- |
| *ANSWER:* | b |

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *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

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| --- | --- |
| *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

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| --- | --- |
| *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 |

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| --- | --- | --- |
| 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 |

 |