

## Professional Etiquette Final Exam Answer Key

Instructions: Complete this exam and submit your work when you are finished.

1. In the workplace, which of these actions is appropriate?
  - a. Discuss politics
  - b. Keep your work-related conversations vague
  - c. Avoid chit-chat
  - d. Change your mind often
  
2. Which of these should you not do in a business meeting?
  - a. Focus on the task at hand
  - b. Be familiar with common sports idioms
  - c. Strive for clarity
  - d. Treat women with more respect than men
  
3. Which of these characteristics do employers dislike in their employees?
  - a. Honesty
  - b. Integrity
  - c. Humility
  - d. Hubris
  
4. The Guiding Principles in the work setting may include:
  - a. Employing constructive criticism
  - b. Showing indifference towards a client
  - c. Showing favoritism
  - d. Both A and C



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5. Which of the following is appropriate during a work meeting?
- a. Wearing a strong fragrance
  - b. Asking for clarification**
  - c. Reading your friends' posts on social media
  - d. Explaining the personal reasons that caused you to arrive late
6. Which of the following is an indicator of professionalism?
- a. Show arrogance when meeting a new client
  - b. Dress comfortably no matter what the situation is
  - c. Demonstrate enthusiasm for learning**
  - d. Selectively show respect towards others
7. If you are being interviewed by a panel of three people, you should:
- a. Look at the wall behind the panel when you speak
  - b. Make eye contact with each interviewer throughout the interview**
  - c. Make eye contact with the panelist who has most seniority when he/she speaks
  - d. Both A and C
8. You attend a work-related conference where alcohol is being served. You should:
- a. Feel free to drink as much as you're offered
  - b. Discourage others from drinking alcohol
  - c. Avoid drinking alcohol**
  - d. Both B and C



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9. Which of the following is acceptable in the workplace?
- a. Eat a crunchy lunch at your desk
  - b. Consistently arrive late
  - c. Use voice mail as a call screening process
  - d. Have tasteful décor in your personal work area
10. Employers appreciate workers who do which of the following:
- a. Ask for help when needed
  - b. Always leave promptly when work hours are over
  - c. Use speakerphone for all calls
  - d. Generously decorate common office space
11. When revising an e-mail or document, you should:
- a. Make sure you've included all necessary details
  - b. Reflect on how you can improve the document/e-mail
  - c. Make as many changes as possible
  - d. Both A and B
12. Which of the following is an example of non-verbal communication?
- a. Emoticons in emails and texts
  - b. Written Email
  - c. Posting photos on social media to provoke a reaction
  - d. Both A and C



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13. Which of the following is not an effective way to listen?
- a. Put yourself in the other person's shoes
  - b. Change the subject**
  - c. Confirm your understanding of something the other person just said
  - d. Ask questions
14. According to Lillian Bjorseth, what is the "Controller?"
- a. A manager who micromanages others
  - b. A remote control device used for presentations
  - c. A type of handshake where the other person makes sure his or her hand moves to the top**
  - d. A person who stares, making others uncomfortable
15. Eye contact is a key nonverbal communication tool for the following except:
- a. Conveys confidence
  - b. Aids your comprehension
  - c. Demonstrates your interest
  - d. Indicates agreement**
16. Which of the following is a good e-mail subject line?
- a. Help!
  - b. Assistance needed - quarterly report statistics
  - c. Staff meeting on Feb. 4, 2015
  - d. Both B and C**



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17. A good e-mail should not:
- a. Have a detailed subject line
  - b. Cover multiple topics in order to reduce the number of e-mails**
  - c. Be concise
  - d. Be proofread before sending
18. Increased use of technology at work has caused the following phenomena:
- a. Possible increase in productivity
  - b. Possible decrease in privacy in the workplace
  - c. Allows for employees to work and communicate from various geographic locations
  - d. All of the above**
19. Which of the following statements is true?
- a. Virtual communication should be supplemented with smileys to properly convey emotion
  - b. Using a strange font can distract from the main message of an e-mail**
  - c. You should only proofread messages to the most important colleagues or you will waste time
  - d. One badly written e-mail will not be detrimental to the image of your employer
20. Which of the following is the best example of a well-written e-mail from a manager?
- a. "I have a question about the form you turned in. Please come to my office."
  - b. "Hi Harry, Great job on the report! I do have one question about it, so please stop by my office at your convenience today. Thanks! Albus"**
  - c. "hi Ron, do you still have a copy of the EHR implementation manual from 1997... if so please send. thanks"
  - d. "Hi all, don't forget that the meeting is on Tuesday. Fred"



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21. What is diversity in the context of a place of work?
- a. The similarities between colleagues that form a bond between them
  - b. The differences in background, experience, culture, viewpoints, etc. personified by each worker
  - c. The amount of difference between one work group and another
  - d. A form of Human Resources training that teaches colleagues to get along
22. Diversity in the workplace has the following effects:
- a. Provides a wider variety of expertise
  - b. Increases automatic understanding between colleagues
  - c. Offers a wider range of ideas and viewpoints
  - d. Both A and C
23. Which of the following would not be considered a “Rite of Initiation” in the workplace?
- a. Working in a cubicle until your desk is ready
  - b. Being asked to eat lunch with your new team
  - c. Taking a vacation day
  - d. Completing initial HR paperwork/training
24. The following systems vary from culture to culture, except:
- a. Sense of mission
  - b. Political
  - c. Legal
  - d. Economic



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25. Which of the following sentences shows respect towards a colleague from a different cultural group than yourself?
- a. "I noticed you're the oldest person here. Are you thinking of retiring soon?"
  - b. "I noticed you don't look people in the eye. You need to look people in the eye when you talk to them."
  - c. "I noticed you don't celebrate Thanksgiving. I brought you a turkey for your desk."
  - d. "I noticed you wear a Yarmulke. Would you mind telling me about its significance?"
26. Which of the following may occur as a result of ethnocentrism?
- a. Decrease in intolerance
  - b. Hindered ability to work with diverse colleagues
  - c. Increased workplace harmony
  - d. Increased flow of ideas
27. A Russian colleague is offended when you use the American "OK" hand gesture. This is an example of:
- a. Intercultural Communication
  - b. Interference
  - c. A cultural taboo
  - d. International Communication
28. Which of the following systems are typically not formally established?
- a. Ethical
  - b. Political
  - c. Legal
  - d. Economic



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29. When you ask your boss about the reasoning behind a work process, he/she responds, "Because that's the way we've always done it." This is an example of a:

- a. Ritual
- b. Cultural Symbol
- c. Boundary
- d. Status

30. Which of these statements is true?

- a. Political systems are similar among most cultures
- b. Every individual follows the norms of his or her country's culture
- c. Intercultural communication takes place when people from different countries communicate
- d. Culture encompasses values, beliefs, attitudes, and traditions that a group shares

