

Professional Etiquette Quiz #2

Name: _____

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

1. 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

2. 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

3. Which of the following is not an effective way to listen?
 - a. Put yourself in the other person's shoes
 - b. Change the subject and tell your story
 - c. Confirm your understanding of something the other person just said
 - d. Ask questions



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4. 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
5. 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
6. 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
7. 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



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8. 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
9. 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
10. 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"

