

## Office Administration – Chapter 12 Key Words Answers

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|-----------------------------|---------------|----------------------|
| 1. Business Etiquette       | 5. Gratuity   | 9. Power Meals       |
| 2. Developmental Disability | 6. Guest      | 10. Social Etiquette |
| 3. Disability Etiquette     | 7. Host       | 11. Tab              |
| 4. Disabled                 | 8. Networking |                      |

1 \_\_\_\_\_ Acceptable behaviors applied in specific types of business situations when conducting business, carrying out workplace assignments, dining with and entertaining business associates, giving and receiving gifts and working with disabled people.

10 \_\_\_\_\_ Acceptable behaviors exhibited in specific types of personal situations, such as courtesy, politeness and respect for other individuals.

3 \_\_\_\_\_ Acceptable behaviors to apply in specific types of situations involving disabled persons, such as wheelchair, visual impairment, hearing loss and developmental disability etiquette.

11 \_\_\_\_\_ Bill for a meal function normally paid by whoever benefits from the business association.

8 \_\_\_\_\_ Circulating among the participants at a business gathering to become acquainted, make introductions and learn more about each person contacted.

2 \_\_\_\_\_ Mental impairment that may result in limited capacity to function in a workplace environment or in society.

4 \_\_\_\_\_ Modifier used when referring to an individual who is physically, visually or developmentally impaired or who has severe hearing loss.

7 \_\_\_\_\_ Person who receives business visitors in their work area.

6 \_\_\_\_\_ Person who visits another business associate at their work area.

9 \_\_\_\_\_ Planned meal functions that involve business discussions during or after the meal.

5 \_\_\_\_\_ Tip that is paid to service providers to augment their salaries.