

## Office Administration

Directions: Each of the numbered questions is followed by four suggested answers or completions. Select the **ONE** letter response that is **BEST** in each case and circle it.

1. Microforms that have been approved for filing must include a (2)
  - A. verification of document content
  - B. certificate of authenticity
  - C. time stamp
  - D. copyright
  
2. Which one of the following sequences is correct for an outline? (9)
  - A. II-3-C-b (1) (b)
  - B. I-B-3-a(b) (3)
  - C. IV-A-3-b(d) (3)
  - D. I-B-2-a(2) (c)
  
3. Which one of the sentences uses capitalization correctly?
  - A. Many adventurers went to find their fortunes in the West.
  - B. Go West for two miles and turn South.
  - C. We enjoyed our winter in the south.
  - D. Harvey moved to the Southern part of the state.
  
4. You re planning business travel to Portugal to see if your company should form a business association with a local partner. Which one of these references would no doubt help you identify acceptable social behaviors for your international travel? (6)
  - A. Moody's Investors Service *Mergent Manuals*
  - B. *Kiplinger Washington Letter*
  - C. *How 10: A Handbook for Office Workers* (by James L. and Lyn Clark)
  - D. *The Etiquette Advantage in Business* (by Peggy and Peter Post)
  
5. Business messages need to be written (7)
  - A. from the writer's viewpoint
  - B. with first-person pronouns like *I* or *me*
  - C. from the reader's viewpoint
  - D. with a focus on a goal that cannot be achieved

6. Which is the systematic control of records from the creation of the record to its final disposition?
- A. Record life control
  - B. Indexing
  - C. Records management
  - D. Microform
7. The enclosure notation on a letter should be keyed in two Enters after the (9)
- A. signature line
  - B. copy notation
  - C. reference initials
  - D. blind copy notation
8. When speaking with business associates from another country, which of the following should be avoided?
- A. Idioms
  - B. Movies
  - C. Food
  - D. Sports
9. Which of the following sentences is grammatically correct?
- A. It pays to look good.
  - B. The affect of these changes was good.
  - C. She has lain in the hospital bed for one week.
  - D. We set on the porch.
10. A business document that would be classified as a vital record is a
- A. corporate charter
  - B. catalog
  - C. bank statement
  - D. business report
11. Documents that are used temporarily and then disposed of are called: (1)
- A. nonrecords
  - B. inactive records
  - C. important records
  - D. records

12. An administrative professional has the responsibility for collecting information from different sources and (6)
- A. citing the originators of that information properly
  - B. providing a brief overview of each source used
  - C. explaining biases found in specific sources
  - D. limiting the number of sources cited in a report
13. The difficulty when trying to include slang expressions into business writing is to convey the (7)
- A. sender's intended meaning
  - B. meaning of technical language used
  - C. tone of the message
  - D. message using abstract words
14. Applying the Simplified Filing Standard Rules established by the Association of Records Managers and Administrators, Inc. for alphabetizing business names, which one of the following is placed first using alphabetical ordering?
- A. The \$1 Store
  - B. 50% Discount Store
  - C. The 50+ Travel Club
  - D. The #1 Hair Salon
15. The main purpose of an abstract or précis is to (9)
- A. condense an original source so the main points can be reviewed quickly
  - B. provide more detail about an original source for the reader
  - C. summarize the original source and provide additional references to support the information
  - D. Provide an addendum of additional information and references as a supplement to the original source
16. Which of the following filing storage systems is a direct access system?
- A. Subject storage
  - B. Numeric storage
  - C. Alphabetic
  - D. Geographic

17. According to the Association of Records Managers and Administrators, Inc. filing rules, which one of the following shows the correct indexing for U.S. Food and Drug Administration?
- A. Food/and/Drug/Administration
  - B. Administration/Food/and/Drug
  - C. U./S./Government/Food/and/Drug/Administration
  - D. United/States/Government/Food/and/Drug/Administration
18. Information that remains the same on a set of business forms is referred to as (2)
- A. plain text
  - B. microprinting
  - C. constant information
  - D. variable information
19. Which one of the following is an example of cultural preference for personal space? (12)
- A. Food delicacies differ worldwide
  - B. The main meal of the day in many countries is the noon meal
  - C. The work schedule in the US is generally 8:30 or 9 a.m. until 5 or 5:30 p.m.
  - D. People of Asian cultures do not like to be touched
20. When a record could be filed in more than one file location, (2)
- A. color coding the original document will be necessary
  - B. a tracking system is used to locate the original document
  - C. copies of the document need to be placed at each file location
  - D. a cross-reference is needed to indicate where the original document is filed
21. Reducing the number of hard copies needed in the office is the main purpose of a/an (10)
- A. telephone communication system
  - B. Internet Web server
  - C. mail distribution system
  - D. electronic mail system
22. When the simplified business letter format is used, the
- A. signature is not required
  - B. modified block indent is used
  - C. salutation and complimentary close are eliminated
  - D. salutation and complimentary close are in all caps

23. Three styles of business letters are: the direct approach, the indirect approach, and the persuasive approach. The indirect approach is preferable when
- A. making a request
  - B. selling a product
  - C. asking a favor
  - D. refusing a request
24. When floor space available for storage is limited, side-to-side storage is provided with a rotary file (1)
- A. a rotary file
  - B. a powered high-density storage system
  - C. lateral mobile storage units
  - D. lateral file cabinets
25. Select the statement that includes correct word usage. (7)
- A. In your report you can use all of these references except the bone by Brody.
  - B. Your list of references is already to be finalized.
  - C. Ms. Stevenson has all ready contributed her time to this special event.
  - D. Your report includes a bibliography for all references accept the one by Brody.
26. When leaving an appropriate telephone message, the caller needs to (10)
- A. provide a detailed message with all the information needed
  - B. reference a previous call or message left
  - C. plan the message in advance in case the receiver is not available
  - D. access any pertinent information that needs to be shared
27. What does the abbreviation co.cit mean?
- A. In the same place
  - B. Optional citation
  - C. In the work cited
  - D. Additional reference
28. A records retention schedule specifies the (1)
- A. process to be used in deleting the contents of an electronically stored document
  - B. method to be used in destroying a specific group of records
  - C. period of time a record should be stored
  - D. physical movement of a record from active to inactive storage

29. The correct position for on-arrival notations (such as Personal or Confidential) within a letter is
- A. a double space above the date at the left margin
  - B. a double space below the date at the left margin
  - C. centered after the salutation
  - D. centered before the salutation
30. The records being held in an archive are identified or listed in a/an (2)
- A. relative index
  - B. accession register
  - C. cross-reference
  - D. direct-access system
31. Gender-free language is evident in which one of the following sentences? (7)
- A. During the holiday season, a special black-tie dinner is planned for the corporate executives and their wives.
  - B. Each evening the cleaning woman tidied up the office and vacuumed the carpet.
  - C. Each administrative professional agreed to review the proposal for salary increases.
  - D. The flight attendant responded to his passengers' questions about the flight delay
32. A nasal or high-pitched voice is an example of
- A. voice quality
  - B. proxemics
  - C. body language
  - D. voice inflection
33. Electronic copies of business forms provided on an organization's intranet may be (1)
- A. opened and completed with constant information provided by the user
  - B. printed and variable information filled in later
  - C. opened and saved under appropriate file names
  - D. opened and completed with variable information provided by the user
34. To interpret nonverbal cues of others more accurately, you need to consider (4)
- A. making a final decision on the information you have
  - B. how inconsistent the nonverbal cues are with other signals
  - C. isolated nonverbal signs as primary indicators
  - D. obtaining more information from the sender

35. The Illinois Division of the International Association of Administrative Professionals mails a membership directory to each Illinois chapter once a year. Which one of the following statements is true about this type of mailing? (10)
- A. The ID president can enclose a short personal message
  - B. The directory can consist of unbound pages
  - C. A letter on ID letterhead cannot be included with the mailing
  - D. A printed form for updating addresses can be enclosed with the directory
36. Which of the following is not a technique that will help improve active listening skills?
- A. Do not let your mind wander
  - B. Listen for facts only
  - C. Minimize mental blocks and filters
  - D. Question and paraphrase
37. When a sender encrypts a message, (2)
- A. a public key is available only to the recipient to decode the message
  - B. casual hacking is easily accomplished
  - C. a private key is used by the recipient to decode the message
  - D. a message in plan text is the result
38. The process of marking the units of the filing name (or segment) by which the record is to be stored is called
- A. cross-referencing
  - B. inspecting
  - C. indexing
  - D. coding
39. An abbreviation included in an e-mail message needs to be (12)
- A. quoted within the message
  - B. commonly accepted for ease of interpretation
  - C. explained within the message
  - D. omitted from the e-mail message
40. A filing unit in an alphabetic system is defined as (3)
- A. a string of characters or a word
  - B. a person's full name
  - C. the official name of an organization
  - D. another name under which the record could be filed

41. The numeric method of filing is not particularly useful in the following situation:
- A. Law firms that assign a case number to each client.
  - B. Utility companies where street names and numbers are of primary importance.
  - C. Warehouses that stock by part numbers.
  - D. Insurance companies that keep records according to policy numbers.
42. Kristin Alyce Timlon is also known by her married name, Mrs. Jacob L. Stein. The cross-reference should be filled under (3)
- A. Jacob L. Stein (Mrs.)
  - B. Timlon, Kristin Alyce
  - C. Stein, Jacob L. (Mrs.)
  - D. Timlon-Stein, Kristin Alyce
43. Which of the following sentences or questions is grammatically correct?
- A. Whom did Professor Stewart prefer for the job?
  - B. Mr. Fitzgerald is the one whom helped me most in Cincinnati.
  - C. Give the package to whomever can identify it.
  - D. I will give the book to whomever will take it.
44. A number of employers are beginning to monitor employees' e-mail usage during company time because they are concerned about the (10)
- A. number of employees who are using e-mail for company business
  - B. information contained in e-mail messages that are being transmitted on company time
  - C. deletion of e-mail messages from intranets
  - D. increased productivity of employees when using e-mail systems
45. A compound sentence consists of two independent clauses joined with a (7)
- A. Comma
  - B. Conjunction
  - C. Semicolon and a conjunction
  - D. Comma and a conjunction
46. If the person you are calling is not in, you may be able to leave a message by (4)
- A. giving your name and telephone number
  - B. calling back later with more information
  - C. placing a station-to-station call
  - D. the voice-mail system

47. *To examine an inactive file requires Rogers to fill out a request form.* The subject of this sentence is (11)
- A. Rogers
  - B. To examine
  - C. file
  - D. form
48. Which of the following sentences or questions is grammatically correct?
- A. Which is easiest for you to do, the graph or a chart?
  - B. He asked the class to sit quietly and read.
  - C. Since both brands are good, order the least expensive one.
  - D. An union official would probably refuse an hourly wage.
49. Index the following names into filing units. Which one will be filed third? (3)
- A. U.S. Air Express, Inc.
  - B. United Parcel Service
  - C. USA Today
  - D. U.S. Department of the Treasury
50. When a numeric system is used, color coding can be applied to each folder so that (3)
- A. the folders can be seen easily when stored on open shelves
  - B. the computer system can locate individual folders more easily
  - C. misfiled folders can e more easily spotted on the open shelves
  - D. the files can be arranged in different filing sequences
51. *You should be a few minutes early to work each day if you want time to greet co-workers.* In this sentence, the independent clause is
- A. if you want time
  - B. if you want time to greet co-workers
  - C. early to work each day
  - D. you should be a few minutes early to work each day
52. Which one of the following situations would prompt the writing of a positive or favorable letter? (8)
- A. A request for information about a new cleaning service being offered by a company
  - B. A response to a request for information about a new product
  - C. A refusal to be a guest speaker at a community function
  - D. Granting an adjustment to a customer's balance

53. Which of the following sentences is grammatically correct?
- A. The attorney advised him to wave his right to the jury trial.
  - B. Although the objects were moving, they appeared to be stationary.
  - C. The principal's roll in discipline is important.
  - D. He plans to pedal fresh pears at the fair.
54. A duplex numeric system requires the maintenance of a list of numbers assigned to the major categories within the system in a/an (3)
- A. sequential filing system
  - B. filing segment
  - C. accession record
  - D. relative index
55. The words or symbols selected to convey the message can be (4)
- A. spoken (verbal)
  - B. gestures or facial expressions (nonverbal)
  - C. a combination of verbal and nonverbal communication
  - D. encoded in more than one way
56. Which one of the following statements includes a nonrestrictive clause correctly punctuated? (10)
- A. The communication approach, that makes the most positive impression, is the direct approach.
  - B. The communication approach that makes the most positive impression is the direct approach.
  - C. The communication approach, which is used the most often in persuasive letters, is the indirect approach.
  - D. The person, who communicates the most positive impression, writes the most concise message.
57. Specific information about a particular company or industry can best be found by searching (6)
- A. Internet Web sites
  - B. libraries
  - C. published books and articles
  - D. personal contacts
58. Which one of the following research activities will yield primary data? (6)
- A. A research study conducted by two professors in a nearby university
  - B. An interview with a business professional in the field
  - C. A book on the topic authored by two business practitioners
  - D. An article appearing in the latest issued of *Business Week Online*

59. A well-written business letter should create a positive impression when the receiver reads the message. The words well-written are hyphenated because they (11)
- A. are always hyphenated
  - B. represent a word that is missing
  - C. modify a noun as a compound adjective
  - D. appear before an adjective
60. When you give a positive response to the reader for part of a request, the message should begin with the (8)
- A. details that support the positive response
  - B. negative response
  - C. details that support the negative response
  - D. positive response
61. The exchange of information between speakers and listeners requires that (4)
- A. only the intended meaning is conveyed
  - B. the roles of speakers and listeners are shared
  - C. nonverbal communication becomes less important
  - D. such communication is external in nature
62. Which one of the following sentences containing numbers is written correctly? (11)
- A. For the mailing, Ripley purchased one hundred fifty 37-cent stamps.
  - B. Seventy-five administrative professionals attended the CPS seminar.
  - C. July 17<sup>th</sup> will be an excellent day for the company picnic.
  - D. The meeting of the ad hoc committee is scheduled for today from 3:00 to 4:15 p.m.
63. For communication to take place, an idea has to be formulated into a message during the part of the communication process called (4)
- A. interpreting
  - B. encoding
  - C. decoding
  - D. transmitting the message
64. Which of the following records are essential to the effective, continued operation of an organization and should never be destroyed?
- A. Vital records
  - B. Useful records
  - C. Nonessential records
  - D. Important records

65. The Web site that provides access to directories for businesses and services in all 50 states in the United States is the (6)
- A. *Fortune* magazine
  - B. Resourcelinks Business Directory
  - C. *Thomas Register of American Manufacturers*
  - D. *Standard and Poor's Corporation Directory*
66. When you are introducing yourself to a business associate, you should (12)
- A. wait for the other person to extend his or her hand first
  - B. wear a nametag on the right shoulder
  - C. stand up, smile, and greet the person
  - D. stand up, approach the person, and extend the right hand for a handshake
67. The financial reporting for the convention includes (5)
- A. sending follow-up correspondence to all who assisted with the convention
  - B. distributing copies of the proceedings to speakers and participants
  - C. developing a reference file of all procedures used before, during, and after the convention
  - D. preparing checks for honorariums and expenses for guest speakers
68. A standing committee is appointed for a definite term and assigned (5)
- A. temporary responsibility to solve a specific problem
  - B. a particular problem to study and investigate
  - C. specific goals to achieve during the term served
  - D. day-to-day operations to supervise
69. Each memorandum that is written should pertain to (8)
- A. any topics that need consideration at this time
  - B. only one topic or objective
  - C. the receiver's point of view
  - D. favorable topics to be discussed
70. Items of business to be presented and discussed during a meeting are included in (5)
- A. an agenda
  - B. minutes
  - C. a petition
  - D. a resolution

71. Which one of the following relates to an attitude that is effective in communicating with a person of another culture? (5)
- A. Evaluating the other person's behavior during the discussion
  - B. Receiving feedback during the discussion
  - C. Looking around the room occasionally to see what other business associates are doing
  - D. Paying attention to the personal and public space preferred by the other person
72. Which one of the following would be considered an information salutation? (9)
- A. Dear Mr. Kincaid
  - B. Dear Dr. Saribha
  - C. Dear Ms. Johnsberg
  - D. Dear Charles
73. If one or more business associates use English as a second language, a technique that may be helpful is to (5)
- A. check for feedback at the end of the conversation
  - B. use jargon so technical terms can be interpreted easier
  - C. observe the nonverbal cues communicated by the business associates
  - D. confirm agreements verbally rather than in written form
74. Use of electronic mail decreases the (8)
- A. effectiveness of sending and receiving information
  - B. amount of information that can be transmitted at one time
  - C. conciseness of the message that is being sent
  - D. cost of communicating through a network
75. The most accepted style for the date line is (9)
- A. 2/07/200x
  - B. February 7, 200x
  - C. 7 February 200x
  - D. Feb. 7, 200x

Office Administration  
Answer Sheet  
Exam

1.	B	2.	D	3.	A	4.	D
5.	C	6.	C	7.	C	8.	A
9.	C	10.	A	11.	A	12.	A
13.	A	14.	A	15.	A	16.	C
17.	C	18.	C	19.	D	20.	D
21.	D	22.	C	23.	D	24.	C
25.	A	26.	C	27.	C	28.	C
29.	B	30.	B	31.	C	32.	A
33.	D	34.	D	35.	C	36.	B
37.	C	38.	D	39.	B	40.	A
41.	B	42.	C	43.	A	44.	B
45.	D	46.	D	47.	B	48.	B
49.	D	50.	C	51.	D	52.	D
53.	B	54.	D	55.	C	56.	B
57.	A	58.	B	59.	C	60.	D
61.	B	62.	B	63.	B	64.	A
65.	B	66.	D	67.	D	68.	C
69.	B	70.	A	71.	D	72.	D
73.	C	74.	D	75.	B		