|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Today, there is no single standard dress code for the workplace.

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

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 4 |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2. Your appearance should be appropriate for the group you work with.

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

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 4 |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3. You should dress in the same business casual every day, even if you have important meetings or presentations.

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

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 6 |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 4. Business casual means anything goes (sneakers, jeans, t-shirts, etc).

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

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 6 |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 5. Shoes that are dull, scuffed, or scratched can ruin an otherwise professional appearance.

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

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 8 |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 6. Powdered soaps tend to dissolve more effectively in water than liquid detergents.

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

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 8 |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7. Your greeting helps you make a positive first impression on new acquaintances.

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

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 12 |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 8. When posting on controversial Web sites, you should consider using an anonymous persona.

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

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 16 |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 9. Awkward speech habits are more obvious when you speak slowly.

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

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 14 |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 10. International standard business attire includes suits, jackets, dresses, long-sleeved shirts, ties, and leather shoes. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 4 |
| *QUESTION TYPE:* | Modified True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 11. A relaxed dress code adopted by many companies is commonly called dress casual. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| *ANSWER:* | False - business casual |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 6 |
| *QUESTION TYPE:* | Modified True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 12. Navy and black are the classic colors for business suits. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| *ANSWER:* | False - Navy and gray |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 6 |
| *QUESTION TYPE:* | Modified True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 13. Business suits, silk shirts and ties, woolens, and similar items should be machine washed. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| *ANSWER:* | False - professionally dry-cleaned |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 8 |
| *QUESTION TYPE:* | Modified True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 14. Personal hygiene is the practice of maintaining cleanliness and health. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 10 |
| *QUESTION TYPE:* | Modified True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 15. Facial hair on men should be groomed at least once a week. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| *ANSWER:* | False - day |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 10 |
| *QUESTION TYPE:* | Modified True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 16. If you use fragrance, it should be lightly scented, and not distracting. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 10 |
| *QUESTION TYPE:* | Modified True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 17. When you are wearing a name tag, wear it high on the left shoulder so it remains visible as you shake hands. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| *ANSWER:* | False - right |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 12 |
| *QUESTION TYPE:* | Modified True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 18. Diction is the degree of clarity and proper pronunciation in your speech. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 14 |
| *QUESTION TYPE:* | Modified True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 19. The publicly searchable information available about you makes up your resume. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| *ANSWER:* | False - online persona |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 16 |
| *QUESTION TYPE:* | Modified True / False |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 20. Studies suggest that most people form opinions about a person \_\_\_\_.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | within the first minute or two of interaction | b.  | after they have met their family |
|   | c.  | after knowing them for at least a month | d.  | based on hearsay from co-workers |

|  |  |
| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 1 |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 21. A classic piece of career advice is to dress \_\_\_\_.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | for the job you have, not the job you want | b.  | for the job you want, not the job you have |
|   | c.  | casually if you are unsure of dress code | d.  | in bright, flashy attire so you will stand out |

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 2 |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 22. Why are people with a significant amount of responsibility expected to dress and act more formally?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | To help colleagues understand their role in the organization | b.  | To reflect their level of responsibility |
|   | c.  | To set them apart from the rest of the organization | d.  | All of the above |

|  |  |
| --- | --- |
| *ANSWER:* | d |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 2 |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 23. Whom should you ask about a company’s dress codes and expectations when starting a new job?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | Your co-workers | b.  | Rely on your own casual observations |
|   | c.  | Your manager or human resources | d.  | No one, you know what looks best on you |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 4 |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 24. How should you dress on the first day of a new job to make a positive first impression?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | Dress casually, you don’t want to be overdressed | b.  | Dress like you did when you were a student in school |
|   | c.  | Wear a business suit, you can always remove your jacket | d.  | Wear bright, flashy colors so you’ll stand out |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 4 |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 25. How many business suits should you own?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | Only one | b.  | At least two |
|   | c.  | Three to four | d.  | One for every day of the week |

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 6 |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 26. What is a benefit of buying well-constructed clothing in classic styles?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | It can be used as an investment in your professional career | b.  | It will prove to be economical in the long run |
|   | c.  | It stands up well to wash and wear | d.  | All of the above |

|  |  |
| --- | --- |
| *ANSWER:* | d |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 8 |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 27. Your hairstyle should be \_\_\_\_.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | conservative, matching your job and position | b.  | long, showing that you can stick to a task |
|   | c.  | short, showing that you are trendy | d.  | flashy, indicating that you are a risk taker |

|  |  |
| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 10 |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 28. How long should you shake someone’s hand before releasing your grip?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | three seconds | b.  | five seconds |
|   | c.  | eight seconds | d.  | ten seconds |

|  |  |
| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 12 |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 29. In reference to your online persona, whom should you share personal information with?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | Everyone on the Internet | b.  | Only the people you work with |
|   | c.  | Your friends | d.  | Everyone on Facebook |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 16 |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 30. What is the best way to remove negative content about yourself from a Web site you do not control?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | a.  | Threaten the Web site owner with a lawsuit | b.  | Contact your local law enforcement agency |
|   | c.  | Hack into the Web site and remove it yourself | d.  | Send a polite letter to the Web site owner asking them to remove it |

|  |  |
| --- | --- |
| *ANSWER:* | d |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 16 |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 31. Your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is how you combine clothing, grooming, behavior, and speech to represent yourself to others.

|  |  |
| --- | --- |
| *ANSWER:* | image |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 2 |
| *QUESTION TYPE:* | Completion |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 32. A \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is someone who plays a central role in a project, problem, or decision and has interest in its outcome.

|  |  |
| --- | --- |
| *ANSWER:* | stakeholderstake holder |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 2 |
| *QUESTION TYPE:* | Completion |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 33. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is acceptable in most industries as long as it is short and neatly trimmed.

|  |  |
| --- | --- |
| *ANSWER:* | Facial hair |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 10 |
| *QUESTION TYPE:* | Completion |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 34. An \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a sentence or two that introduces you to someone else during the length of an elevator ride, which is about 15-30 seconds.

|  |  |
| --- | --- |
| *ANSWER:* | elevator speech |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 13 |
| *QUESTION TYPE:* | Completion |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 35. People frequently blend sounds together, or \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ when they speak.

|  |  |
| --- | --- |
| *ANSWER:* | assimilate |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 14 |
| *QUESTION TYPE:* | Completion |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 36. Explain the laundering do’s and don’ts of maintaining a professional wardrobe.

|  |  |
| --- | --- |
| *ANSWER:* | Do wash and dry clothes according to instructions on the care label.Do separate colors, whites, and delicate items into different loads.Do use laundry detergent according to manufacturer’s instructions, especially for measuring the proper amount.Do protect colored clothes by turning them inside-out.Do use a tape roll or brush to remove pet hair or lint.Don’t forget to wash garments after wearing them once or twice.Don’t wash cotton clothing in hot water.Don’t machine-wash delicate garments or those marked as dry-clean only. |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 9 |
| *QUESTION TYPE:* | Essay |
| *HAS VARIABLES:* | False |
| *TOPICS:* | Critical Thinking |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 37. Explain the do’s and don’ts of greeting people.

|  |  |
| --- | --- |
| *ANSWER:* | Do greet people with a smile and customary expression such as “Good morning.”Do shake hands firmly when meeting someone for the first time.Do smile and make eye contact as you greet someone.Do introduce yourself when you meet someone for the first time.Don’t ignore someone you don’t know when you enter a room.Don’t shake hands too weakly or too strongly.Don’t remain seated when introducing yourself to someone. |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 13 |
| *QUESTION TYPE:* | Essay |
| *HAS VARIABLES:* | False |
| *TOPICS:* | Critical Thinking |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |
| --- |
| Elizabeth is traveling on a business trip to meet with prospective clients. She will meet with the same group of clients over a four-day period. She doesn’t want to check her luggage and deal with the long lines at baggage claim, so she will need to pack lightly to fit her belongings into a carry-on. |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 38. How many suits and blouses should Elizabeth pack for this trip?

|  |  |
| --- | --- |
| *ANSWER:* | Two suits, four blouses. |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 9 |
| *QUESTION TYPE:* | Subjective Short Answer |
| *HAS VARIABLES:* | False |
| *PREFACE NAME:* | Case A-1 |
| *TOPICS:* | Critical Thinking |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 39. In order to look crisp and neat for her meetings, what should Elizabeth do with her clothes once she reaches the hotel?

|  |  |
| --- | --- |
| *ANSWER:* | Unpack and hang up her clothes. |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 9 |
| *QUESTION TYPE:* | Subjective Short Answer |
| *HAS VARIABLES:* | False |
| *PREFACE NAME:* | Case A-1 |
| *TOPICS:* | Critical Thinking |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 40. When selecting shoes to take on her trip, Elizabeth should choose shoes that are both professional and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

|  |  |
| --- | --- |
| *ANSWER:* | comfortable |
| *POINTS:* | 1 |
| *REFERENCES:* | Professionalism 9 |
| *QUESTION TYPE:* | Subjective Short Answer |
| *HAS VARIABLES:* | False |
| *PREFACE NAME:* | Case A-1 |
| *TOPICS:* | Critical Thinking |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Identify whether the statements pertaining to improving your speech habits are do’s or don’ts.

|  |  |
| --- | --- |
| a.  | Do |
| b.  | Don’t |

|  |  |
| --- | --- |
| *REFERENCES:* | Professionalism 16 |
| *QUESTION TYPE:* | Matching |
| *HAS VARIABLES:* | False |
| *DATE CREATED:* | 5/3/2016 4:00 PM |
| *DATE MODIFIED:* | 5/3/2016 4:00 PM |

 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 41. Read aloud to improve your diction, which is the clarity and proper pronunciation of words.

|  |  |
| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |

 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 42. Listen and mimic professional speakers such as news anchors.

|  |  |
| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |

 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 43. Assimilate, or blend sounds together when you speak.

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |

 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 44. Develop a rich vocabulary so you can speak fluently and expressively.

|  |  |
| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |

 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 45. Speak quickly, especially in a professional setting.

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |

 |