

Name _____ Date _____ Period _____

Workplace Communication Situations

Circle the correct answer.

1. Madison is resigning from her company. Which is the best way for Madison to communicate this information?
 - a. Text her supervisor.
 - b. Speak to her supervisor in person.
 - c. Send a group email to her supervisor, co-workers, and customers.
 - d. Leave a sticky note on her supervisor's desk.
2. Ahmad is attending a work meeting. When is it appropriate for him to use his smartphone?
 - a. If the meeting is boring.
 - b. If the speaker cannot see him using it.
 - c. If his supervisor is not present.
 - d. If the meeting specifically requires the participants to access information online.
3. Carla works at an accounting office. Which of the following should she do before sending a work-related email?
 - a. Check that the names and addresses of the intended recipients are correct.
 - b. Ensure the email has a subject line, required attachments, a pleasant greeting, and her contact information.
 - c. Proofread and check for confidential information in the email and its attachments.
 - d. All of the above.
4. Reggie works at a sporting goods store. Which is the best way to answer the store's telephone on a busy day?
 - a. "Please hold."
 - b. "Can you call back later?"
 - c. "Thanks for calling XYZ Sports. This is Reggie. Can you please hold for a minute?"
 - d. "XYZ Sports. What do you need?"
5. Olivia is careful of how she communicates with people at work. Which is an example of positive nonverbal communication?
 - a. Smiling and nodding
 - b. Asking and answering questions
 - c. Crossing her arms and sighing
 - d. Rolling her eyes and frowning
6. Josh needs to place a non-urgent order with the sales representative at an office supply company. What should Josh do if the representative does not answer the telephone?
 - a. Josh should call every 10 minutes, but he should not leave a voicemail message.
 - b. Josh should leave a voicemail message that includes his name, company name, phone number, and reason for calling.
 - c. Josh should also send a text and email.
 - d. Josh should call the representative's supervisor if Josh does not receive a response within 15 minutes.
7. Taylor is an office manager. He should do all the following prior to emailing a spreadsheet to a co-worker EXCEPT-
 - a. Check that hidden rows do not contain confidential or sensitive information.
 - b. Ensure formulas and links work properly.
 - c. Proofread for errors and typos.
 - d. Choose unusual font sizes and colors.
8. Zoe is a computer technician. An older customer is asking the same questions repeatedly. What should Zoe do?
 - a. Tell the customer, "You already asked that question, sir."
 - b. Sigh and roll her eyes at the customer.
 - c. Try using different words, a drawing, or a demonstration to answer the questions.
 - d. Stop answering the customer's questions.

Day 2

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Workplace Communication Situations – cont.

9. José is delivering a sales presentation. During his presentation, José should do all of the following EXCEPT-
 - a. Make eye contact with the audience.
 - b. Talk at an appropriate speed and volume.
 - c. Look down and read directly from his notes.
 - d. Remember to breathe and smile.
10. Jackie is unhappy with her performance review and salary. She schedules a face-to-face meeting with her supervisor. Which of the following should Jackie also do?
 - a. Plan to meet in a quiet location away from co-workers and customers.
 - b. Remain calm, poised, and focused.
 - c. Ask her supervisor for specific feedback, examples, and improvement ideas.
 - d. All of the above.
11. Mr. Ling is responsible for updating the company's social media sites. Mr. Ling should do all of the following EXCEPT-
 - a. Proofread for content, grammar, spelling, capitalization, and punctuation mistakes.
 - b. Credit the sources of any statistics, photographs, or quotes.
 - c. Use a highly controversial event or idea to grab the viewer's attention.
 - d. Ensure no confidential or proprietary company information is revealed.
12. Mia is participating in a conversation. Which demonstrates her good listening skills?
 - a. Nodding and making eye contact.
 - b. Checking her phone for text messages.
 - c. Looking around the room.
 - d. Interrupting the person to ask a question.
13. Tomorrow Emma will participate in a videoconference call. Prior to the call, she should do all of the following EXCEPT-
 - a. Practice using the equipment.
 - b. Find a chair with wheels so she can move around during the call.
 - c. Minimize background noise.
 - d. Put away her mobile devices and any other potential distractions.
14. Marcus is responsible for requesting price estimates for a building expansion. Which is the best format to request that the companies submit their estimates?
 - a. Written document
 - b. Telephone conversation
 - c. Face-to-face conversation
 - d. Any of the above
15. Which is NOT true about workplace email communication?
 - a. Emails are informal and do not require complete sentences or proper grammar.
 - b. Companies often monitor their employees' work email accounts.
 - c. Emails should be responded to promptly and in a professional manner.
 - d. Email attachments and links can contain malware and viruses.
16. When should text messages be used in the workplace?
 - a. To share large amounts of information.
 - b. To share confidential information.
 - c. To share inappropriate jokes.
 - d. To share urgent information, provide a quick response, or ask a simple question.