**BUSINESS ETIQUETTE**

1)  When making an introduction, who is introduced first?

A) the person of greatest importance

B) the person with the highest title

C) the oldest person in the room

D) the host or boss

2)  When shaking hands in the United States, those who avert their eyes are viewed as \_\_\_.

A) lacking confidence

B) honest

C) trustworthy

D) hustlers

3)  When speaking to a large audience, what should be avoided?

A) using acronyms

B) thanking the host and the audience

C) using a microphone

D) promoting a book the speaker wrote

4)  What is one characteristic of a speech's message that should be avoided?

A) telling the truth

B) using stereotypes

C) using respectful language

D) using engaging content

5)  All but one person has been served their food at a business meal, what should the people that have received their food do?

A) start eating, but take very little bites

B) start eating

C) wait to eat until everyone has been served their food

D) ask the waiter how long the wait will be

6)  If you wish to speak without interrupting, you may send a nonverbal signal by \_\_\_.

A) looking at someone else

B) opening your mouth slightly

C) spinning your eyes

D) ignoring the speaker

7)  Lorna received a voicemail message from a potential vendor she looked into for an upcoming company event. She has decided **not** to go with that company and doesn't have a lot of time before the event to call the company back. What should she do?

A) ignore the message

B) call the vendor company and tell them her decision

C) do not waste time calling the vendor company

D) send a quick e-mail to the vendor company

8)  Where should your phone be placed during a business meeting with a potential client?

A) out of sight

B) on the table

C) at your ear

D) by your computer

9)  Thomas's boss complimented him on his netiquette, what is netiquette?

A) how a person behaves online

B) intelligence of a person

C) appropriate table manners

D) athletic abilities

10)  When is it acceptable to copy lines of text from a website without giving the author permission?

A) it is not permissible to plagiarize text at any time

B) for educational or business purposes

C) when making Facebook posts

D) when creating a new website that needs content

11)  Lisa is the secretary at Larson Psychiatry and her good friend's parents are new clients for marital counseling. Lisa doesn't think her friend knows her parents are receiving counseling but thinks she would like to know. What term best describes what Lisa would be breaking if she told her friend?

A) contract

B) agreement

C) secrets

D) confidentiality

12)  Ryan is continually late, what does this suggest to the people who he is meeting with?

A) traffic was congested today for Ryan

B) Ryan does not know how to tell time

C) Ryan does not respect other people's time

D) Ryan is a busy person

13)  Mr. Peterson needs to cancel a meeting with a potential client, Mrs. Pippen. Mr. Peterson's assistant, Mr. Jordan has been the primary contact for Mrs. Pippen and scheduled her appointment to meet with Mr. Peterson. Who should call to cancel the appointment?

A) Mrs. Pippen

B) Human Resource Department

C) Mr. Jordan

D) Mr. Peterson

14)  Dena is traveling aboard to several different countries to conduct business in the next two years. She wants to buy a couple outfits that she can wear in any country, look professional, and fit in with the business culture. What type of outfits would be the most universally professional in any country?

A) khaki pants with nice polos

B) tailored business dresses with a blazer

C) pant suits with business jackets

D) tailored pencil skirts with white button up shirts

15)  When using chopsticks in Japan to eat rice, where should you avoid placing your chopstick?

A) right in front of you, parallel to the table's edge

B) in your hand to eat the rice

C) sticking straight up in your bowl of rice

D) resting on a chopstick holder

1) A

2) A

3) A

4) B

5) C

6) B

7) B

8) A

9) A

10) A

11) D

12) C

13) D

14) C

15) C