Etiquette Test Keys and Discussion Guide

Etiquette Test 1 - Key
Professional Image, Introductions, Networking, Workplace Manners, Coping With Cubicles, and Interacting With Superiors

1. If you are interviewing for a job with a company that has a dress-down policy, you should wear your best casual outfit to the interview to show that you want to fit in.
   ___ True ___ False

Explanation:
For job interviews you should dress conservatively. If you would like to be sure about what to wear, you might call the interviewer’s secretary or organization’s personnel office and ask what is appropriate.

2. In a new position you are pleasantly surprised to find that your boss is about your age and seems to be very friendly. The best strategy for your career is to strive to become good buddies with the boss.
   ___ True ___ False

Explanation: It is unwise to expect to become good buddies with your boss. Strive to do your job well and professionally, but do not promote outside-of-work relations.

3. You panic when you can’t remember the name of someone you have met before. The best strategy is to make believe you remember the person and try to engage in small talk while searching for clues to the person’s identity.
   ___ True ___ False

Explanation: You should calmly say, “I remember meeting you, but I can’t remember your name.” Don’t try to bluff your way through your encounter. Because many people can’t remember names, you should help others remember yours by announcing it when you greet someone who may have forgotten your name. Don’t expect people to remember your name.

4. You are taking a new employee, Meredith Lee, around introducing her to the office staff. The vice president shows up in the hallway. You should introduce him by saying, “Meredith, I’d like you to meet Mr. Richmond, our vice president.”
   ___ True ___ False

Explanation: You should say, “Mr. Richmond, I would like to introduce Meredith Lee, a new office employee.” Introduce older and more senior people to younger, lower-ranking people.

5. When a woman is introduced to a man, he should wait for her to extend her hand first.
   ___ True ___ False

Explanation: It is no longer necessary for a man to wait for a woman to extend her hand. Men and women are workplace equals today.

6. At a business networking function, you should wait until the end of a conversation to pass out your business card.
**X_ True  ___ False**

**Explanation:** Do not offer your business card immediately and always pass each card out personally. Don’t distribute cards as if they were flyers.

7. Although you should never take home company equipment or major supplies, most employees are entitled to take home small items such as paper, folders, pens, and so forth.  
 ___ True  ___X_ False  

**Explanation:** Never take home any office supplies. No matter how entitled you feel, it is thievery.

8. You work in a cubicle office environment, and everyone is quite friendly. You overhear Jeff, who is two cubicles away, ask who is in charge of the Ryerson account. You know who it is, but you should stifle the urge to shout it out over the cubicles.  
 _X_ True  ___ False  

**Explanation:** Do not chime in to conversations overheard through cubicle walls. Respect each other’s privacy.

9. In interacting with superiors, you should support your boss’s decisions even though you think you might have made a better decision.  
 _X_ True  ___ False  

**Explanation:** It is your responsibility to support your boss’s decisions, even if you disagree with them. You can strive to make changes, but do so constructively and through the proper channels.

10. If your office you rarely drink the coffee or eat the pastries that are often available. Although everyone is expected to contribute to these office treats, you are justified in refusing because you seldom partake of the goodies and you feel that it is not your obligation to support the snacking habits of others.  
 ___ True  ___X_ False  

**Explanation:** In an office environment, if everyone contributes and if you occasionally use the coffee or pastries, you are obligated to contribute. Always contribute your fair share toward group gifts, treats, or housekeeping.
Etiquette Test 2 - Key

Manager's Manners, Business Meetings, Business Gifts, Business Cards, Dealing With Angry Customers, and Telephone Manners

1. As a manager, you are upset because your employee Mike is habitually late for meetings. You would like to reprimand him in front of everyone so serve as a lesson, but the better plan is to speak to him privately.
   ___ True ______ False

   **Explanation:** Delivering bad news such as a reprimand is better done privately. If your goal is to change behavior, private talks are more effective than humiliating public dress-downs.

2. If a business meeting is particularly long and boring, it is acceptable to perform light grooming practices such as combing your hair, putting on lipstick, or clipping fingernails.
   ___ True ______ False

   **Explanation:** Never, never perform grooming tasks at a business meeting. It is impolite and unprofessional.

3. As a manager, you learn that your employee Barbara must have exploratory surgery. Other employees ask you why Barbara is missing work. You may explain Barbara’s absence to those who work directly with her so that they are properly informed and sympathetic.
   ___ True ______ False

   **Explanation:** Never divulge personal or confidential information told to you by employees.

4. If you have been invited to attend a meeting of a group you have never met before, you should enter the room and take an empty seat without causing a fuss.
   ___ True ______ False

   **Explanation:** You should wait to sit down and ask where you may sit.

5. In an office environment, it is unbusinesslike and unprofessional to give gifts for birthdays, personal milestones such as a marriage or new baby, or thank-yous for help with a difficult client or project.
   ___ True ______ False

   **Explanation:** Gifts are appropriate for work-related anniversaries, birthdays, personal milestones, or help with projects.

6. Giving a personal gift to your boss is acceptable if the gift is expensive and tasteful.
   ___ True ______ False

   **Explanation:** It is generally not a good idea to give personal or expensive gifts to your boss.

7. At a social event, you may give your business card to an acquaintance, but you should not strike up a business-related discussion.
   ___ True ______ False
**Explanation:** You may offer your card privately to someone at a social event, but delay business talk until another day.

8. In dealing with angry customers who will not calm down, you should take the number of the person and call back the next day.
   
   _X_ True    ___ False

**Explanation:** If it is impossible to calm an angry customer, take the person’s number and promise to call the next day. Then keep your promise.

9. If you have caller ID and you recognize an incoming call, you should pick up the phone and greet the caller with his first name to save time and project a friendly manner.
   
   ___ True    _X_ False

**Explanation:** Greeting an individual with his or her first name (by using caller ID) may startle the caller and imply that you are sneaky.

10. To be most efficient, you should interrupt a phone call to answer an incoming second call.
    
    ___ True    _X_ False

**Explanation:** Avoid cutting off one call to accept another. It is rude and irritating to the initial caller. It says that the second call is more important. If absolutely necessary, ask permission to put the first caller on hold. Answer the second call but ask if you may call back.

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**Etiquette Test 3 - Key**

**Cell Phones, E-Mail, Gender-Free Relations, Business Dining, Etiquette Abroad**

1. When you arrive at a restaurant for a business meal, it is acceptable to place your cell phone on the table so that you can answer it quickly and not disturb the people at surrounding tables.
   
   ___ True    _X_ False

**Explanation:** Never place your cell phone, briefcase, or anything dirty on a restaurant table.

2. If you receive an e-mail message from Marci that contains explicit information that you know must be passed on to Mike, you should automatically forward the message to Mike to save you the trouble of rekeying it.
   
   ___ True    _X_ False

**Explanation:** Never forward messages without asking permission. The original message was written for your eyes. It may contain information or a perspective not intended for anyone else.

3. If a group of businesspeople are approaching a door, the first male should hold the door for any woman in the group.
   
   ___ True    _X_ False

**Explanation:** The first person should hold the door for whoever follows, regardless of gender.
4. In an elevator, male occupants should wait for female occupants to exit before they do.
  ___ True ___ False

**Explanation:** The person closest to the door should exit first. Today’s workplace is gender neutral.

5. If a man has been invited to a business lunch by a businesswoman, he should offer to pay for his own lunch even if the host has made it clear that she is paying.
  ___ True ___ False

**Explanation:** Expect the host, whether male or female, to pay for a meal. Don’t offer to pay for your own meal.

6. As an invited guest at a business dinner, you should not order beer, wine, appetizers, or desserts unless the host does.
  ___ True ___ False

**Explanation:** You should not order liquor, appetizers, or desserts unless the host does, and your meal should not cost more than the host’s.

7. At a business lunch, it is permissible to discuss topics such as sex, politics, or religion only if you know the other guests very well.
  ___ True ___ False

**Explanation:** Sex, politics, religions, and other sensitive topics are off limits no matter how well you think you know the others.

8. The first thing you should do when you sit down at a restaurant table is put your napkin in your lap.
  ___ True ___ False

**Explanation:** You should put your napkin in your lap, unless it is a formal occasion, in which case you wait for the host to do so.

9. When traveling abroad, you should open doors and allow older businesspeople to be seated before you.
  ___ True ___ False

**Explanation:** Show respect by opening doors and allowing older businesspeople to be seated first.

10. When traveling abroad on business, you should show your enthusiasm and friendliness with expansive gestures and first-name conversations.
    ___ True ___ False

**Explanation:** When abroad, it’s wise to remember that Americans are often accused of being too loud and overly expressive with body language. Show restraint.