Office Management & Communication Skills

1. In a loose and general sense, the office is termed as the place or area where one has to work at a desk in discharging one's professional or job duties.
   (a) True  
   (b) False

2. Location problems arise under the following conditions:-
   (a) Increased volume of work may require a change in office location
   (b) At the time of starting a new business enterprise
   (c) When lease for office premises has expired and owner of the premises is not prepared to renew it
   (d) All of the above

3. Centralizing the services in general office, the functional departments are relieved and are free to attend to more:-
   (a) Technical problems
   (b) Serious problems
   (c) Urgent problems
   (d) Difficult problems

4. The services provided by the office is interrelated.
   (a) True
   (b) False

5. Ability to handle machines is now a necessary qualification for office staff at:-
   (a) a) Clerical level
   (b) b) Supervisory level
   (c) c) Managerial level
   (d) d) Both (a) & (b)
6. In the ____________ pattern, all communications are channeled through superior.
   (a) Wheel
   (b) Chain
   (c) Y
   (d) None of the above

7. A live chat on the Internet is an example of:-
   (a) One-way communication
   (b) Formal communication
   (c) Two-way communication
   (d) None of the above

8. The main objectives of communication are:-
   (a) Entertainment
   (b) Education
   (c) Information seeking and information dissemination
   (d) All of the above

9. In an organization, communication can flow:-
   (a) Vertically
   (b) Laterally
   (c) Both of the above
   (d) None of the above

10. All communication occurs within some kind of context and it is particularly true of ________ communication.
    (a) Organizational
    (b) Individual
    (c) Personal
    (d) None of the above