

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