** GENERAL ETIQUETTE QUIZ **

1. In the business arena:
   1. Only men should stand for handshaking and all introductions
   2. Only women should stand for handshaking and all introductions
   3. It is not necessary for men or women to stand for handshaking and all introductions

d) Both men and women should stand for handshaking and all introductions

2. For easy reading, one’s name badge should be worn:

* 1. On the left shoulder
  2. On the right shoulder
  3. On the left hip

d) Around one’s neck

3. The best way to meet people at a business or social function is to:

* 1. Head for the bar or buffet immediately upon arrival
  2. Introduce yourself to two people who are standing close and talking softly
  3. Look confident, standing in the center of the room, and wait for someone to approach you

d) Introduce yourself to a person standing alone

e) Stick close to those you know very well and forget about the rest

4. When two business people communicate, how far apart should they stand?

* 1. 1.5 feet
  2. 3 feet
  3. 7 feet

5. When making a business introduction, you should:

* 1. Wing it
  2. Introduce the less important/junior person to the more important/senior person
  3. Introduce the more important/senior person to the less important/senior person

d) Don’t do anything. It is their responsibility to introduce themselves.

6. When answering a business phone, always answer

* 1. With a simple hello. It sounds more approachable and less pretentious.
  2. With your name
  3. With your name, department, title, and a greeting

7. You have just heard a coworker in the cubicle next to yours speak rudely to a client on the phone. You should:

a) Wait until the call is finished, then tell the person that their behavior is unacceptable

b) Tell your boss

**c)** Respect your co-worker’s privacy and refrain from commenting

8. When you are dining with someone important and your cell phone rings, you:

* 1. Answer it within two rings and keep the call brief

b) Ignore it and pretend that someone else’s phone is ringing

**c)** Apologize and turn the phone on silent mode. The person you’re with takes

priority.

d) Apologize, step away from the table, and take the call in the lobby or restroom.

9. When exiting an elevator and a more senior person is toward the back, always:

* 1. Step aside to let the more important person exit first

b) Exit first if you are closest to the door

10. When you reach a doorway at the same time as another person, the following rules apply:

* 1. Whoever arrives first should open it and hold it for those who are following
  2. Men should always open doors for women
  3. Women should open doors for men to prove that they are no longer oppressed

d) Always open the door for someone of either sex if that person has his or her hands full

11. When expressing thanks to someone who has given you a gift, you:

* 1. Send an email because it is faster and more efficient
  2. Send a handwritten note within 48 hours
  3. Pick up the phone and call within 72 hours

d) Consider a verbal thank you sufficient