

Name _____

True/False

Indicate whether the statement is true or false by writing *T* or *F* on the line below the statement.

1. Managing your time effectively has no impact on your success.

2. Time is a valuable resource that should be used wisely.

3. A time log is of no use in helping you determine how effectively you use your time.

4. Time management systems can help you identify peak and slack work periods.

5. Planning your daily work activities will help you forget tasks that need to be completed.

6. A tickler file is an alphabetic system for keeping track of future actions.

7. Reminder systems can be either manual or electronic.

8. If both you and your coworkers schedule appointments for the same person, you need to coordinate appointment calendars so that they are consistent.

9. Many companies provide modular workstations that can be arranged to meet specific user needs.

10. An organized desktop will decrease productivity.

11. Hoarding office supplies is a good way to make sure you have only the supplies you need on hand.

12. Servicing equipment and replacing parts to prevent failure is called *ergonomics*.

13. Poor lighting is the cause of carpal tunnel syndrome.

14. All office workers are responsible for reporting potential safety hazards.

15. Emergency exit routes should be posted in noticeable places throughout an office building.

Multiple Choice

Write the letter of the choice that correctly completes the statement or answers the question on the line below the question.

16. Some common time-wasters include

- a. unnecessary telephone conversations
- b. excessive socializing
- c. effective communication
- d. all of the above
- e. both a and b

17. A time log

- a. is an effective analysis tool
- b. will not help you analyze how you spend your time
- c. is used to prioritize tasks
- d. all of the above
- e. both b and c

18. Common methods of work simplification include

- a. simplifying some steps
- b. eliminating some steps
- c. considering alternative methods
- d. all of the above

19. Reminder systems include
- a. calendars
 - b. electronic organizers
 - c. telephones
 - d. all of the above
 - e. both a and b
-

20. A tool that includes advanced features for scheduling large or long-term tasks is called a
- a. personal digital organizer
 - b. personal digital assistant
 - c. project management program
 - d. all of the above
 - e. both a and b
-

21. Which of the following guidelines should be followed when scheduling appointments?
- a. schedule overlapping appointments
 - b. use legible handwriting
 - c. record only the person's name
 - d. all of the above
 - e. both a and c
-

22. A desktop organizer program
- a. can be used to schedule appointments and tasks but not to hold contact information
 - b. can be used to hold contact information but not to schedule appointments and tasks
 - c. can be used to schedule appointments and tasks and to hold contact information
 - d. none of the above
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23. An organized workstation will
- a. increase productivity
 - b. make finding files and supplies much easier
 - c. help prevent accidents
 - d. all of the above
 - e. both a and c
-

24. Preventive maintenance
- a. is very expensive compared to the cost of replacing equipment
 - b. should be performed by an employee or service technician
 - c. can extend the life of office equipment
 - d. all of the above
 - e. both b and c
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25. To avoid strain and fatigue, an office worker should
- a. use good posture
 - b. avoid focusing his or her eyes away from the computer monitor
 - c. use antiglare filters to avoid repetitive strain injuries
 - d. all of the above
-

26. Office safety hazards include
- a. torn carpeting
 - b. poorly maintained equipment
 - c. electrical cords that extend into traffic areas
 - d. all of the above
-

27. All office workers should learn the following
- a. evacuation plans for the office building
 - b. emergency telephone numbers
 - c. the location of first aid supplies and fire extinguishers
 - d. how to report potential safety hazards
 - e. all of the above
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28. When working alone, before or after normal working hours, you should
- a. park far away from the building so other employees can park closer
 - b. unlock all doors in your work area
 - c. work near a phone and keep emergency numbers handy
 - d. all of the above
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29. When confronted with a discontented or upset coworker you should
- a. get involved in a verbal exchange with your coworker
 - b. report any unusual behavior to your supervisor
 - c. threaten the coworker if you are feeling threatened
 - d. all of the above
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30. To protect your personal belongings when you are not at your workstation you should
- a. keep them out of sight or lock them up
 - b. tell coworkers not to touch them
 - c. call security and ask them to watch your workstation
 - d. none of the above
 - e. both b and c

Matching

Match each term with the correct definition or description below. Write the letter of the term on the line below its definition or description.

- a. carpal tunnel syndrome
- b. desktop organizer program
- c. ergonomics
- d. evacuation plan
- e. personal digital organizer
- f. preventive maintenance
- g. tickler file
- h. time management
- i. work simplification
- j. workstation

31. Planning your activities to gain better control over how you spend your time

32. The process of improving the procedures for doing work

33. An electronic device for storing contact information and scheduling appointments and tasks

34. A chronological system for keeping track of future actions

35. Computer software used to schedule appointments and tasks and manage contact information

36. Physical area in which a worker performs a job

37. Servicing equipment and replacing parts to prevent failure

38. Study of the effects of the work environment on the health and well-being of employees

39. A repetitive strain injury that occurs when stress is placed on the hands, wrists, and arms

40. A set of procedures for safely leaving or clearing an area during an emergency or a drill
