

Workplace Behavior and Professionalism:
Keys for Job Success
Satellite Webcast
May 31, 2012
Social Work CEU Quiz

(Select only the one best answer)

1. Avoid checking your cell phone or smart device during a business meeting.
A) True
B) False
2. What are the three components of business phone etiquette?
A) The way you sound
B) The way you treat people
C) The way you act
D) The way you look
E) A, B, and C
3. A good example of disability awareness and etiquette in communicating is referring to a person as _____:
A) Crippled or lame
B) Person who communicates differently
C) Nuts or crazy
D) Person with a disability
E) B and D
4. True professionals possess a number of important characteristics that they can apply to virtually any type of business
A) True
B) False

Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone #: _____ Email: _____