Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Instructor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Score: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Instructor Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Quiz Chapter 10 – Career Management

**True/False**

1. “Professionalism” is a set of competencies combined with a positive work attitude.  
   Answer: True\*
2. An “organizational culture” can be both formal and informal.  
   Answer: True\*
3. Seeking out new growth and learning opportunities the first year on the job is not a good strategy.  
   Answer: False\*
4. A mentor who advocates for you as you gain experience is called a “sponsor.”  
   Answer: True\*
5. As with any networking relationship, a relationship with a mentor is a “two-way street” and should be nurtured.  
   Answer: True\*
6. According to a recent study, returning phone messages and teleconferencing are the leading causes of long work hours.  
   Answer: False\*
7. Harassment is unlawful when the offensive conduct becomes a condition of employment.  
   Answer: True\*
8. Financial planning should not start until you get your first full-time job.  
   Answer: False\*
9. The cost of an education should be considered a liability rather than an investment.  
   Answer: False\*

**Multiple Choice**

1. If, on the first day of work, you are not provided with guidelines for what to do, you should:
   1. Complain to a supervisor or a co-worker
   2. Ask for information\*
   3. Pretend you know what you are doing and keep busy
   4. Socialize with the office staff
2. Your entry-level job tasks involve faxing, opening the mail, and running basic errands. If you perform these tasks well, you will:
   1. Not be recognized because your tasks are menial
   2. Gain the respect and credibility of others\*
   3. Not contribute to the larger vision of the organization
   4. Be pigeon-holed in the position and not promoted
3. You should avoid doing the following the first year on the job:
   1. Learning about company projects and activities that are outside your responsibilities
   2. Working hard to build a positive reputation with your colleagues
   3. Taking credit for others’ work if it helped you achieve your goals\*
   4. Being too good a team member
4. Which of the following is not true about having a mentor on the job? A mentor:
   1. Can help you avoid obstacles during your transition year
   2. Is generally a more senior-level person who provides support
   3. Should not be younger than you\*
   4. Can provide advice on how to improve your professional appearance
5. A good mentee should never:
6. Ask questions to enhance the learning experience
7. Follow up with a mentor after advice has been implemented to describe the outcome because this is too time-consuming
8. Follow through on assignments because this can be done by a more senior-level employee\*
9. Share personal opinions that differ from a mentors’ opinions, even when they have been thought out carefully
10. The following is not a good strategy for managing work e-mails:
    1. The subject line and point of the email must be clear
    2. Be upfront about when you need a response on something important
    3. Use bullet points and short paragraphs to reduce reading time
    4. Respond to them as they appear so they don’t pile up\*
11. According to the Equal Employment Opportunity Commission (EEOC), “harassment” can be present in all of the following areas when it constitutes unwelcome conduct except:
    1. Race
    2. Religion
    3. Age (20 or older)\*
    4. Genetic information
12. This type of loan will defer interest until repayment begins:
    1. Bank
    2. Unsubsidized
    3. Private
    4. Subsidized\*
13. Which of the following is not true about debt?
    1. All debt is the same and will impact you in the same way\*
    2. Auto and home loans may offer lower interest rates
    3. Credit card debt generally tends to offer higher interest rates
    4. Your liability is the value of an asset minus the amount of the loan

**Short Answer**

1. Provide one example of how you can demonstrate your professionalism on the job the first day of work.  
   Answer:  
   Any of the following: arrive early, ask questions, be helpful, follow procedures and routines, dress appropriately

**Completion**

1. Listening carefully in a staff meeting, expressing well thought out ideas, and reacting appropriately to criticism, shows that you have \_\_\_\_\_\_\_\_\_\_\_­­­­\_\_\_\_.  
   Answer:   
   emotional intelligence
2. Creating a budget will help you to reach your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
   Answer:   
   financial goals
3. A program that will pay you to work on campus is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
   Answer:  
   work-study