

1. Which of the following services are functions performed by the general office?

- (A) Delivering goods
- (B) Manufacturing goods
- (C) Producing information
- (D) Designing new products

2. Matchbox Ltd is structured so that each department has control over its own mail, typing, photocopying and filing. This method of organizing office functions is described as

- (A) functional
- (B) centralized
- (C) decentralized
- (D) divisionalized

3. An organizational chart shows the

- (A) position of each employee
- (B) the names of department heads
- (C) order in which work is carried out
- (D) lines of responsibility of different

Positions

4. A large office space with many employees working in the same area is referred to as

- (A) cellular
- (B) enclosed
- (C) extended
- (D) open-plan

5. The science of fitting the workplace to meet the needs of employees is known as

- (A) networking
- (B) ergonomics
- (C) telecommuting
- (D) social responsibility

6. Which of the following pieces of computer hardware is an output device?

- (A) CPU
- (B) Mouse
- (C) Monitor
- (D) Keyboard

7. In an office where large quantities of printed materials have to be cut to size, it would be MOST useful to have access to a

- (A) guillotine
- (B) letter opener
- (C) sharp-edged knife
- (D) large pair of scissors

8. Which type of office layout encourages more efficient teamwork?

- (A) Open plan
- (B) Virtual office
- (C) Cellular office
- (D) Traditional plan

Office Administration Test Questions Practice

Geoffrey Whitehead



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