

1. What is it called when you demonstrate good manners online?

- A Etiquette
- B Respectful
- C Netiquette
- D Socially Correct

2. A set of Rules, Forms, and Practices is called

- A Netiquette
- B Etiquette
- C Delicate
- D Procedures

3. Which one of the following doesn't show signs of Etiquette?

- A Showing up to work on time
- B Listening without interrupting
- C Being energetic and enthusiastic
- D Sharing gossip to your co-workers

4. What form of communication has replaced the MEMO?

- A Business Letter
- B Minutes Document
- C Email
- D Fax

5. When writing an email everything below should be considered in the message **except?**

- A Tone
- B Spelling
- C Capitalization
- D Time of day

**6. Sending funny emails to other co-workers is fine on Fridays?**

- A True
- B False
- C This is not the right answer
- D Don't pick this answer, good luck on test!

**7. Your posture can tell a lot about you?**

- A True
- B False
- C Don't Pick and stop slouching if your are....
- D Don't Pick good job for reading all the answers...

**8. What country is it where you should refuse a gift once or twice before accepting?**

- A United States
- B Japan
- C South Africa
- D Egypt

**9. What country tends not to make eye contact?**

- A United State
- B Japan
- C Italy
- D Mexico

**10. Facial expressions is a sign of active listening?**

- A True
- B False
- C Incorrect
- D Try again

**11. A formal method to communicate with people outside the office is...**

- A Memo
- B Personal Business Letter
- C Agenda
- D Business Letter

12. The word "Sincerely" is used in which part of the letter?

- A Salutation
- B The Body
- C Complimentary Close
- D Subject

13. What color tie for men or pants suit for women exemplifies power?

- A Blue
- B Yellow
- C Green
- D Red

14. European countries tend to have their biggest meal during?

- A Breakfast
- B Lunch
- C Dinner
- D Snack Time

15. Which country tends not to give out personal information about themselves freely and tends to stay very private?

- A United State
- B Russia
- C Germany
- D Italy

16. Conservative clothes for men usually include...

- A Short sleeve shirt
- B Golf shirt
- C Khaki pants
- D White button down dress shirt

17. Which country below tends to dress more casual in rural areas?

- A United States
- B Mexico
- C Spain
- D France

18. Which country below prefers you do not use the word "NO" due to being so harsh?

- A United States
- B Brazil
- C India
- D Japan

19. Which country below does not want you to say thank you at the end of a meal?

- A United States
- B India
- C Spain
- D France

20. Which country insists wearing leather is offensive?

- A United States
- B Japan
- C France
- D India

21. Which country states you should never touch anyone's head?

- A United States
- B India
- C Japan
- D Germany

22. What country prefers shoes should be easy to take off and put on?

- A United States
- B Japan
- C India
- D Germany

23. Which country never wants you to pour a drink?

- A United States
- B Japan
- C India
- D France

**24. Which country prides itself on only doing business with people they know?**

- A United States
- B Japan
- C Mexico
- D France

**25. Make sure your gift does not come across as a bribe in this country?**

- A United States
- B Japan
- C France
- D Italy

**26. Smiling at someone in a place of business indicates**

- A a pay raise
- B Happy Birthday
- C I am better than you
- D sign of friendliness

**27. Sending an email to many people where you do not want the recipients to see each others email address you would type email addresses in which line?**

- A TO
- B FROM
- C BC
- D CC

**28. In order to effective communication you need to have?**

- A a sender and receiver
- B a sender only
- C a receiver only
- D funny email address

**29. You can express etiquette non-verbally?**

- A True
- B False
- C Wrong....Try again
- D Do not pick "D"

**30. Calling out and talking when others are talking is a sign that you are more intelligent?**

- A True
- B False
- C C is not a good choice
- D Decide between A or B

**31. Which country prefers a bow when you meet someone?**

- A United States
- B Japan
- C Mexico
- D France

**32. Oktoberfest originated from?**

- A United States
- B Japan
- C Germany
- D India

**33. Chewing on a toothpick is courteous and indicates you really like the meal in the United States?**

- A True
- B False
- C Nope ----WRONG!!!!
- D If you pick D you could fail the test

**34. When typing emails it OK to say things you wouldn't say in person?**

- A True
- B False

**35. A firm handshake will last?**

- A 1-3 seconds
- B 3-5 seconds
- C 5-7 seconds
- D 7-10 seconds