

Chapter 3 Review Quiz

This section contains quizzes to help you verify what you have learned in the chapter. Your instructor may ask you to submit your work for grading. Also, the Review Quiz is a good study tool because many of the questions in exams for the course will be taken from the quizzes.

Fill in the Blank

Fill in the missing word or words in the following sentences.

1. Behavioral experts have found that the way you _____ and act will affect the way people treat you.
2. If an employee works with hazardous materials, their employer is required to provide _____ clothing.
3. Many organizations have _____ smoking on their premises.
4. In the workplace, you will make a better impression by using words that are commonly understood rather than using _____.
5. Workers in _____ occupations are required to wash their hands before working with a patient.
6. Personal body care is known as _____.
7. In recent years, dress for work has become more _____.
8. If you are not sure how to dress for your job, asking your _____ is the best way to find out.
9. If you refuse to wear safety equipment, you may be _____ and are putting yourself in danger.
10. Avoid distracting _____ such as persistently scratching your head or using slang.

slang
mannerisms
supervisor
hygiene
health
protective
casual
banned
dress
fired

Multiple Choice

Circle the letter that best completes each statement or answers each question.

1. What does “dressing appropriately at work” mean?
 - a. wearing the same clothing you wear on the weekends
 - b. wearing a low-cut shirt
 - c. wearing jeans with holes
 - d. wearing clothing similar to your supervisor and coworkers
 - e. wearing an unbuttoned shirt
2. Which safety equipment is common?
 - a. ear protectors, gloves, and safety glasses
 - b. athletic shoes, jeans, and jackets
 - c. uniforms, masks, and socks
 - d. hard hats, long chains, and sandals
 - e. loose clothing, boots, and aprons

3. Which workers might find it acceptable to wear street clothing on the job?
 - a. medical technicians in labs
 - b. tellers in banks
 - c. retail salespeople in department stores
 - d. workers with little customer contact
 - e. administrative personnel
4. The way you dress
 - a. has little to do with the way your supervisor views you.
 - b. may affect pay raises and promotions.
 - c. should always be casual and comfortable.
 - d. should express your individual personality.
 - e. should make you stand out from your coworkers.
5. Which of these sanitary practices are used in food-preparation services?
 - a. wearing aprons
 - b. wearing plastic gloves
 - c. wearing hairnets.
 - d. washing hands with soap for 10 to 15 seconds after using the rest-room.
 - e. All of the above.
6. Streaming music from a computer or cell phone on the job
 - a. is acceptable in all workplaces.
 - b. will make your work time go faster.
 - c. will impress your employer with your interest in your job.
 - d. may increase your productivity.
 - e. may cause safety hazards in some workplaces.
7. What is true about smoking on the job?
 - a. Workers who smoke are free to smoke anywhere in most workplaces.
 - b. Workers who smoke are considered to perform better than non-smoking workers.
 - c. Workers who smoke are allowed to get a job in a smoke-free organization.
 - d. Workers who smoke may use chewing tobacco or snuff as an alternative to smoking on the job.
 - e. Workers who smoke project a positive image.
8. How can you overcome insecure feelings about your physical appearance?
 - a. Wear bright, unique clothing.
 - b. Accept the fact that you will never get ahead in your job.
 - c. Develop a good self-image and mental attitude.
 - d. Adopt an eccentric way of acting.
 - e. Adopt an attitude of not caring.

9. Poor personal hygiene
 - a. can cause coworkers to complain about working with you.
 - b. should never concern a supervisor.
 - c. has nothing to do with the workplace.
 - d. has little effect on getting ahead on the job.
 - e. has *no* influence on customers.
10. Which of the following influence how your coworkers view you?
 - a. the way you speak
 - b. the type of clothing you wear
 - c. the way you care for your body
 - d. the way you style your hair
 - e. All of the above.

True or False

Read the following statements. Put a *T* after each true statement and an *F* after each false one.

1. Chewing gum distorts your facial expressions and makes it hard to speak clearly. _____
2. A casual dress code means wearing any type of clothing you have. _____
3. Being physically fit can help you do more work and lead to promotions. _____
4. Employees working with hazardous materials are required to provide their own protective clothing. _____
5. Having a mustache is acceptable in most jobs. _____
6. Official dress codes must be fair to all employees. _____
7. Refusing to wear safety equipment can mean losing your job. _____
8. Using expensive cologne is an acceptable way to manage body odor that might otherwise offend your coworkers. _____
9. Active listening is just as important as speaking clearly. _____
10. Some unofficial dress codes don't allow workers to wear jeans or shorts. _____