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MULTIPLE CHOICE

1. The five Rs of management are
   a. rally, recognition, rapport, responsibility, and refuse.
   b. reading, responsibility, recognition, respect, and rapport.
   c. responsibility, respect, rapport, recognition, and remuneration.
   d. reaffirmation, remuneration, reflection, rapport, and recognition.

   ANS: C
   Successful management can be attributed to responsibility, respect, rapport, recognition, and remuneration. Reading is not attributed to successful management. Rally and refuse are not attributed to successful management. Reaffirmation and reflection are not attributed to successful management.

   REF: The "Five Rs" of Management, pp. 17-18 OBJ: 6

2. When resolving a staff conflict, a manager should
   a. maintain a record.
   b. exercise self-control.
   c. listen patiently to all the issues while keeping an open mind.
   d. make time available as soon as possible to discuss the problem.
   e. do all of the above.

   ANS: E
   Do all of the above. When resolving a staff conflict, making time available as soon as possible to discuss the problem, listening patiently to all the issues while keeping an open mind, exercising self-control, and maintaining a record are all important regardless of the nature of the complaint.

   REF: Managing Conflict, pp. 22-23 OBJ: 7

3. Which topic can be discussed during an interview with a prospective employee?
   a. Marital status
   b. Spouse’s income
   c. Child care arrangements
   d. Interest in continuing education courses

   ANS: D
   Interest in continuing education courses is correct. Discussing this topic during an interview gathers information pertinent to the job for which the person is applying but is nondiscriminatory. Discussing marital status, spouse’s income, or child care arrangements during an interview gathers information that is not pertinent to the job for which the person is applying and is discriminatory.

   REF: Conducting an Interview, Box 2-13, p. 32 OBJ: 11

4. Which question may be asked during an interview with a prospective employee?

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a. "Do you own a home?"
b. "Where were you born?"
c. "What are your strengths?"
d. "Do you have any handicaps?"

ANS: C
"What are your strengths?" is correct. Asking this question during an interview gathers information pertinent to the job the person is applying for but is nondiscriminatory. Asking "Do you own a home?" "Where were you born?" or "Do you have you any handicaps?" gathers information that is not pertinent to the job the person is applying for and is discriminatory.

REF: Conducting an Interview, Box 2-12, pp. 31-32 OBJ: 11

5. Which topic should be avoided during an interview with a prospective employee?
a. Career objectives
b. Age of the applicant
c. Availability to work overtime
d. Interest in working at a satellite office site

ANS: B
Age of the applicant is correct. This topic could be considered discriminatory against the applicant and should not be discussed during a job interview. Career objectives, availability to work overtime, and interest in working at a satellite office are topics that are not discriminatory against the applicant and can be discussed during a job interview.

REF: Conducting an Interview, Box 2-12, p. 32; Conducting an Interview, Box 2-13, p. 32
OBJ: 11

6. Which is not a rule to be considered for interviewing a prospective employee?
a. Know how you will use the information to make a decision.
b. Obtain every piece of information about the person that is possible.
c. Ask only for information that you intend to use in the hiring decision.
d. Recognize that it is difficult to defend seeking information that you will not use.

ANS: B
Obtain every piece of information about the person that is possible is not a rule to be considered for interviewing prospective employees. Only information that will be used in making hiring decisions and that is nondiscriminatory should be obtained.

REF: Conducting an Interview, Box 2-11, p. 32 OBJ: 11

7. Which would be a solution to eliminating wasted time?
a. Prepare a "to-do" list and use it.
b. Schedule meetings with staff more often.
c. Agree to do as much as humanly possible.
d. Leave some work incomplete so you will always be busy.

ANS: A

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Prepare a “to-do” list and use it is a solution to eliminating wasted time. A “to-do” list uses efficient time management techniques. Scheduling meetings with staff more often is not associated with eliminating wasted time. Agreeing to do as much as humanly possible creates stress and is not a solution to eliminating wasted time. Leaving some work incomplete so you will always be busy is deceptive and does not eliminate wasted time.

REF: Learning to Use Time Efficiently, Box 2-8, p. 24; Maintaining Daily Schedules, p. 24
OBJ: 9

8. Which skill involves the ability to understand individuals and communicate effectively?
   a. Technical
   b. Conceptual
   c. Administrative
   d. Human relations

   ANS: D
   Human relations skills aid you in understanding people and allow you to interact with them effectively. Technical skills include understanding and being able to supervise effectively the specific processes, practices, and techniques required of specific jobs in the business office. Conceptual skills involve the ability to acquire, analyze, and interpret information in a logical manner. Administrative skills help you to use all of the other skills effectively in performing administrative functions.

   REF: Basic Skills of an Administrative Assistant, p. 19 OBJ: 6

9. Time management involves all of the following except
   a. planning ahead.
   b. giving in to interruptions.
   c. delegating work to others.
   d. following through with a task.

   ANS: B
   Giving in to interruptions is not a component of time management but instead wastes time. Planning ahead is a component of time management. Delegating work to others is a component of time management. Following through with a task is a component of time management.

   REF: Learning to Use Time Efficiently, p. 24 OBJ: 9

10. Which is defined as a broad statement of the basic concepts about patient care, business management, auxiliary utilization, health and safety, and continuing education for the dental practice?
    a. A mission statement
    b. The procedural policies
    c. A practice philosophy
    d. The staff recognition program

    ANS: C

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A practice philosophy is a broad statement of the basic concepts about patient care, business management, auxiliary utilization, health and safety, and continuing education for the practice. A mission statement speaks to the way the practice is to be managed and the role of the staff and the patients. Procedural policies are specific tasks for all of the common office procedures. A staff recognition program sets out specific guidelines for hiring staff, selecting benefits, and establishing a salary scale that reflects productivity and cost-of-living increases.

REF: Establishing Practice Goals and Objectives, p. 14 OBJ: 2

11. All of the following statements are advantages of hiring an educated administrative assistant except one. Which one is the exception?
    a. Practices proper infection control procedures
    b. Is able to explain treatment procedures to a patient
    c. Can talk patients into accepting treatment they may not need
    d. Understands appointment sequencing for various dental procedures

    ANS: C
    Talking patients into accepting treatment they may not need is unethical. Practicing proper infection control, being able to explain treatment procedures to patients, and understanding appointment sequencing for various dental procedures are some of the advantages of hiring an educated administrative assistant.

    REF: Advantages of Hiring a Skilled Administrative Assistant, Box 2-7, p. 23
    OBJ: 8

TRUE/FALSE

1. The failure to promote good manners between staff members can be reflected in reduced office productivity.

   ANS: T
   Poor relationships between staff members relate directly to productivity.

   REF: Business Office Etiquette, p. 15 OBJ: 3

2. The dentist must give the authority to the administrative assistant so the individual can manage the dental office effectively.

   ANS: T
   It is essential that the dentist give this authority to the administrative assistant. Without this authority, the administrative assistant cannot manage effectively.

   REF: Functions of an Administrative Assistant, p. 18 OBJ: 6

3. Conflict rarely exists in the dental office environment.

   ANS: F
   Conflict will arise whenever two or more people work together.

   REF: Managing Conflict, p. 23 OBJ: 7

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4. An experienced administrative assistant should not need additional training.

   ANS: F
   Additional training beyond the educational experiences already achieved may be necessary for even an experienced administrative assistant.

   REF: New Employee Training, p. 33 OBJ: 4

5. The dental hygienist is the person whose primary responsibility involves business activities of the dental office.

   ANS: F
   The administrative assistant is the person whose primary responsibility involves business activities of the dental office.

   REF: The Shifting Role of the Administrative Assistant, p. 17 OBJ: 5

6. The office procedural manual should be written solely by the dentist because it is his or her practice.

   ANS: F
   Although the manual should be written under the direction of the dentist, each member of the team should contribute equally in the development of the manual to provide a total team effort.

   REF: Designing a Procedural Manual, p. 25 OBJ: 10

MATCHING

Choose the description that best correlates with the dental healthcare provider.

a. Licensed to provide clinical preventive care of patients
b. Trained to provide basic preventive care and patient education
c. Fabricates oral prostheses but does not perform any intraoral duties
d. Licensed to provide the dental diagnosis and clinical treatment of patients
e. Under specified supervision can perform placement and finishing of restorations

1. Dentist
2. Dental hygienist
3. Dental laboratory technician
4. Expanded functions dental auxiliary
5. Community dental health coordinator

1. ANS: D REF: Dentist, p. 15 OBJ: 4
2. ANS: A REF: Dental Hygienist, p. 15 OBJ: 4
3. ANS: C REF: Dental Laboratory Technician, p. 16
   OBJ: 4
4. ANS: E REF: Emerging Dental Workforce Models, p. 16
   OBJ: 4
5. ANS: B REF: Emerging Dental Workforce Models, p. 16
   OBJ: 4

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Choose the example that best correlates with the type of communication.

a. Transmission of information from one department to another
b. Often referred to as the "grapevine" or "water-cooler" discussions
c. An employee expresses his or her feelings to a staff member at a higher level
d. The dentist issues an order that is disseminated to a staff member at a lower level

6. Upward communication
7. Informal communication
8. Horizontal communication
9. Downward communication

6. ANS: C REF: Channels of Communication, p. 21 OBJ: 7
7. ANS: B REF: Channels of Communication, p. 21 OBJ: 7
8. ANS: A REF: Channels of Communication, p. 21 OBJ: 7
9. ANS: D REF: Channels of Communication, p. 20 OBJ: 7

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