Secretarial Office Procedures

Please choose the most appropriate answer for each sentence.

Q1. Modern technology continues to proliferate in offices everywhere, and the secretary's role has greatly ......
   A. evolved  B. mutated  C. transmogrified  D. transposed

Q2. Operational restructuring and automated procedures have presented secretaries with a broad range of new responsibilities formerly ...... for managerial levels.
   A. assigned  B. maintained  C. reserved  D. restricted

Q3. Nevertheless, amid these changes their ...... duties have remained almost unchanged.
   A. center  B. core  C. interior  D. special

Q4. A secretary is responsible for a range of administrative and ...... duties that are essential to the efficient operation of a business.
   A. clerical  B. equitable  C. menial  D. stationary

Q5. A secretary serves as an information ...... for an office, organizes and maintains hard copy and electronic files, and generates correspondence.
   A. clearinghouse  B. household  C. outhouse  D. warehouse

Q6. Many secretaries also ...... travel arrangements and contact clients.
   A. apportion  B. craft  C. handle  D. manipulate

Q7. A large part of a secretary's day is involved with negotiating meeting times, which is a(n) ...... job, especially if many are to attend.
   A. administrative  B. cumbersome  C. thankless  D. unmanageable

Q8. Today, more and more secretarial staff use PCs to run database management, ...... publishing, and computer graphics software.
   A. desktop  B. keyboard  C. virtual  D. workstation

Q9. Secretaries nowadays are often ...... from old-fashioned typing and dictation; therefore, they can now support more than one executive staff member.
   A. eliminated  B. fired  C. relieved  D. retired

Q10. ...... secretaries are responsible for fewer clerical duties than lower-level secretarial staff.
   A. Corporate  B. Executive  C. Professional  D. Section
## ANSWERS: Secretarial Office Procedures

### Q1
Modern technology continues to proliferate in offices everywhere, and the secretary's role has greatly ......
- **A** evolved

### Q2
Operational restructuring and automated procedures have presented secretaries with a broad range of new responsibilities formerly ..... for managerial levels.
- **C** reserved

### Q3
Nevertheless, amid these changes their ..... duties have remained almost unchanged.
- **B** core

### Q4
A secretary is responsible for a range of administrative and ..... duties that are essential to the efficient operation of a business.
- **A** clerical

### Q5
A secretary serves as an information ..... for an office, organizes and maintains hard copy and electronic files, and generates correspondence.
- **A** clearinghouse

### Q6
Many secretaries also ..... travel arrangements and contact clients.
- **C** handle

### Q7
A large part of a secretary's day is involved with negotiating meeting times, which is a(n) ..... job, especially if many are to attend.
- **B** cumbersome

### Q8
Today, more and more secretarial staff use PCs to run database management, ..... publishing, and computer graphics software.
- **A** desktop

### Q9
Secretaries nowadays are often ..... from old-fashioned typing and dictation; therefore, they can now support more than one executive staff member.
- **C** relieved

### Q10
 ..... secretaries are responsible for fewer clerical duties than lower-level secretarial staff.
- **B** Executive