Workplace Etiquette

Use this key to check answers and read the explanations.

1. A teammate needs to approve the June event roster before Friday. Which subject line makes the action and timing easiest to see?
   - A. June event roster approval needed by Friday
   - B. A quick thing
   - C. June
   - D. Checking in again

   Correct answer: A. June event roster approval needed by Friday
   The subject names the item, the action the reader should take, and the deadline.

2. An office announcement went to 40 people. The sender asks only you to confirm your badge number directly. Which reply reaches the requested audience?
   - A. Forward it to the whole office.
   - B. Reply all.
   - C. Reply to the sender.
   - D. Post the reply in the office’s general channel.

   Correct answer: C. Reply to the sender.
   A direct reply routes the response to the sender, who is the only person it was requested for.

3. Your email says a one-page checklist is attached. Before sending, what confirms that your reader gets the intended version?
   - A. Check the subject line a second time.
   - B. Open the attachment from the draft and check its contents.
   - C. Rename the file on your desktop after sending.
   - D. Add the date to the last sentence.

   Correct answer: B. Open the attachment from the draft and check its contents.
   Opening the attached copy checks both that a file was included and that it is the intended document.

4. A meeting invitation asks participants to respond by Wednesday. You cannot attend the proposed time. Which response gives the organizer time to plan?
   - A. Accept it and rely on someone to notice your absence.
   - B. Wait until the meeting begins and then decline.
   - C. Leave the invitation unanswered until the organizer messages you.
   - D. Decline by Wednesday and offer your availability if a new time would help.

   Correct answer: D. Decline by Wednesday and offer your availability if a new time would help.
   A timely decline gives the organizer an accurate count. Providing availability can help if the meeting needs rescheduling.

5. A colleague should review two rows in a shared sheet, but the rest is ready. Which message makes the request easiest to act on?

A. There’s something to look at in the sheet.
B. Could you check the totals in rows 12 and 13 by Tuesday?
C. I pasted a link below.
D. Please review when convenient.

Correct answer: B. Could you check the totals in rows 12 and 13 by Tuesday?
The request specifies which rows to review, what to check, and when the review is needed.

6. A team’s shared room has a posted rule to clear the whiteboard at the end of each booking. Your team needs its notes next week. What meets both needs?

A. Save the notes in the team’s shared folder, then clear the whiteboard.
B. Leave the whiteboard as it is and tell the next team to work around it.
C. Move the board to an unbooked room without telling anyone.
D. Clear the board immediately and rely on everyone’s memory.

Correct answer: A. Save the notes in the team’s shared folder, then clear the whiteboard.
Saving the notes preserves what your team needs. Clearing the board leaves the room ready for the next booking as requested.

7. A Toronto organizer invites colleagues from Vancouver and Halifax to an online meeting. Which calendar description makes the time explicitly interpretable?

A. 11:00 a.m. Canada time.
B. 11:00 a.m. local time.
C. Midmorning, depending on where you are.
D. 11:00 a.m. Toronto time (Eastern Time), with the calendar time zone set to Toronto.

Correct answer: D. 11:00 a.m. Toronto time (Eastern Time), with the calendar time zone set to Toronto.
The named time zone and calendar setting give recipients one exact time that their own calendars can convert.

8. A remote teammate misses a call. Your team has agreed to put decisions and owners in a shared log. What should the note taker do?

A. Put the call title in the log and omit the decision.
B. Send the details only to the people who were on the call.
C. Record the decision, the owner, and the due date in the shared log.
D. Wait for the teammate to ask for the notes.

Correct answer: C. Record the decision, the owner, and the due date in the shared log.
Posting the decision record in the agreed location gives the absent teammate the same actionable information.

9. A team asks reviewers to keep proposed changes on a shared draft using comments. You think a number on page two needs checking. What follows that agreement?

A. Add a comment at the number with a request to verify it.
B. Replace the number with your estimate without a comment.
C. Send someone a private copy with the number deleted.
D. Post the full draft in an unrelated channel.

Correct answer: A. Add a comment at the number with a request to verify it.
A comment puts the concern beside the number and preserves the shared draft for the next reviewer.

10. Mina wrote the instructions, Ellis tested them, and you formatted them. Which update gives readers an accurate account of the work?

A. Mina and Ellis formatted the guide I wrote.
B. Ellis and I wrote and tested the instructions.
C. I built and tested the guide with some team support.
D. Mina drafted the instructions, Ellis tested them, and I formatted the final copy.

Correct answer: D. Mina drafted the instructions, Ellis tested them, and I formatted the final copy.
The update gives each contributor credit for the actual task they completed.

11. A team uses its group chat for routine updates and its on-call number for work that must be addressed during the night shift. A shipment is due to leave in 20 minutes. Which action follows the team’s agreement?

A. Email the whole department and give no deadline.
B. Post it in routine chat and assume someone will look.
C. Call the on-call number and state the shipment and deadline.
D. Wait until the day shift begins to share the issue.

Correct answer: C. Call the on-call number and state the shipment and deadline.
The on-call channel is the one designated for time-sensitive work during that shift. The message makes the deadline explicit.

12. You posted tomorrow’s wrong pickup time in the team channel. Some colleagues may already have read it. Which follow-up makes the change clear?

A. Start a new thread that says only ‘time updated.’
B. Reply in the same thread with the correct time and mark it as a correction.
C. Tell only the colleague standing next to you.
D. Leave the old time in place until someone asks about it.

Correct answer: B. Reply in the same thread with the correct time and mark it as a correction.
An explicit correction next to the original tells readers which earlier information changed and where to find the current time.

13. You are signing off and a teammate takes over tomorrow. The work is partly complete and one response is still pending. Which note lets them resume with the least guessing?

A. See my messages from earlier this week for the full story.
B. Almost done. Check with someone tomorrow.
C. I worked on the draft and might have more later.
D. Draft is done in the shared folder. Review is pending from Priya. If it arrives by 10, send the final copy to Jo.

Correct answer: D. Draft is done in the shared folder. Review is pending from Priya. If it arrives by 10, send the final copy to Jo.
The note states where the work stands, identifies the dependency, and gives the next action and its condition.

14. Six people are on a project email. All six need to know that the delivery changed. Separately, one person asks you for a private scheduling detail. How should you respond?

A. Share the delivery change with all six and answer the scheduling question directly.
B. Send both details to all six in a single reply.
C. Send both details only to the colleague who asked the scheduling question.
D. Send the delivery change to one person and the scheduling detail to the whole group.

Correct answer: A. Share the delivery change with all six and answer the scheduling question directly.
Each message goes to the audience that needs it. The group gets the shared change and the separate request stays a direct reply.

15. A room change affects an in-person group and a remote presenter. The group follows the calendar invite, and the presenter asked for a direct message about any change. What covers both routes?

A. Send a direct message to the presenter and leave the old room in the invite.
B. Update a hallway sign and assume the presenter will hear.
C. Update the invite with the correct room and call link, then send the presenter the update directly.
D. Replace the calendar invite with a file that only the organizer can access.

Correct answer: C. Update the invite with the correct room and call link, then send the presenter the update directly.
The calendar carries the new instructions to all participants, and the direct message follows the presenter’s stated request.