

Office Administration
3rd Form Business
Graded Quiz: _____/15 Pts

Human Relationship in the Office

products	services	External clients	interpersonal relationship
Good organizational goals	workplace relationship accountable	bad interpersonal relationship orientation	training
internal	promptly	effectively	customer satisfaction

INSTRUCTIONS: Fill in the blank spaces with the correct answers to receive maximum marks.

1. The term _____ refers to interactions, associations or connections between two or more persons.
2. The _____ is about maintaining positive, mutually respectful, productive interactions with these persons in the performance of work-related tasks.
3. _____ interpersonal relationships in the workplace promote desirable outcomes.
4. A business suffers when there are _____ in the workplace.
5. Achievement of _____ goals is a desirable outcome of having good interpersonal relationships in the workplace.
6. The supervisor is the person to whom a worker is directly _____.
7. The supervisor is responsible for _____ and _____ of new employees.
8. An _____ is an employee or department that receives goods or services produced elsewhere in the organization as inputs to do their work.
9. To maintain good relationships with internal clients employees must solve problems _____ and _____.
10. _____ are the individuals and organizations that use the goods and services produced by a business.

11. External clients pay for _____ and _____, providing revenue to keep the business going.
12. Businesses must ensure _____.