Filing Effectively

Reading & Content Comprehension Quiz

English Oriented to Business and Customer Service Executive XI

Name: _____

Class: _____

Score: _____ /30

Instructions: Read each question carefully and choose the best answer. Circle **A, B, or C**.

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1. What is the main purpose of a filing system?

A. To organize documents so they can be easily retrieved.

B. To decorate the office.

C. To reduce the number of employees.

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2. Which characteristic is essential for an effective filing system?

A. It should be expensive.

B. It should be consistent and logical.

C. It should only be digital.

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3. Which filing system is best when documents are organized by date?

A. Alphabetical.

B. Numerical.

C. Chronological.

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4. A legal firm usually prefers a subject-based filing system because it...

A. reduces the number of clients.

B. uses fewer folders.

C. groups documents according to different cases.

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5. A doctor's office commonly uses a numerical filing system because it...

A. is easier to read.

B. protects patient privacy.

C. eliminates paper records.

LIVEWORKSHEETS

6. Before choosing a filing system, an organization should first consider...

A. the color of the folders.

B. the type of documents and workflow.

C. the office decoration.

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7. What should digital files have to remain organized?

A. Different fonts.

B. Clear naming conventions.

C. Colorful icons.

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8. Which filing system is most suitable for vendor lists?

A. Alphabetical filing.

B. Chronological filing.

C. Numerical filing.

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9. A document retention schedule explains...

A. how to create folders.

B. who may use computers.

C. how long records should be kept.

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10. What is one purpose of employee training after a filing system is selected?

A. To buy new equipment.

B. To ensure everyone follows the same procedures.

C. To increase paperwork.

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11. Which filing system organizes documents by topic?

A. Chronological.

B. Numerical.

C. Subject-based.

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12. Which type of records management uses computers and cloud storage?

A. Digital document management.

B. Physical document management.

C. Paper filing.

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13. Which of the following is filing furniture?

A. Keyboard.

B. Monitor.

C. Filing cabinet.

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14. Hanging folders are mainly used to...

A. decorate offices.

B. organize documents inside filing cabinets.

C. print reports.

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15. Which piece of equipment is commonly used to store documents temporarily?

A. Fasteners.

B. Labels.

C. Trays.

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16. Why are labels important?

A. They make documents easier to identify.

B. They reduce office costs.

C. They replace filing cabinets.

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17. Which statement about physical document management is correct?

A. It only uses computers.

B. It eliminates paper records.

C. It organizes printed documents safely.

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18. Which filing system would be most useful for monthly invoices?

A. Subject-based.

B. Chronological.

C. Alphabetical.

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19. What is one benefit of digital document management?

A. Faster access to information.

B. Larger filing cabinets.

C. More paper consumption.

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20. Which practice helps maintain consistency in document management?

A. Following naming conventions.

B. Using different folder names every day.

C. Saving files randomly.

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21. What should employees do before changing an office filing system?

A. Analyze the organization's needs.

B. Throw away old records.

C. Buy more furniture.

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22. Which of the following is a business idiom?

A. File cabinet.

B. Retention schedule.

C. On the same page.

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23. What does "Think outside the box" mean?

A. Organize boxes alphabetically.

B. Think only about traditional ideas.

C. Find creative solutions.

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24. Which filing system is most appropriate for organizing employee training certificates by category?

A. Numerical.

B. Subject-based.

C. Chronological.

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25. Which factor should organizations consider before selecting a filing system?

A. Employees' favorite colors.

B. Office location.

C. The volume of records.

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26. Why is a document life cycle important?

A. It reduces employee salaries.

B. It manages documents from creation to disposal.

C. It replaces filing systems.

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27. Which statement best describes an effective filing system?

A. It improves productivity and saves time.

B. It increases office clutter.

C. It makes records difficult to find.

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28. Which filing system is based primarily on names?

A. Numerical.

B. Chronological.

C. Alphabetical.

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29. Why should all employees understand the filing procedures?

A. To create more paperwork.

B. To reduce errors and work consistently.

C. To use different filing methods.

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30. Which statement summarizes the importance of filing systems?

A. They help organizations manage information efficiently.

B. They are only useful in hospitals.

C. They are unnecessary in digital offices.

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