

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**.

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.
-

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.
-

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

- A. Alphabetical.
 - B. Numerical.
 - C. Chronological.
-

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.
-

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.

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.

7. What should digital files have to remain organized?

- A. Different fonts.
- B. Clear naming conventions.
- C. Colorful icons.

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

- A. Alphabetical filing.
- B. Chronological filing.
- C. Numerical filing.

9. A document retention schedule explains...

- A. how to create folders.
- B. who may use computers.
- C. how long records should be kept.

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.

11. Which filing system organizes documents by topic?

- A. Chronological.
 - B. Numerical.
 - C. Subject-based.
-

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

- A. Digital document management.
 - B. Physical document management.
 - C. Paper filing.
-

13. Which of the following is filing furniture?

- A. Keyboard.
 - B. Monitor.
 - C. Filing cabinet.
-

14. Hanging folders are mainly used to...

- A. decorate offices.
 - B. organize documents inside filing cabinets.
 - C. print reports.
-

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

- A. Fasteners.
 - B. Labels.
 - C. Trays.
-

16. Why are labels important?

- A. They make documents easier to identify.
 - B. They reduce office costs.
 - C. They replace filing cabinets.
-

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.
-

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

- A. Subject-based.
 - B. Chronological.
 - C. Alphabetical.
-

19. What is one benefit of digital document management?

- A. Faster access to information.
 - B. Larger filing cabinets.
 - C. More paper consumption.
-

20. Which practice helps maintain consistency in document management?

- A. Following naming conventions.
 - B. Using different folder names every day.
 - C. Saving files randomly.
-

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.
-

22. Which of the following is a business idiom?

- A. File cabinet.
 - B. Retention schedule.
 - C. On the same page.
-

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

- A. Organize boxes alphabetically.
 - B. Think only about traditional ideas.
 - C. Find creative solutions.
-

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

- A. Numerical.
 - B. Subject-based.
 - C. Chronological.
-

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

- A. Employees' favorite colors.
 - B. Office location.
 - C. The volume of records.
-

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.
-

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.
-

28. Which filing system is based primarily on names?

- A. Numerical.
 - B. Chronological.
 - C. Alphabetical.
-

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.
-

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.