



UNIVERSIDAD TECNOLÓGICA DE PANAMÁ
FACULTY OF SCIENCE AND TECHNOLOGY
EXECUTIVE ASSISTANCE TECHNIQUES/ENGLISH 8614
FIRST PARTIAL



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Student: _____ ID: _____ Group: _____

Date: _____ Score: _____ / 100

PART. I. PROFESSIONAL EXECUTIVE ASSISTANCE. 15 points

A. Select the best answer. 1 point each. 8 points

1. Discussing a client problem with coworkers during lunch. Which action best demonstrates confidentiality?

- A. Discussing a client problem with coworkers during lunch.
- B. Leaving a confidential document on the reception desk.
- C. Restricting access to sensitive information.
- D. Forwarding confidential information to the entire department.

Answer: _____

2. An Executive Assistant receives three requests simultaneously. The most professional first step is to:

- A. complete the easiest task first.
- B. identify deadlines and priorities.
- C. answer requests in the order received.
- D. delegate all tasks immediately.

Answer: _____

3. Which quality is especially important when an Executive Assistant handles unexpected situations?

- A. Adaptability
- B. Informality
- C. Impulsiveness
- D. Passivity

Answer: _____

4. A professional Executive Assistant is expected to:

- A. wait for instructions before taking any action.
- B. anticipate needs and organize responsibilities efficiently.
- C. make all decisions without consulting the executive.
- D. avoid responsibility for other departments.

Answer: _____

5. A client arrives while the executive is still in a meeting. What is the best response?

- A. "You need to wait."
- B. "The executive is busy. Come back later."
- C. "Good morning. Let me confirm the executive's availability. Please have a seat."
- D. "I do not know when the meeting will finish."

Answer: _____

6. Which action demonstrates appropriate workplace etiquette?

- A. Checking personal messages while receiving a visitor.
- B. Arriving late without informing anyone.
- C. Using a professional tone even during disagreement.
- D. Discussing private company issues in public areas.

Answer: _____

7. Which responsibility normally belongs to an Executive Assistant?

- A. Managing the executive's calendar and correspondence.
- B. Repairing the company network.
- C. Approving the annual financial budget independently.
- D. Hiring employees without authorization.

Answer: _____

8. A deadline is:

- A. a routine telephone message.
- B. the final time or date for completing something.
- C. a confidential document.
- D. an organizational chart.

Answer: _____

B. Professional Judgment. 7 points

Read the situation:

During a staff meeting, Elena receives a confidential document by mistake. At the same time, a colleague asks her to show the document because "everyone will know about it eventually."

9. What should Elena do? 3 points

10. Explain why her decision demonstrates professional behavior. 4 points

PART. II. THE MODERN OFFICE. 15 points

A. Departments and Responsibilities. 5 points

Write the most appropriate department.

Human Resources – Finance – IT – Customer Service – Public Relations

- 1. An employee reports a problem with payroll. _____
- 2. The company network stops working. _____
- 3. A client formally reports poor service. _____
- 4. A journalist requests official corporate information. _____
- 5. A candidate asks about an employment vacancy. _____

B. Organizational Relationships

5 points

Complete using an appropriate expression:

reports to – supervises – supports – works with – is responsible for

- 1. The Executive Assistant _____ the General Manager.
- 2. The IT Department _____ all company departments.
- 3. The Operations Manager _____ the Customer Service team.
- 4. The Executive Assistant _____ several departments to coordinate meetings.
- 5. Human Resources _____ employee records and recruitment.

C. Professional Directions 5 points

A visitor is at Reception. Finance is across from Human Resources and next to the conference room.

Write professional directions to Finance using at least two direction expressions and one courtesy expression.

PART. III. OFFICE ORGANIZATION, WORKFLOW AND PRIORITIES. 20 points

A. Priority Challenge. 10 points

It is 8:15 a.m. You are the Executive Assistant at Global Link Corporation.

Classify each task.

Write:

UI = Urgent & Important

I = Important

R = Routine

LP = Low Priority

Situation	Classification
1. The CEO needs a revised presentation for a 9:00 a.m. meeting.	_____
2. A promotional email offers office furniture discounts.	_____
3. A confidential contract is visible on a shared computer.	_____
4. HR requests an updated directory by tomorrow afternoon.	_____
5. Old meeting records must be archived before the end of the month.	_____

Decision-Making

6. Which situation should you address first? 2 points

7. Justify your decision professionally. 3 points

B. Workflow Challenge. 5 points

The following steps for scheduling an executive meeting are disorganized.

Number them from 1–5.

- _____ Send the final invitation.
- _____ Check the executive's availability.
- _____ Reserve the meeting room.
- _____ Identify the participants.
- _____ Prepare the meeting agenda.

C. Digital Organization. 5 points

The shared drive contains these files:

- final2
- meetingnew
- document1

1. Identify one problem with these file names. 2 points

2. Rename ONE file professionally. 2 points

Old name: _____

New name: _____

3. Which type of document should normally have restricted access?

1 point

- A. Public brochure
- B. Employee salary report
- C. Company advertisement
- D. Event invitation

Answer: _____

PART. IV. PROFESSIONAL ENGLISH IN ACTION. 20 points

A. Correct the professional English.

8 points. 2 points each

1. The Executive Assistant manage three executive calendars.

Correct sentence:

2. She don't send confidential files by public email.

Correct sentence:

3. Please to verify the information before send the document.

Correct sentence:

4. The manager have an important meeting every Wednesday.

Correct sentence:

B. Professional Instructions. 4 points

Rewrite each situation as a clear professional instruction.

5. The document is confidential. Nobody should share it.

6. The meeting invitation needs to be sent before noon

C. Sequencing and Workflow. 8 points

Rewrite the following process as one coherent professional paragraph.

Use all of the following: First -Next -Then - After that - Finally

Actions:

- verify the executive's availability;
 - contact participants;
 - reserve the room;
 - prepare the agenda;
 - send the invitation.
-
-
-

PART. V. INTEGRATED EXECUTIVE OFFICE CASE. 30 points

THE WEDNESDAY MORNING EXECUTIVE CHALLENGE

You are the Executive Assistant at Isthmus International Services, a bilingual company in Panama.

It is 8:20 a.m.

The General Manager arrives at 8:45 a.m.

The following situations occur almost simultaneously:

- A Canadian business partner arrives unexpectedly and asks to speak with the General Manager.
- The General Manager has a virtual meeting at 9:00 a.m., but the meeting link has not been created.
- A confidential employee evaluation is open on a computer that several staff members use.
- Finance needs the General Manager's signature on a payment authorization by 10:30 a.m.
- The 9:00 a.m. meeting agenda is incomplete.
- Human Resources asks for an updated staff directory by Friday.
- A supplier calls to present a new line of office chairs.
- The reception area is untidy because materials from yesterday's event have not been removed.
- An employee approaches you and begins complaining loudly about a colleague while visitors are present.

PART A. IDENTIFY THE PROBLEMS. 8 points

Identify the four most critical situations.

1. _____
2. _____
3. _____
4. _____

PART B. PRIORITIZE. 8 points

Place your four selected problems in professional priority order.

Priority 1

Reason:

Priority 2

Reason:

Priority 3

Reason:

Priority 4

Reason:

PART C. CREATE THE PROFESSIONAL ACTION PLAN. 8 points

Write a short action plan using:

- at least 3 **sequencing expressions**;
- at least 2 **priority expressions**;
- at least 2 **vocabulary terms**;
- at least 1 **professional instruction**.

Your response should explain how you would manage the situation.

PART D. WORKPLACE ETIQUETTE RESPONSE. 3 points

How should you respond to the employee who is complaining loudly in front of visitors?

Write what you would say or do.

PART E. PROFESSIONAL REFLECTION. 3 points

In approximately 50 - 70 words, answer:

What distinguishes an efficient and professional Executive Assistant from someone who simply completes assigned tasks?

CHECKLIST

Before submitting, verify:

- ☐ I answered every PART..
- ☐ I used professional English.
- ☐ I justified my decisions.
- ☐ I considered confidentiality.
- ☐ I considered deadlines and priorities.
- ☐ I used Week 1–4 concepts.
- ☐ I reviewed my grammar.

A successful Executive Assistant does not only complete tasks.

A professional Executive Assistant:

organizes, prioritizes, communicates, protects information, demonstrates appropriate workplace etiquette and makes sound professional decisions.