Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Discussion Question Assessment Chapter 9-1

Objective: Develop the topic thoroughly by selecting the most significant and relevant facts, extended definitions, concrete details, quotations, or other information and examples

1. Describe how an administrative professional should respond when someone phones and asks to speak with an absent supervisor.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 3 | 2 | 1 | 0 |
| Explanation | Fully explains with two pieces ofsupporting evidence | Explained with two pieces of supporting evidence or one or more pieces of supporting evidence with minor errors (1 – 2)  | Explained with one or more pieces of supporting evidence with major errors (1 – 2)  | No attempt |
|  Mechanics | 1 – 2 errors | 3 – 4 errors | 4 – 5 errors | More than 5 errors |

1. Describe the elements of a telephone personality.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 3 | 2 | 1 | 0 |
| Explanation | Fully explains with two pieces ofsupporting evidence | Explained with two pieces of supporting evidence or one or more pieces of supporting evidence with minor errors (1 – 2)  | Explained with one or more pieces of supporting evidence with major errors (1 – 2)  | No attempt |
|  Mechanics | 1 – 2 errors | 3 – 4 errors | 4 – 5 errors | More than 5 errors |