Chapter 009 Preparing for Employment in the Medical Office

**Multiple Choice Questions**

1. What is another name for a traditional job market?
A. Non-traditional
B. Hidden job market
C. Non-visible job market
D. Visible job market

2. Which of the following is an example of a visible job market?
A. Career fair
B. Classified Ads
C. Career fairs and classified ads
D. Face-to-face networking

3. Which of the following is an example of a hidden job market?
A. Face-to-face networking
B. Career fair
C. Classified ads
D. Job boards

4. A clean, neat, and \_\_\_\_\_\_\_\_\_\_ appearance will make a favorable impression.
A. Sharp
B. Professional
C. Polished
D. Dressy

5. Amber recently graduated from a medical office program. While attending school, she worked part-time during evenings in the records department at a local hospital. She is now ready to seek full-time employment in her field of study. Where would she go to begin compiling employment possibilities?
A. Friends and social workers
B. Website for the hospital where she works
C. School career center
D. All of these answers are correct

6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ serve as a snapshot of the applicant, which helps employees choose interview candidates.
A. Applications
B. Resumes
C. Cover Letters
D. Introduction Letter

7. \_\_\_\_\_\_\_\_\_\_\_ applications are an effective and efficient method of submitting data.
A. Handwritten
B. Completed
C. On-line
D. Typed

8. Stating "references are available upon request" \_\_\_\_\_\_\_\_ a best practice for completing an application.
A. Is
B. Is not

9. If the date that you composed a letter is different from the date that you are sending it, you use the date that you \_\_\_\_\_\_\_\_\_\_.
A. Sent the letter
B. Composed the letter

10. When filling out an employment application, periods of unemployment should be:
A. Left off the application
B. Placed on the application with a short explanation, such as "attending college."
C. Placed on the application and left blank
D. Placed on the application and highlighted, so it can be discussed during the interview

11. Which of the following would not be considered an appropriate reference for an application or resume?
A. Work colleague of the applicant
B. Applicant's instructor during recent training
C. Applicant's priest
D. Fellow committee member

12. What is considered to be the most important position of the letter?
A. Closing
B. Salutation
C. Paragraph 1
D. Paragraph 2

13. Follow the closing of a letter with a:
A. Comma
B. Period
C. Colon
D. Semi-colon

14. As Cristen composes a cover/application letter, she is unsure of where to mention her resume. In which paragraph should she place a reference to her enclosed resume?
A. First
B. Second
C. Third
D. Second and third

15. Which of the following is an example of a sentence composed using the "you" approach?
A. "Training during the past two years in the medical office program at Anywhere Community and Technical College has provided me skills that can be used to complement your HIT department."
B. "I have attended school for the past two years at Anywhere Community and Technical College."
C. "My skills and training in the medical office program during the past two years can be used by your HIT Department."
D. "I recently became certified in medical records and would like to use my skills in your HIT Department."

16. During her search for employment opportunities, Dee found an open HIT position with a multi-physician clinic. The resume is to be submitted online. Which format should she use to submit her online resume?
A. Functional, because she likes it better and already has a resume prepared using this format
B. Chronological with bold side headings
C. Chronological, because her recent educational training and certification directly relate to the position requirements.
D. Chronological/plain text format, because her recent educational training and certification directly relate to the position requirements.

17. Which of the following statements is composed using power wording?
A. "Implemented revenue collection strategies that increased the collection ratio from 22 percent to 62 percent during a nine-month period."
B. "Assisted in increasing the collection ratio from 22 percent to 62 percent."
C. "Increased the collection ratio from 22 percent to 62 percent."
D. "Worked with the office team to increase the collection ratio rate."

18. During an interview for a medical coding position, which requires AHIMA or AAPC coding certification, which of the following questions may legally be asked of the interviewee?
A. "To which organizations do you belong?"
B. "Are you a certified coder through AHIMA or AAPC?"
C. "Do you hold membership in coding organizations?"
D. "May I see a list of all the organizations to which you belong?"

19. Which of the following questions should not be asked by the applicant during the first interview?
A. "How many patients does the practice see during a normal working day?"
B. "Will I be cross trained with other members of the medical office team?"
C. "Do you prefer I wear scrubs or other office dress?"
D. "Will I receive a yearly cost-of-living salary increase?"

20. Which of the following salutations should be used for a follow-up thank-you letter?
A. Dear Human Resource Director:
B. To Whom It May Concern:
C. Dear Mrs. Sanders:
D. Dear Allen:

21. Which paragraph of the thank-you letter should show enthusiasm and eagerness to join the office team?
A. One
B. Two
C. Three

22. Which paragraph of the thank-you letter should express gratitude for the interview opportunity?
A. One
B. Two
C. Three

23. Which paragraph of the thank-you letter should emphasize the applicant's qualifications?
A. Three
B. Two
C. One

**Fill in the Blank Questions**

24. \_\_\_\_\_\_\_\_\_\_ and objectively evaluating personal and professional skills is the first step in seeking employment.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

25. Be prepared to address reasons for frequent \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in jobs.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

26. The purpose of the cover letter is to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the application process.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

27. The format style should be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in the cover/application letter, resume, and follow-up letter.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

28. The primary goal of a resume is not to obtain a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

29. Resumes should be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, easy to read and/or scan for relevant information, and well written.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

30. Use \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or action verbs to showcase skills.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 31. The most common resume style is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_resume.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

32. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are used throughout the resume to directly relate to the position's requirements.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

33. List your education in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ chronological order.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

34. Plan to arrive ten \_\_\_\_\_ prior to the interview time.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

35. An applicant that is prepared to take notes appears to be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

36. A person's \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ should reflect what he or she would wear if employed in the position.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

37. If you are unsure of how to dress for an interview, it is best to be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

38. When an interviewer asks an illegal question, the interviewee has the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to answer or not.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

39. Sometimes the wording of the question itself, not the intention, makes it \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

40. Illegal interview questions are grouped into \_\_\_\_\_\_\_\_\_\_ categories.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

41. Credit history and background checks are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ performed.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

42. You should write a thank-you letter to the interviewer within \_\_\_\_\_ days of the interview.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

43. After leaving an interview, you should \_\_\_\_\_\_\_\_\_ make notes of what happened.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

44. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is inherently part of the employment search process.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

45. During a phone interview, do not use the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ function.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

46. During a phone interview, limit your answers to less than \_\_\_\_\_ minutes in length.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

47. During a phone interview, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the call-waiting feature.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

48. If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "Have you ever been arrested?"
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

49. If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "Do you have the proper paperwork to work in the United States?"
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

50. If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "Do you have any disabilities?"
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

51. If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "What is your opinion of office romances?"
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

52. If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "Are you married?"
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

53. If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "Can you travel?"
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

54. If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "What type of training did you receive while in the service?"
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

  **Multiple Choice Questions
 ANSWERS**

1.*(p. 320)* What is another name for a traditional job market?
A. Non-traditional
B. Hidden job market
C. Non-visible job market
**D.** Visible job market

Another name for a traditional job market is a visible job market.

2.*(p. 320)* Which of the following is an example of a visible job market?
A. Career fair
B. Classified Ads
**C.** Career fairs and classified ads
D. Face-to-face networking

A career fair and classified ads are both examples of a visible job market.

3.*(p. 320)* Which of the following is an example of a hidden job market?
**A.** Face-to-face networking
B. Career fair
C. Classified ads
D. Job boards

Face-to-face networking is an example of a hidden job market.

4.*(p. 322)* A clean, neat, and \_\_\_\_\_\_\_\_\_\_ appearance will make a favorable impression.
**A.** Sharp
B. Professional
C. Polished
D. Dressy

A clean, neat and sharp appearance will make a favorable impression.

5.*(p. 320-321)* Amber recently graduated from a medical office program. While attending school, she worked part-time during evenings in the records department at a local hospital. She is now ready to seek full-time employment in her field of study. Where would she go to begin compiling employment possibilities?
A. Friends and social workers
B. Website for the hospital where she works
C. School career center
**D.** All of these answers are correct

Amber could go to friends and social workers, the website for the hospital where she works and the school career center to begin compiling employment possibilities.

6.*(p. 322)* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ serve as a snapshot of the applicant, which helps employees choose interview candidates.
**A.** Applications
B. Resumes
C. Cover Letters
D. Introduction Letter

Applications serve as a snapshot of the applicant, which helps employees choose interview candidates.

7.*(p. 322)* \_\_\_\_\_\_\_\_\_\_\_ applications are an effective and efficient method of submitting data.
A. Handwritten
B. Completed
**C.** On-line
D. Typed

Online applications are an effective and efficient method of submitting data.

8.*(p. 324)* Stating "references are available upon request" \_\_\_\_\_\_\_\_ a best practice for completing an application.
A. Is
**B.** Is not

Stating "references are available upon request" is not a best practice for completing an application.

9.*(p. 325)* If the date that you composed a letter is different from the date that you are sending it, you use the date that you \_\_\_\_\_\_\_\_\_\_.
**A.** Sent the letter
B. Composed the letter

If the date that you composed a letter is different from the date that you are sending it, you use the date that you sent the letter.

10.*(p. 323)* When filling out an employment application, periods of unemployment should be:
A. Left off the application
**B.** Placed on the application with a short explanation, such as "attending college."
C. Placed on the application and left blank
D. Placed on the application and highlighted, so it can be discussed during the interview

When filling out an application, periods of unemployment should be placed on the application with a short explanation, such as "attending college".

11.*(p. 324)* Which of the following would not be considered an appropriate reference for an application or resume?
A. Work colleague of the applicant
B. Applicant's instructor during recent training
**C.** Applicant's priest
D. Fellow committee member

An applicant's priest would not be considered an appropriate reference for an application or resume.

12.*(p. 325)* What is considered to be the most important position of the letter?
A. Closing
B. Salutation
**C.** Paragraph 1
D. Paragraph 2

Paragraph 1 is considered to be the most important position of the letter.

13.*(p. 325)* Follow the closing of a letter with a:
**A.** Comma
B. Period
C. Colon
D. Semi-colon

Follow the closing of a letter with a comma.

14.*(p. 325)* As Cristen composes a cover/application letter, she is unsure of where to mention her resume. In which paragraph should she place a reference to her enclosed resume?
A. First
**B.** Second
C. Third
D. Second and third

As Cristen composes a cover/application letter, she is unsure of where to mention her resume. She should place a reference to her enclosed resume in the second paragraph.

15.*(p. 325)* Which of the following is an example of a sentence composed using the "you" approach?
**A.** "Training during the past two years in the medical office program at Anywhere Community and Technical College has provided me skills that can be used to complement your HIT department."
B. "I have attended school for the past two years at Anywhere Community and Technical College."
C. "My skills and training in the medical office program during the past two years can be used by your HIT Department."
D. "I recently became certified in medical records and would like to use my skills in your HIT Department."

"Training during the past two years in the medical office program at Anywhere Community and Technical College has provided me skills that can be used to complement your HIT department" is an example of a sentence composed using the "you" approach.

16.*(p. 329)* During her search for employment opportunities, Dee found an open HIT position with a multi-physician clinic. The resume is to be submitted online. Which format should she use to submit her online resume?
A. Functional, because she likes it better and already has a resume prepared using this format
B. Chronological with bold side headings
C. Chronological, because her recent educational training and certification directly relate to the position requirements.
**D.** Chronological/plain text format, because her recent educational training and certification directly relate to the position requirements.

Chronological/plain text format should be used to submit Dee's online education training and certification directly related to the position requirements.

17.*(p. 327)* Which of the following statements is composed using power wording?
A. "Implemented revenue collection strategies that increased the collection ratio from 22 percent to 62 percent during a nine-month period."
B. "Assisted in increasing the collection ratio from 22 percent to 62 percent."
**C.** "Increased the collection ratio from 22 percent to 62 percent."
D. "Worked with the office team to increase the collection ratio rate."

"Increased the collection ratio from 22 percent to 62 percent" is a statement composed using power wording.

18.*(p. 339)* During an interview for a medical coding position, which requires AHIMA or AAPC coding certification, which of the following questions may legally be asked of the interviewee?
A. "To which organizations do you belong?"
B. "Are you a certified coder through AHIMA or AAPC?"
**C.** "Do you hold membership in coding organizations?"
D. "May I see a list of all the organizations to which you belong?"

"Do you hold membership in coding organizations?" can legally be asked of the interviewee.

19.*(p. 342)* Which of the following questions should not be asked by the applicant during the first interview?
A. "How many patients does the practice see during a normal working day?"
B. "Will I be cross trained with other members of the medical office team?"
C. "Do you prefer I wear scrubs or other office dress?"
**D.** "Will I receive a yearly cost-of-living salary increase?"

"Will I receive a yearly cost-of-living salary increase" should not be asked by the applicant during the first interview.

20.*(p. 343)* Which of the following salutations should be used for a follow-up thank-you letter?
A. Dear Human Resource Director:
B. To Whom It May Concern:
**C.** Dear Mrs. Sanders:
D. Dear Allen:

Dear Mrs. Sanders is the salutation that should be used for a follow-up thank-you letter.

21.*(p. 343)* Which paragraph of the thank-you letter should show enthusiasm and eagerness to join the office team?
A. One
B. Two
**C.** Three

Paragraph three should enthusiasm and eagerness to join the office team.

22.*(p. 343)* Which paragraph of the thank-you letter should express gratitude for the interview opportunity?
**A.** One
B. Two
C. Three

Paragraph one of the thank-you letter should express gratitude for the interview opportunity.

23.*(p. 343)* Which paragraph of the thank-you letter should emphasize the applicant's qualifications?
**A.** Three
B. Two
C. One

Paragraph three should show emphasize the applicant's qualifications.

**Fill in the Blank Questions**

24.*(p. 320)* \_\_\_\_\_\_\_\_\_\_ and objectively evaluating personal and professional skills is the first step in seeking employment.
**Listening**

Listening and objectively evaluating personal and professional skills is the first step in seeking employment.

25.*(p. 323)* Be prepared to address reasons for frequent \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in jobs.
**Changes**

Be prepared to address reasons for frequent changes in jobs.

26.*(p. 324)* The purpose of the cover letter is to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the application process.
**Personalize**

The purpose of the cover letter is to personalize the application process.

27.*(p. 324)* The format style should be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in the cover/application letter, resume, and follow-up letter.
**Consistent**

The format style should be consistent in the cover/application letter, resume, and follow-up letter.

28.*(p. 326)* The primary goal of a resume is not to obtain a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
**Position**

The primary goal of a resume is not to obtain a position.

 29.*(p. 327)* Resumes should be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, easy to read and/or scan for relevant information, and well written.
**Brief**

Resumes should be brief, easy to read and/or scan for relevant information, and well written.

30.*(p. 327)* Use \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or action verbs to showcase skills.
**Power words**

Use power words or action verbs to showcase skills.

31.*(p. 329)* The most common resume style is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_resume.
**Chronological**

The most common resume style is the chronological resume.

32.*(p. 329)* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are used throughout the resume to directly relate to the position's requirements.
**Keywords**

Keywords are used throughout the resume to directly relate to the position's requirements.

33.*(p. 329)* List your education in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ chronological order.
**Reverse**

List your education in reverse chronological order.

34.*(p. 337)* Plan to arrive ten \_\_\_\_\_ prior to the interview time.
**minutes**

Plan to arrive 10 minutes prior to the interview time.

35.*(p. 337)* An applicant that is prepared to take notes appears to be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
**Organized**

An applicant that is prepared to take notes appears to be organized.

36.*(p. 337)* A person's \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ should reflect what he or she would wear if employed in the position.
**Attire**

A person's attire should reflect what he or she would wear if employed in the position.

37.*(p. 338)* If you are unsure of how to dress for an interview, it is best to be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
**Conservative**

If you are unsure of how to dress for an interview, it is best to be conservative.

38.*(p. 339)* When an interviewer asks an illegal question, the interviewee has the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to answer or not.
**Choice**

When an interviewer asks an illegal question, the interviewee has the choice to answer or not.

39.*(p. 339)* Sometimes the wording of the question itself, not the intention, makes it \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
**Illegal**

Sometimes the wording of the question itself, not the intention, makes it illegal.

40.*(p. 339)* Illegal interview questions are grouped into \_\_\_\_\_\_\_\_\_\_ categories.
**Eleven**

Illegal interview questions are grouped into eleven categories.

41.*(p. 340)* Credit history and background checks are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ performed.
**Commonly**

Credit history and background checks are commonly performed.

42.*(p. 342)* You should write a thank-you letter to the interviewer within \_\_\_\_\_ days of the interview.
**Two**

You should write a thank-you letter to the interviewer within two days of the interview.

43.*(p. 342)* After leaving an interview, you should \_\_\_\_\_\_\_\_\_ make notes of what happened.
**Immediately**

After leaving an interview, you should immediately make notes of what happened.

44.*(p. 343)* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is inherently part of the employment search process.
**Rejection**

Rejection is inherently part of the employment search process.

45.*(p. 342)* During a phone interview, do not use the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ function.
**Speakerphone**

During a phone interview, do not use the speakerphone.

46.*(p. 342)* During a phone interview, limit your answers to less than \_\_\_\_\_ minutes in length.
**Two**

During a phone interview, limit your answers to less than two minutes in length.

47.*(p. 342)* During a phone interview, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the call-waiting feature.
**Disable**

During a phone interview, disable the call waiting feature.

48.*(p. 339)* If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "Have you ever been arrested?"
**Illegal**

"Have you ever been arrested" is considered to be an illegal interview question.

49.*(p. 339)* If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "Do you have the proper paperwork to work in the United States?"
**Legal**

"Do you have the proper paperwork to work in the United States" is considered to be a legal interview question.

50.*(p. 339)* If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "Do you have any disabilities?"
**Illegal**

"Do you have any disabilities" is considered to be an illegal interview question.

51.*(p. 339)* If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "What is your opinion of office romances?"
**Illegal**

"What is your opinion of office romances" is considered to be an illegal interview question.

52.*(p. 339)* If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "Are you married?"
**Illegal**

"Are you married" is considered to be an illegal interview question.

53.*(p. 339)* If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "Can you travel?"
**Legal**

"Can you travel" is considered to be a legal interview question.

54.*(p. 339)* If the following question were to be asked during an interview, it would be considered \_\_\_\_\_ to ask: "What type of training did you receive while in the service?"
**Legal**

"What type of training did you receive while in the service" is considered to be a legal interview question.