

Finkbeiner: Practice Management for the Dental Team, 7th Edition

Chapter 02: Dental Team Management

Test Bank

MULTIPLE CHOICE

1. The five *R*'s of management are:
 - a. reading, responsibility, recognition, respect, and rapport.
 - b. rally, recognition, rapport, responsibility, refuse.
 - c. responsibility, respect, rapport, recognition, and remuneration.

ANS: C

Successful management can be attributed to these five basics.

REF: p. 12

2. When resolving a staff conflict, a manager should:
 - a. make time available as soon as possible to discuss the problem.
 - b. listen patiently to all the issues while keeping an open mind.
 - c. exercise self-control.
 - d. maintain a record.
 - e. do all of the above.

ANS: E

When resolving a staff conflict, making time available as soon as possible to discuss the problem, listening patiently to all the issues while keeping an open mind, exercising self-control, and maintaining a record are all important regardless of the nature of the complaint. The details of the complaint should be reviewed and the problem resolved quickly.

REF: pp. 17-18

3. Which of the following topics can be discussed during an interview with a prospective employee?
 - a. Spouse's income
 - b. Marital status
 - c. Child care arrangements
 - d. Interest in continuing education in the office

ANS: D

Discussing this topic during an interview gathers information pertinent to the job for which the person is applying but is nondiscriminatory. This topic could be discussed during a job interview.

REF: pp. 25-27

4. Which of the following questions may be asked during an interview with a prospective employee?
- "Where were you born?"
 - "Do you have any handicaps?"
 - "Do you own a home?"
 - "What was your absentee record at your previous place of employment?"

ANS: D

Asking this question during an interview gathers information pertinent to the job the person is applying for but is nondiscriminatory. This question could be asked during a job interview.

REF: p. 27

5. Which of the following topics should be avoided during an interview with a prospective employee?
- Availability to work overtime
 - Career objectives
 - Age of the applicant
 - Interest in working at a satellite office site

ANS: C

This topic could be considered discriminatory against the applicant and should not be discussed during a job interview.

REF: pp. 26-27

6. Which of the following is *not* a rule to be considered for interviewing a prospective employee?
- Ask only for information that you intend to use in the hiring decision.
 - Know how you will use the information to make a decision.
 - Obtain every piece of information about the person that is possible.
 - Recognize that it is difficult to defend the practice of seeking information that you will not use.

ANS: C

Only information that will be used in making hiring decisions and that is nondiscriminatory should be obtained. This rule should not be considered for interviewing a prospective employee.

REF: pp. 26-27

7. Which of the following would be a solution to eliminating wasted time?
- Prepare a "to-do" list, and use it.
 - Agree to do as much as humanly possible.
 - Leave some work incomplete so you will always be busy.
 - Schedule meetings with staff more often.

ANS: A

Efficient time management requires that you organize individual tasks, maintain daily schedules, analyze daily tasks, schedule major projects, establish deadlines, and organize workflow. A “to-do” list uses time-management techniques.

REF: p. 19

8. ____ skills involve the ability to understand individuals and communicate effectively.
- Conceptual
 - Human relations
 - Administrative
 - Employability

ANS: B

Human relations skills aid you in understanding people and allow you to interact with them effectively. These skills are vital in health professions and involve communication, motivation, and an ability to lead.

REF: p. 14

9. Time management involves:
- planning ahead.
 - following through.
 - delegating work to others.
 - all of the above.

ANS: D

Time management in the dental business office involves planning and scheduling your work and avoiding wasted time. The behaviors that waste time in the business office are failing to plan and budget time, giving in to interruptions, failing to follow through and complete a task, and failure to delegate.

REF: p. 19

TRUE/FALSE

1. Team productivity requires each person to have the ability to be friendly, courteous, and flexible.

ANS: T

This is a true statement.

REF: pp. 12, 19-20

2. The dentist must give the authority to the administrative assistant so that individual can manage the dental office effectively.

ANS: T

It is essential that the dentist give this authority to the administrative assistant. Without this authority, the administrative assistant cannot manage effectively.

REF: p. 13

3. Conflict rarely exists in the dental office environment.

ANS: F

We must realize that conflict will arise whenever we have two or more people working together.

REF: pp. 17-18

4. An experienced administrative assistant should not need additional training.

ANS: F

Provide additional training beyond the educational experiences already achieved. This may be accomplished within the office or may require a more formal setting in a nearby school.

REF: p. 28