# Test Bank for Administrative Procedures for the Canadian Office CDN 10th Kilgour

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## Chapter 2—Diversity and International Business Relations

### PART I: MULTIPLE-CHOICE

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**PART IV: SHORT-ANSWER**

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| **1.** | 40-41 | learn common greetings and responses, use simple English, speak slowly and enunciate, watch for blank stares, ask the listener to paraphrase, accept blame for misunderstandings, listen without interrupting, follow up in writing, observe nonverbal messages |
| **2.** | 36 | fairness and equality, hiring and promotional, new ideas are shared with varying perspectives, utilization of strengths, differences are harnessed. |
| **3.** | 35 | take time to learn a few courteous words in your visitor's language, locate the client's nearest consulate office, research what cultural attitudes exist, learn the preferred eating habits of your guest, consider international differences in customs, be aware of body language, learn to pronounce names correctly, research national holidays, determine if physical space is important |
| **4.** | 37 | A key element of this law is the duty to accommodate; this provision refers to the obligation of an employer to take measures to eliminate disadvantages to employees and prospective employees that result (or may result) from a rule, practice, or physical barrier. The employer must make reasonable accommodations so that individuals with differing needs can work to the best of their ability. Differences that must be accommodated include gender, ethnic or cultural origin, physical ability, or religious affiliation. |
| **5.** | 37 | ensure equal opportunity for individuals who may be victims of discrimination based on prohibited grounds such as gender, disability, or religion |

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