

# Certified Office Manager Practice Test Questions and Answers

## 1. What is a key responsibility of an office manager in staff supervision?

- A) Making all decisions without employee input
- B) Providing clear direction, feedback, and supporting professional development
- C) Avoiding difficult conversations with staff
- D) Focusing only on task completion

## 2. Which approach is most effective for office budget management?

- A) Cutting costs without considering impact
- B) Regular monitoring, forecasting, and strategic resource allocation
- C) Letting department heads manage their own budgets independently
- D) Annual budget review only

## 3. How should an office manager handle workplace conflicts?

- A) Ignore conflicts until they resolve themselves
- B) Address issues promptly with fair mediation and clear policies
- C) Always side with senior employees
- D) Refer all conflicts to upper management

## 4. What is essential for effective office communication systems?

- A) Using only email for all communications
- B) Clear protocols, multiple channels, and regular updates
- C) Informal communication methods only
- D) Restricting information flow to management

Answers: 1-B 2-B 3-B 4-B

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