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### **PRAXIS Praxis Business Education: Content Knowledge (5101)Exam Sample Questions (Q87-Q92):**

#### **NEW QUESTION # 87**

Which of the following types of reports presents facts, draws conclusions, and makes recommendations?

- A. Progress
- **B. Analytical**
- C. Periodic
- D. Informational

**Answer: B**

Explanation:

Analytical reports present data, analyze it to draw conclusions, and provide recommendations based on the findings. Option B (informational) reports only present facts without analysis or recommendations. Option C (periodic) reports provide regular updates, often without deep analysis. Option D (progress) reports track project advancements, not necessarily with conclusions or recommendations. This question falls under the Communication and Career Development category, focusing on business reporting. Reference: ETS Praxis Business Education: Content Knowledge (5101) Study Companion, Section on Communication and Career Development; Business Communication, Chapter 10.

#### NEW QUESTION # 88

A warehouse manager wants to clarify the date and time of an employee meeting and sends an instant message (IM) to another manager in the warehouse. The use of IM is considered acceptable because the sender is most likely to be

- A. needing an immediate response
- B. avoiding a permanent record
- C. finishing a sensitive discussion
- D. multitasking during a meeting

**Answer: A**

Explanation:

Instant messaging (IM) is used for quick, real-time communication, making it suitable when the sender needs an immediate response, such as clarifying a meeting's date and time. Option A (avoiding a permanent record) is not the primary reason, as IMs can be logged. Option B (multitasking) is possible but not the best justification. Option C (sensitive discussion) would likely require a more secure or formal channel. This question falls under the Communication and Career Development category, focusing on communication tools.

Reference: ETS Praxis Business Education: Content Knowledge (5101) Study Companion, Section on Communication and Career Development; Business Communication, Chapter 6.

#### NEW QUESTION # 89

Which of the following is the most effective way for a company to address a service recovery problem?

- A. Involving the customer, managers, and frontline employees to address and fix the problem
- B. Having only customer service employees deal directly with the customer to solve the problem
- C. Providing the customer with compensation for the problem, no matter the cost
- D. Offering the customer an apology for the problem, and then assuming the issue has been resolved

**Answer: A**

Explanation:

Effective service recovery involves collaboration among the customer, managers, and frontline employees to understand and resolve the issue, ensuring satisfaction and learning. Option A limits involvement to customer service, potentially missing broader insights. Option C (apology only) may not resolve the issue. Option D (unlimited compensation) is unsustainable. This question aligns with the Management and Marketing category, focusing on customer service.

Reference: ETS Praxis Business Education: Content Knowledge (5101) Study Companion, Section on Management and Marketing; Services Marketing, Chapter 7.

#### NEW QUESTION # 90

What do parentheses around a numeric entry on a spreadsheet, such as (5543.32), indicate?

- A. A calculation of net profit
- B. A numeric value intended to be treated as an alphabetic entry
- C. A conditional statement in the spreadsheet
- D. A negative number

**Answer: D**

Explanation:

In spreadsheets like Microsoft Excel, parentheses around a numeric entry, such as (5543.32), indicate a negative number, a

standard accounting convention for displaying losses or debits. Option A (net profit) is unrelated to formatting. Option C (conditional statement) pertains to formulas, not display. Option D (alphabetic entry) is incorrect, as the value remains numeric. This question aligns with the Information Technology category, emphasizing spreadsheet conventions.

Reference:ETS Praxis Business Education: Content Knowledge (5101) Study Companion, Section on Information Technology; Microsoft Excel Documentation, Number Formatting.

### NEW QUESTION # 91

A manager meets with a shift supervisor to discuss the actions of a subordinate. After verifying the supervisor's statements, the manager asks a few questions to clarify and confirm understanding of the issue. Which of the following types of listening is the manager using?

- A. Reflective
- B. Selective
- C. Empathetic
- D. Casual

**Answer: A**

Explanation:

Reflective listening involves actively verifying and clarifying information to ensure understanding, as the manager does by asking questions to confirm the supervisor's statements. Option A (empathetic) focuses on understanding emotions, not necessarily clarifying facts. Option B (casual) is informal and lacks focus.

Option C (selective) involves hearing only parts of the message, which is not the case here. This question aligns with the Communication and Career Development category, emphasizing effective listening skills.

Reference:ETS Praxis Business Education: Content Knowledge (5101) Study Companion, Section on Communication and Career Development; Business Communication, Chapter 4.

### NEW QUESTION # 92

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