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Topic: Neutral and Positive Messages

Subtopic: Requests for Approval

Content Creator Name: Nathan Hurwitz

Creation Date:

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**Refer to the Test Prep SME Authoring Guidelines for more information details on standards.**

**Add as many questions to the template sequentially numbered (the first 2 for each question type are set up below).**

**Do not add any spacing to these problems to force formatting.**

**All text should be left justified.**

**Do not use any stylized punctuation (curly quotes or apostrophes) as these will cause issues when creating the digital content.**

**Note that for images in any question, the width should be a maximum of 1920 pixels.**

### **Mutliple-Choice Question Type**

<question type="mc">

1. What type of document is a 'request for approval?'

- a. a legal document showing that all waivers and clearances have been signed.
- b. a letter requesting a superior to formally acknowledge approval of the work of an individual or team.
- c. a document requesting permission to take an action.
- d. a call for a show of support from those working for you.

Analysis:

- a. Incorrect. While a request for approval can function as a signed 'permission slip,' it is much more than simply a legal waiver.
- b. Incorrect. A request for approval is not a request that someone above you formally show approval of your work.
- c. Correct. A 'request for approval' is a document requesting permission for any of a variety of business transactions including changing procedures and systems, purchases, new hires, system upgrades, and any other action or transaction requiring an approval call from the request and approval stream.
- d. Incorrect. A request for approval is not a call for a show of support for you or anyone else.

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Level of difficulty: Easy

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2. What stream does the document called a 'request for approval' serve?

- a. the call and response stream.

- b. the call to action stream.
- c. the approval or disapproval stream.
- d. the request and approval stream.

Analysis:

- a. Incorrect. Call and response is a form of interaction between a speaker and their audience or a singer and a chorus in which the leader makes a statement and the group responds. This has nothing whatsoever to do with a request for approval message.
- b. Incorrect. 'Call to action' is a marketing term which refers to a device designed to initiate an immediate response or encourage an immediate sale. There is no form associated with a call to action.
- c. Incorrect. There is no such thing as an approval or disapproval stream.
- d. Correct. A request for approval is the document that formally acknowledges permissions and facilitates the request and approval stream.

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Level of difficulty: Medium

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3. What is the best mechanism for handling communications requesting approvals for a range of requests that recur with a degree of regularity (purchases, upgrades, leaves, etc.)?

- a. Create a template specific to the needs of your request and approval system.
- b. Find a previously submitted request that has been approved in the past and cut and paste your own information.
- c. Create an original document from the ground up (that will show how important this issue is).
- d. Once you have approval for one occurrence of this action you can use that approval response and change the date.

Analysis:

- a. Correct. Creating a template for such requests for approval will ensure that all of the necessary information is presented in the initial request, sidestepping the need for delays in response.
- b. Incorrect. Finding a previously submitted request that has been approved will help you to understand the form, but will not be an assurance to you or others who will submit such a request in the future that they are including all of the key information in a format that is concise and readable.
- c. Incorrect. In creating an original document, you are likely to miss some important piece of information that the reader of your document will require.
- d. Incorrect. Taking any document and changing the date on it is neither ethical nor legal.

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Level of difficulty: Medium

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<question type="mc">

4. What does the acronym RFA stand for?

- a. rationale for activity.
- b. request for action.
- c. redundant forms alignment.
- d. regional fabrication appeal

Analysis:

- a. Incorrect. RFA does not stand for 'rationale for activity.'
- b. Correct. RFA does stand for 'request for action.'
- c. Incorrect. RFA does not stand for 'redundant forms alignment.'
- d. Incorrect. RFA does not stand for regional fabrication appeal.

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Level of difficulty: Easy

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5. In preparing a request for approval, how much detail should be included?

- a. as little as possible; the less specific you can be, the more latitude you will have once you have received approval.
- b. as much as possible; the more information you include the greater the chance of your request being approved.
- c. enough information to support your request; but no more than that.
- d. it depends on the preferences of the person to whom you are submitting this request ; know your reader.

Analysis:

- a. Incorrect. If you are not forthcoming with the details of your request you risk having your request either denied or returned to you for further detail.
- b. Incorrect. Do not overwhelm the reader of your request with too much information.
- c. Correct. One of your challenges in creating this kind of business communication is to find the perfect balance between too little and too much information in order to judge just the right amount.
- d. Incorrect. The amount of detail you include on a request for action should not be different if submitted to different people.

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6. What is the best tone to adopt as a writing style when writing a request for approval?

- a. clear and concise.
- b. pleasant and upbeat.
- c. deeply felt and from direct from your heart.
- d. poetic and elevated.

Analysis:

- a. Correct. The best writing style for all business communications is clear and concise. Learn how to say what you want, support your arguments, but never use three words when two will suffice.
- b. Incorrect. A request for approval does not require any emotional tone at all, neither positive nor negative. While it is important to keep communications with those outside your organization positive and upbeat, this is an internal document.
- c. Incorrect. This type of document does not lend itself to a deeply felt emotional appeal.
- d. Incorrect. Heightened or poetic language will not serve this type of document.

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Level of difficulty: Medium

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7. In addition to seeking permission for any of a variety of business transaction, the closing section of what type of document is also referred to as a request for approval?

- a. a letter of resignation.
- b. a offer to initiate a merger.
- c. an informal proposal.
- d. a cease and desist order.

Analysis:

- a. Incorrect. A letter of resignation would not include a request for approval.
- b. Incorrect. A offer to initiate a merger would not include a request for approval.
- c. Correct. The final section of an informal proposal is also referred to as request for approval.
- d. Incorrect. A order to cease and desist would not contain a request for approval.

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8. Which of the following actions would most likely NOT require a request for approval?

- a. scheduling a leave of absence.
- b. transitioning from one software provider to another.
- c. creating three positions for new hires.
- d. signing final merger documents.

Analysis:

- a. Incorrect. Scheduling a leave of absence is very likely to require approval.
- b. Incorrect. Changing systems such as software providers would definitely require approval.
- c. Incorrect. Creating three positions for new hires would definitely require approval.
- d. Correct. By the time final merger documents have been drawn up, all necessary approvals have been received.

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