Tax Office Systems & Workflow

Homework Worksheet - Multiple Choice

Choose the best answer for each question.

1. What is a workflow?

A. The path a client follows from first contact to completed return

B. A pricing model

C. A software license

D. A marketing campaign

2. Why do workflows matter?

A. They reduce confusion and improve consistency

B. They remove the need for reviews

C. They eliminate client communication

D. They replace compliance requirements

3. Which step comes after Client Inquiry in the example workflow?

A. Transmission

B. Client Intake

C. IRS Acknowledgement

D. Follow-Up

4. Which information belongs in client intake?

A. Full legal name, date of birth, SSN, address, contact details, filing status, dependents, and banking information

B. Only the client's phone number

C. Only refund expectations

D. Only prior-year income

5. Which is a required document listed in the lesson?

A. Government-issued photo ID

B. Social Security cards

C. Income documents such as W-2s and 1099s

D. All of the above

6. What is one best practice for document management?

A. Accept incomplete files

B. Label files consistently and track missing documents

C. Store files randomly

D. Skip client folders

7. Which is a common document-management mistake?

A. Using checklists

B. Tracking missing documents

C. Accepting incomplete files

D. Maintaining organized client folders

8. What should happen first in the preparation process?

A. Review documents for completeness

B. Transmit the return

C. Collect signatures

D. Start a retention campaign

9. What should a preparer do when information is missing?

A. Guess the answer

B. Request clarification from the client

C. Skip the information

D. Use prior-year information automatically

10. Which is part of a return review checklist?

A. Filing status

B. Bank information

C. Required signatures

D. All of the above

11. What is the ERO's responsibility before transmission?

A. Allow every preparer to transmit freely

B. Ensure the return has been reviewed

C. Skip review if the office is busy

D. Only check the refund amount

12. Which stage is part of client communication?

A. Document Request

B. Return In Progress

C. Accepted Return

D. All of the above

13. Which communication practice is recommended?

A. Respond promptly and set expectations

B. Avoid updates

C. Ignore off-season communication

D. Do not document important conversations

14. What is one example of automation?

A. Appointment reminders

B. Document request reminders

C. Funding notifications

D. All of the above

15. What is the role of automation in the office?

A. Replace relationships completely

B. Reduce repetitive tasks and improve efficiency

C. Remove the need for client service

D. Eliminate all manual review

16. What does SOP stand for?

A. Standard Operating Procedure

B. Secure Office Platform

C. Service Organization Policy

D. Standard Online Process

17. When should a task have an SOP according to the module?

A. If it is repeated often

B. Only if it involves marketing

C. Only during tax season

D. Never

18. Which is something clients expect?

A. Professionalism and communication

B. Confusing instructions

C. Delayed responses

D. Inconsistent service

19. Which is a sign that better systems are needed?

A. Organized records

B. Lost documents and missed follow-ups

C. Faster turnaround times

D. Better retention

20. Which is a sign that systems are working?

A. Team confusion

B. Inconsistent communication

C. Organized records and clearer workflow

D. Compliance issues

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Homework Answer Key

1. A - The path a client follows from first contact to completed return

2. A - They reduce confusion and improve consistency

3. B - Client Intake

4. A - Full legal name, date of birth, SSN, address, contact details, filing status, dependents, and banking information

5. D - All of the above

6. B - Label files consistently and track missing documents

7. C - Accepting incomplete files

8. A - Review documents for completeness

9. B - Request clarification from the client

10. D - All of the above

11. B - Ensure the return has been reviewed

12. D - All of the above

13. A - Respond promptly and set expectations

14. D - All of the above

15. B - Reduce repetitive tasks and improve efficiency

16. A - Standard Operating Procedure

17. A - If it is repeated often

18. A - Professionalism and communication

19. B - Lost documents and missed follow-ups

20. C - Organized records and clearer workflow