

Polishing the Pearl, The Art of Professional Performance *Quiz*

1. In the title of the book, *Polishing the Pearl*, what does the pearl represent?
2. What is the purpose of polishing your pearl?
3. How can you inspire a stenotype machine?
4. What are the differentiating factors in customer selection?
5. What matters most in the performance of your job?
6. Was it Picasso or Edison who said “Genius is one percent inspiration, ninety-nine percent perspiration”?
7. What is required to remain a viable professional?
8. Fill in the blank: Master the courage to _____
9. What is silent marketing?
10. Provide one example of silent marketing.
11. True or false: Silent marketing is a timid reporter’s amplifier.
12. What is Sir Isaac Newton’s third law of motion?
13. What is a way of avoiding the unpleasant experience of losing business?
14. Why are most successful people reserved and conservatively attired?
15. Why is it valuable to maintain an “uncomfortable” approach to clients?
16. What is the name of the court reporter featured in the chapter on Integrity?
17. Who does an attorney call as his court reporter’s easily attainable secondary source?
18. Presence enables a reporter to command what?
19. Fill in the blank: Presence is the byproduct of knowledge, ability, experience and _____
20. What are the traits of successful people?

21. What is the blueprint for success in high profile litigation?
22. If a court reporter is directed by a judge not to interrupt a proceeding, should the court reporter comply in all circumstances?
23. Fill in the blank: Enthusiasm and passion for your profession makes all the _____.
24. Quick and creative thinking are valuable components of what?
25. Fill in the blank: The message of Polishing the Pearl, The Art of Professional Performance is _____.