ADMINISTRATIVE SUPPORT

CONCEPTS

(290)

**—OPEN EVENT—**

REGIONAL – 2020

DO NOT WRITE ON TEST BOOKLET

Multiple Choice & True/False (50 @ 2 points each)

***TOTAL POINTS \_\_\_\_\_\_\_\_ (100 points)***

**Failure to adhere to any of the following rules will result in disqualification:**

1. **Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
2. **No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
3. **Electronic devices will be monitored according to ACT standards.**

No more than sixty (60) minutes testing time

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*Workplace Skills Assessment Program* competition.

# General Instructions

**GENERAL INSTRUCTIONS**

1. Answer the objective questions using the Scantron scoring sheet provided.   
   *(****OR*** *electronically if available.)*
2. If you complete the event before the end of the time allotted, notify the proctor immediately. Time could be considered a factor in determining a winner when there is a tie score in this event.

**DIRECTIONS**: Identify the letter of the choice that best completes the statement or answers the question OR Mark A if the statement is TRUE. Mark B if the statement is FALSE.

1. A credit card reader can be used with many smartphones and tablets, making it possible to accept credit card payments wherever there is cell phone service.
2. True
3. False
4. The process of comparing and checking company records against those shown on a bank statement to determine whether the records are in agreement is called a bank reconciliation.
5. True
6. False
7. A document that lists the topics to be discussed at a meeting is called a(n):
8. minutes.
9. agenda.
10. bylaws.
11. schedule.
12. The icon that indicates an email message contains an attachment is a/an \_\_\_\_\_\_\_\_\_\_.
13. exclamation point
14. flag
15. paper clip
16. star
17. What currency would you use when traveling to Mexico?
18. Euro
19. Loonie
20. Peso
21. Yen
22. Select the correct spelling of the word:
23. COMISHION
24. COMISION
25. COMMISSION
26. COMMISION
27. The graphical representation of an organization's structure is called a/an \_\_\_\_\_\_\_\_\_\_\_\_.
28. bar chart
29. organizational chart
30. flow chart
31. information chart
32. To listen effectively, you should:
33. focus on the speaker and the message.
34. keep your emotions in check.
35. offer feedback to the speaker.
36. All the above
37. An official government document that certifies the identity and citizenship of an individual and grants the person permission to travel abroad is a(n):
38. visa.
39. passport.
40. consulate pass.
41. itinerary
42. In preparing for a conference, your duties as an administrative professional may include:
43. setting up the preregistration.
44. making flight reservations for conference speakers.
45. preparing packets of information for the registrants.
46. All the above
47. Business-class air travel is a level above first class.
48. True
49. False
50. A detailed outline of a business trip is called a/an \_\_\_\_\_\_\_\_\_\_.
51. agenda
52. business plan
53. itinerary
54. plan of action
55. Microsoft OneNote is a \_\_\_\_\_\_\_\_\_\_.app for your academic and professional life.
56. spreadsheet
57. notetaking
58. database
59. gaming
60. The alphabetic filing method is the least common method of storing records.
61. True
62. False
63. In an alphabetic filing system, Gary Woolfe Bakery would be filed after Gary N. Woolfe.
64. True
65. False
66. Many hotels offer special corporate rates for business travelers.​
67. True
68. False
69. E-mails are private and cannot be used in a court of law.
70. True
71. False
72. An opening greeting is called a(n):
73. Notation
74. Complimentary
75. File Name
76. Salutation
77. A document that contains a written account of what took place at a meeting is called a(n):
78. agenda.
79. bylaws.
80. minutes.
81. meeting record.
82. What is the correct filing order for the following four names? (1) Department of Education, Jefferson County (2) Department of Justice, Jefferson County (3) Department of Corrections, Jefferson County (4) Department of Transportation, Jefferson County
83. 3, 1, 4, 2
84. 3, 1, 2, 4
85. 3, 2, 1, 4
86. 2, 1, 3, 4
87. Select the correct spelling of the word:
88. RECEIVED
89. RECIVED
90. RECIEVED
91. RECEEVED
92. What is 25 percent of 100?
93. 75
94. 20
95. 50
96. 25
97. What is the key unit for the filing segment New York City Police Department?
98. New
99. New York
100. Police
101. Department
102. When two people have the same name, you should look first to see if titles and suffixes differentiate between the names.
103. True
104. False
105. Filing, storing, retrieval, and protection of records are part of the maintenance phase of the records and information life cycle.
106. True
107. False
108. In word processing software, the keyboard shortcut to paste copied text is:
109. Ctrl + P
110. Shift + P
111. Ctrl + V
112. Alt + T
113. Keyboard shortcuts are performed by pressing a(n) \_\_\_\_\_\_\_\_ key in conjunction with another key.
114. modifier
115. toggle
116. arrow
117. function
118. A \_\_\_\_\_\_\_\_ is a named unit of related data stored in a computer system.
119. file
120. folder
121. directory
122. subfolder
123. Assume you have created a document in Microsoft Word and saved it under the name resume.docx. If you wish to create a backup copy in a different location, you should use the \_\_\_\_\_\_\_\_ command from the File menu.
124. New
125. Open
126. Save
127. Save As
128. A financial document that shows the assets, liabilities, and owner’s equity of an organization on a given date is a(n):
129. cash flow statement.
130. income statement.
131. balance sheet.
132. budget.
133. Nearly all businesses use # envelopes, which measure 4 1/8" by 9 1/2" and hold a standard sheet of paper folded in thirds.
134. 9.5
135. 10
136. 11.5
137. 12
138. Filing records geographically is storing records based on \_\_\_\_\_.
139. date
140. location
141. name
142. time
143. Ethics are the standard or guidelines that help people determine what is right or wrong.
144. True
145. False
146. 34. Assertiveness means:
147. being indirect, manipulative, or underhanded.
148. using terms that express a judgment of others.
149. essentially the same as aggressiveness.
150. expressing your feelings and observations in a manner that is nonthreatening to others.
151. Administrative assistants rarely deal with confidential or sensitive information.
152. True
153. False
154. Select the correct spelling of the word:
155. MAINTENANCE
156. MAINTANENCE
157. MAINTENANCE
158. MAINTENENCE
159. Which of the following characters is permitted in file names?
160. A space
161. /
162. >
163. :
164. What is the second level of the filing segment National Park Service, Department of the Interior?
165. United
166. Interior, Department of
167. United States Government
168. Government
169. The smallest unit of data is a:
170. field.
171. bit.
172. record.
173. byte.
174. A template is a master document used to create new documents that will share the same basic formatting and has a predefined page layout, fonts, margins, and styles.
175. True
176. False
177. A group of related documents on a computer can be stored in a(n)
178. packet
179. folder
180. group
181. category
182. Effective telephone communications include:
183. listening for facts.
184. repeating back to the customer what you believe the customer said.
185. acting to handle the problem or issue.
186. All the above
187. A store purchases laptop cases for $60 each. If each laptop case is sold for $125, what is the amount of the markup, and what is the markup percent based on selling price?
188. $65 and 52%
189. $65 and 48%
190. $52 and 65%
191. $70 and 11%
192. Which of the following is still the most common method for data entry?
193. Printer
194. Keyboard
195. Scanner
196. Stylus
197. Bytes can be used to encode \_\_\_\_\_\_\_\_, which are letters, numbers, and special symbols.
198. fields
199. bits
200. characters
201. bytes
202. What is the correct filing order for the following four names? (1) Mr. Marlin De Haas (2) Robt. D. DeHaan (3) Mr. Carrol De Haan (4) Mr. R. DeHaan
203. 3, 1, 4, 2
204. 3, 4, 2, 1
205. 4, 2, 3, 1
206. 1, 3, 4, 2
207. Which of the following best describes records management?
208. systematic control of all records from their creation to ultimate disposition
209. record planning and supervision
210. record preparation and maintenance
211. delegation of recordkeeping duties
212. Which of the following is NOT an appropriate salutation in a business letter?
213. Dear
214. Ladies and Gentlemen
215. Hey
216. Sir
217. \_\_\_\_\_\_\_\_ is using data exploration and analysis techniques.
218. Data mining
219. Data warehousing
220. Data marts
221. None of the above
222. Using an appropriate tone of voice is important only when dealing with external customers.
223. True
224. False