**DO NOT WRITE ON TEST**



**BUSINESS FUNDAMENTALS CONCEPTS**

**~OPEN EVENT~**

(996)

**REGIONAL 2022**

***50 Questions x 2 Points Each***

**TOTAL POINTS \_\_\_\_\_\_\_\_\_\_\_\_100 Points**

**Test Time: 60 minutes**

**MULTIPLE CHOICE**

Identify the choice that *best* completes the statement or answers the question.

1. When keying a block style letter, all information is keyed at the \_\_\_\_\_ margin.
   1. left
   2. right
   3. center
   4. simplified
2. Which of the following would be the *best* subject line to use in an email?
   1. For Your Information
   2. To All Supervisors
   3. Upcoming Team Meeting Time Changed
   4. Attention
3. Which of the following name is *out* of correct alphabetical order?
   1. James T. Johnson
   2. James Johnson
   3. James W. Johnson
   4. Jim Johnson
4. The quality of voice that describes how softly or loudly you speak is the \_\_\_\_\_.
   1. pitch
   2. tone
   3. enunciation
   4. volume
5. Which of the following sentences is punctuated *correctly*?
   1. Emily went to bed, but she did not go to sleep right away.
   2. Emily went to bed but she did not go to sleep right away.
   3. Emily went to bed; but she did not go to sleep right away.
   4. Emily went to bed but she did not go to sleep right away
6. The legal right of someone, usually the author or artist, to use or reproduce a work is called a(n)\_\_\_\_\_.
   1. encoder
   2. patent
   3. copyright
   4. paperwork
7. The most frequently used form of communication is \_\_\_\_\_.
   1. reading
   2. writing
   3. listening
   4. speaking
8. How do work and personal life influence each other?
   1. A satisfactory job can lead to increased stress.
   2. The satisfaction you achieve on the job contributes to your general life satisfaction.
   3. The quality of your relationships with people in work and personal life do not influence each other.
   4. Dissatisfaction with your job helps to relieve stress.
9. To work effectively with others in a team, \_\_\_\_\_.
   1. do not waste time discussing or setting team goals
   2. do not wait for needed approvals before beginning work on a project
   3. do most of the work yourself to ensure it gets done
   4. break large tasks into smaller parts
10. Which of the following is the *correct* order for the heading lines in a memorandum?
    1. From, To, Date, Subject
    2. To, From, Date, Subject
    3. Date, Subject, To, From
    4. Subject, To, From Date
11. One advantage of an email is that they \_\_\_\_\_.
    1. are more expensive to send than printed memos
    2. can be sent quickly
    3. take longer to send than a printed memo
    4. cannot be sent to someone in another company
12. Reviewing and correcting the final draft of a report is the process of \_\_\_\_\_.
    1. composing
    2. revising
    3. proofreading
    4. editing
13. The use of your arms and hands to express an idea or feeling is an example of a(n) \_\_\_\_\_.
    1. posture
    2. self-confidence
    3. gesture
    4. paralanguage
14. The first step in understanding others is to begin by getting an understanding of \_\_\_\_\_.
    1. human relations principles
    2. yourself
    3. basic human behavior
    4. basic cognitive psychology
15. A belief or opinion that hinders fair and impartial actions or judgments is called \_\_\_\_\_.
    1. contradictory
    2. redundancy
    3. bias
    4. slander
16. The postal abbreviation for Michigan is \_\_\_\_\_\_.

a. MC  
b. MN  
c. MI  
d. MH

17. The file format “.pdf” means \_\_\_\_\_\_.

* 1. portable document format
  2. printable data file
  3. protected document file
  4. precise data formatting

1. Which is the *correctly* spelled word?
   1. questionnaire
   2. questionaire
   3. questionairre
   4. questionnairre
2. Index the following in the order you would for filing under ARMA rules.   
   1. *Bob’s Rent-a-Car*2. *All-in-One Pawn Shop*  
   3. *How Much? Thrift Store*   
   4. *The Crow’s Nest*
   1. 1,3,4,2
   2. 2,1,4,3
   3. 4,2,3,1
   4. 2,1,3,4
3. \_\_\_\_\_ are similar in meaning to values and are generally considered to be principles or rules for behaving in the right manner.
   1. Ergonomics
   2. Economics
   3. Ethnics
   4. Ethics
4. What is the common name for an employee withholding allowance certificate?
5. W-2
6. W-4
7. Pay stub
8. W-A
9. The electronic record life cycle includes \_\_\_\_\_.
10. creation and storage, maintenance, disposition, and back up
11. creation and storage, distribution and use, maintenance, and disposition
12. creation, usage, maintenance, and destruction
13. creation and storage, disposition and use, maintenance, and transference
14. When answering a business phone, you should answer \_\_\_\_\_.
    1. after the first ring
    2. after the third ring to demonstrate to the caller that it is a busy office
    3. when it is convenient
    4. let it go to voicemail
15. Goals can *best* be defined as \_\_\_\_\_.
    1. leadership
    2. objectives
    3. reasons
    4. short-range plans
16. Organizational charts deal with a company’s \_\_\_\_\_.
    1. water supply
    2. fuel oil expenses
    3. management structure
    4. financial incomes
17. Which of the following statements about agendas is *false*?
    1. Agendas should be distributed in advance of a meeting.
    2. The most difficult items to be addressed should come first on the agenda.
    3. Agendas should relate directly to the meeting’s purpose and objectives.
    4. The meeting chair is usually the person in charge of preparing and sending the agenda.
18. Below the last line in a News Release document, you should center and insert the symbols \_\_\_\_\_.
    1. \*\*\*
    2. @@@
    3. ###
    4. +++
19. The purpose of an incoming letter that asks for the price of a product is an example of a(n) \_\_\_\_\_ letter.
    1. informational
    2. request
    3. record
    4. persuade
20. The part of a letter that indicates that another item is in the envelope along with the letter is a(n) \_\_\_\_\_.
    1. distribution list
    2. enclosure notation
    3. reference initials
    4. announcement
21. When using email for customer contact, \_\_\_\_\_.
    1. do not worry about responding promptly
    2. make sure the message has at least three paragraphs
    3. state the purpose of the message clearly
    4. key the subject line in all capital letters
22. What is the term for the point of intersection of a row and column in a spreadsheet?
    1. Label
    2. Worksheet
    3. Value
    4. Cell
23. You wish to create your own business cards. Which type of software package would be *best* to use to design your cards?
    1. Video Editing
    2. Desktop Publishing
    3. Database Program
    4. Electronic Slideshow
24. Which of the following keys is used to indent text within a document?
    1. Spacebar
    2. Sorter
    3. Tab
    4. Enter
25. “Times New Roman” is an example of a \_\_\_\_\_\_\_\_\_\_.
    1. font type
    2. font face
    3. font layout
    4. font structure
26. Microsoft Word is an example of a(n) \_\_\_\_\_\_\_\_\_\_.
    1. operating system
    2. processing device
    3. application software
    4. input device
27. In an email address, the symbol that is used to separate the user’s name and the domain name is the \_\_\_\_\_\_\_\_\_\_.
    1. @
    2. –
    3. #
    4. ://
28. Brandi is entering a paragraph in a word processing program. When the cursor gets to the end of a line, what is the *best* way for her to get the cursor to the next line?
    1. Press the Escape key.
    2. Just keep typing.
    3. Press the Enter key.
    4. Press the Tab key.
29. You want to mail out 100 letters to your customers, and you want them to look personalized as if written individually for each customer. What feature of a word processing package would you use?
    1. Envelope
    2. Style
    3. Mail Merge
    4. Table
30. A document printed on paper is referred to as a \_\_\_\_\_\_\_\_\_\_ copy.
    1. soft
    2. news
    3. carbon
    4. hard
31. A wide page format that turns the page so that the longer side runs along the top edge is called \_\_\_\_\_\_\_\_\_\_ orientation.
    1. portrait
    2. letter
    3. layout
    4. landscape
32. A file \_\_\_\_\_ is usually made of heavy pressboard and is used to separate the file drawer into sections.
    1. folder
    2. label
    3. guide
    4. partition
33. To resolve conflicts with coworkers, \_\_\_\_\_

a. begin by deciding who is at fault in the situation

b. listen and talk with coworkers about the situation

c. center your discussions on the people involved, not the issues

d. avoid admitting that you made a mistake

1. Which of the following types of filing methods would provide the *most* confidentiality of files?
   1. Subject
   2. Alphabetical
   3. Geographic
   4. Numeric
2. When filing and the personal names are identical, filing order is determined first by the \_\_\_\_\_.
   1. state
   2. street name
   3. city
   4. country
3. When communicating, the source of the message is the \_\_\_\_\_.
4. sender
5. receiver
6. interpreter
7. decoder
8. Talking by telephone \_\_\_\_\_\_.

a. is less personal than sending an e-mail message

b. is not a good way to reach most people

c. can give customers instant feedback

d. is not a popular method of business communication

1. Which of the following names would be filed *first* alphabetically?

a. James Jones

b. James C. Jones

c. James C. Jones, Jr.

d. James A. Jones

1. Which of the following words is spelled *incorrectly*?
   1. Deductable
   2. Canceled
   3. Acknowledgment
   4. Forward
2. You are replying to an email about an issue in the company. You do not want the recipient to know that you are also making the HR Manager aware of the situation. Which field would you put the email address of your HR Manager?
   1. To:
   2. CC:
   3. BCC:
   4. SPECIAL:
3. Which of the following would *not* be a purpose of a business plan?
   1. Describing how your business expects to set specific objectives.
   2. Explaining how you will find your target customer.
   3. Showing how your business will be able to keep customers.
   4. Planning is important—executing is not.