

**DO NOT WRITE ON TEST**



**ADMINISTRATIVE  
SUPPORT CONCEPTS**

**~OPEN EVENT~**

**(290)**

**REGIONAL 2024**

**CONCEPT KNOWLEDGE:**

Multiple Choice (50 @ 2 points each)

\_\_\_\_\_ (100 points)

**Test Time: 60 minutes**

**GENERAL GUIDELINES:**

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

1. Contestant must hand in this test booklet and all printouts if any. 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 (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.
4. For any interest calculations, assume a 360-day year.
5. Unless otherwise stated, assume that all plant assets were purchased on January 1.
6. Unless otherwise stated, assume that the overtime rate is 1.5 regular time pay for any hours worked in excess of 40 hours per week.

### Multiple Choice Questions

*Directions:* Identify the letter of the choice that best completes the statement or answers the question.

1. A phone call is often the customer's first impression of a company. Which of the following offers the wrong image of the company?
  - A. Using a proper greeting.
  - B. Speaking in a friendly tone.
  - C. Ability to answer questions.
  - D. Placing customers on hold for a prolonged time.
2. A job posting states part of the job description includes knowing who receives specific items, how to handle junk mail, and a timeline for delivery of letters and packages. What department would the potential job applicant assume they will be working?
  - A. Marketing
  - B. Finance
  - C. Human Resources
  - D. Administrative
3. Job enlargement leads to lower efficiency since you are no longer doing the same activity all day, every day.
  - A. True
  - B. False
4. Which of the following is a sign of micromanaging?
  - A. Clear Communication Channels
  - B. Delegation of Responsibilities
  - C. Empowering all Employees
  - D. Requiring Approval for all Task
5. The part of the letter that contains the address of the person who you sent the letter to is the \_\_\_\_\_.
  - A. Recipient's Address
  - B. Sender's Address
  - C. Complimentary Close
  - D. Heading
6. One of the most important customer service skills is \_\_\_\_\_ which is the ability to understand another person's emotions and point of view.
  - A. Persuasion
  - B. Adaptability
  - C. Empathy
  - D. Self-control
7. Networking is the active process of building relationships and sharing resources.
  - A. True
  - B. False

8. The \_\_\_\_\_ states the direction or focus of an organization that supports day-to-day interactions with clients.
- A. Mission Statement
  - B. Vision Board
  - C. Organizational Chart
  - D. Delivery System
9. Customer service representatives who take responsibility and handle issues in one interaction are more likely to retain customers than those that involve multiple interactions.
- A. True
  - B. False
10. \_\_\_\_\_ is an active process in which two individuals apply all the elements of interpersonal communication to effectively exchange information and ideas.
- A. One-way Communication
  - B. Two-way Communication
  - C. Nonverbal Communication
  - D. Electronic Communication
11. The state in interpersonal communication when the sender decides what message will be sent and how it will be transmitted.
- A. Decoding
  - B. Feedback
  - C. Encoding
  - D. Channel
12. \_\_\_\_\_ is the physiological or psychological factors that interfere with the accurate reception of information.
- A. Noise
  - B. Filters
  - C. Feedback
  - D. Decoding
13. You need to answer the phone at your office but you do not have a notepad or pen to take a message. What should you do?
- A. Quickly pick up and then hang up and hope the caller calls back assuming they got disconnected.
  - B. Let the phone ring and ring until you can get to a desk that has the supplies you need.
  - C. Answer the phone and if needed, ask the person if you can put them on hold so you can get the materials you need.
  - D. Answer the phone and record the conversation so you can play it back to take the message from the recording.
14. If a return phone call is not requested, it is not necessary to record the caller's phone number on the message.
- A. True
  - B. False

- 15.** When should you use a pie chart to summarize your data?
- A. To show parts of the data to the entire data.
  - B. When you have a large dataset.
  - C. When you want a precise comparison between values.
  - D. When your data is ordinal not nominal.
- 16.** Using \_\_\_\_\_ in Excel allows you to identify specific data points such as the top 5 scores with green text.
- A. Filtering
  - B. Sorting
  - C. Conditional Formatting
  - D. Querying
- 17.** Which is filed correctly according to ARMA filing rules?
- A. Smith; Smith, D.; Smith, Dan; Smith, Daniel
  - B. Smith, Daniel; Smith, Dan; Smith, D.; Smith
  - C. Smith, D.; Smith, Dan; Smith Daniel; Smith
  - D. Smith; Dan; Smith Daniel; Smith D.; Smith
- 18.** Which is filed correctly according to ARMA filing rules?
- A. Jackson; Williams, David, Shields, Debbie
  - B. Shields, Debbie; Williams, David; Jackson
  - C. Williams, David, Shields, Debbie, Jackson
  - D. Jackson; Shields, Debbie, Williams, David
- 19.** Which is listed in correct order according to ARMA filing rules?
- A. Holly Jackson, Shawn Marie Smith, Jackson McDonald
  - B. Holly Jackson, Jackson McDonald, Shawn Marie Smith
  - C. Holly Jackson, Shawn Marie Smith, Jackson McDonald
  - D. Jackson McDonald, Holly Jackson, Shawn Marie Smith
- 20.** Which is listed in correct order according to ARMA filing rules?
- A. One Way Drive, ABC Cleaners, Mark 490
  - B. ABC Cleaners, One Way Drive, Mark 490
  - C. ABC Cleaners, Mark 490, One Way Drive
  - D. Mark 490, One Way Drive, ABC Cleaners
- 21.** You are editing a document proofed by your boss. She has placed three underlines under several words. What should you do?
- A. capitalize each word
  - B. bold each word
  - C. delete each word
  - D. check the spelling of each
- 22.** When proofreading, you should circle a word to show that it is misspelled.
- A. True
  - B. False

- 23.** A(n) \_\_\_\_\_ is necessary for businesses to pay taxes.
- A. EIN
  - B. EEOC
  - C. Form W-4
  - D. Form W-2
- 24.** Which of the following is a pretax deduction?
- A. Social Security
  - B. Medicare
  - C. Savings
  - D. Group Health Insurance
- 25.** FUTA is paid for by both the employer and the employee.
- A. True
  - B. False
- 26.** An FSA or HSA can be used for all the following expenses, except \_\_\_\_\_.
- A. copays
  - B. sunglasses
  - C. prescriptions
  - D. insulin
- 27.** Once you choose WAC (Weighted Average Cost) as your inventory valuation method, you cannot choose to use LIFO or FIFO for the next fiscal year.
- A. True
  - B. False
- 28.** Which example is the best use of the petty cash fund?
- A. Purchase Quarterly Supplies
  - B. Pay for Rent
  - C. Purchase Stamps
  - D. Employee Bonuses
- 29.** Which of the following is not an example of a commission?
- A. Realtor receiving a percentage of sale amount.
  - B. Jewelers receive a percentage of the gross margin.
  - C. Fundraiser receiving 50% of their pay based on meeting 50% of the quota.
  - D. Copywriter receiving one cent per word.
- 30.** Payroll Expense is reported on the Balance Sheet.
- A. True
  - B. False
- 31.** For a savings account, if the interest is compounded monthly, the account holder will receive more money than if it is compounded quarterly.
- A. True
  - B. False

32. The amount the retailer pays for the product before they sell it to the consumer is the \_\_\_\_\_.  
A. mark up  
B. mark down  
C. cost  
D. price
33. You are interested in shoes that cost \$50 with a 10% sales tax. Your grandma has a coupon for 10% off. She gives you \$50 and says there will be no change. Is she correct?  
A. Yes  
B. No, you will get \$0.01 back.  
C. No, you will get \$0.50 back.  
D. No, you will get \$1.00 back.
34. You can rent a floor cleaner for \$22.50 per day and a soap charge of \$2.75 per bottle. How much will you be charged to rent the cleaner for 3 days and use 2 bottles of soap?  
A. \$53.25  
B. \$67.50  
C. \$70.25  
D. \$73.00
35. Jackie rents an apartment for \$850 a month. If she signs a two-year lease, she will receive a 10% discount. How much can she save if she signs a two-year lease?  
A. \$1,020  
B. \$2,040  
C. \$18,360  
D. \$19,380
36. Which sentence is incorrect?  
A. Leslie remembered to pack everything for the ski trip except for her sunscreen.  
B. Whatever you do, don't loose your ticket.  
C. Sarah and her twin Samuel have never been apart for more than a weekend.  
D. Getting enough fresh air and exercise can have a positive effect on your mood.
37. Which sentence is incorrect?  
A. Audience members must take their seats before the show can proceed.  
B. Aunt Linda thought the blue curtains would complement the flooring.  
C. We gazed up at the tiny glimmer of the International Space Station past overhead.  
D. For our anniversary, can we go to the site of our first date?
38. Which sentence is incorrect?  
A. Does the concession stand except charge cards?  
B. Danny tried on his dad's shoes but they were too loose.  
C. Do you believe that strange animal behaviors can precede an earthquake?  
D. Caleb enjoys performing and hopes to get a part in the school play.

**39. Which sentence is incorrect?**

- A. We can't always predict how our decisions will affect others around us.
- B. Did you enjoy the field trip to see the state legislators in the capitol building?
- C. She watched the car drive away until it was out of site.
- D. He always finds a way to compliment his students on their work.

**40. Which sentence is incorrect?**

- A. Modern fashion resembles trends from the past.
- B. The crowd was told to quite down.
- C. The weather outside is beautiful.
- D. I had to choose between the two options.

**41. Which sentence is incorrect?**

- A. Do you think we will know before the week is over?
- B. That would be one of my greatest accomplishments.
- C. Howl well do you think you did on the test?
- D. Do you know where the race will end?

**42. Which word is spelled incorrectly?**

- A. receive
- B. separate
- C. beleive
- D. whether

**43. Which word is spelled incorrectly?**

- A. writing
- B. character
- C. beginning
- D. definate

**44. Which word is spelled incorrectly?**

- A. athletic
- B. cemetary
- C. accidentally
- D. conscious

**45. Which word is spelled incorrectly?**

- A. forearm
- B. jealous
- C. descend
- D. familar

**46. Which word is spelled incorrectly?**

- A. mischeivous
- B. argument
- C. profession
- D. foreign



**47.** Which word is spelled incorrectly?

- A. beautiful
- B. medicine
- C. favrite
- D. neighbor

**48.** Which word is spelled incorrectly?

- A. perculiar
- B. fourth
- C. prophecy
- D. grateful

**49.** Which word is spelled incorrectly?

- A. committee
- B. moderen
- C. precede
- D. particular

**50.** Which word is spelled incorrectly?

- A. career
- B. decision
- C. occurrence
- D. permenant