

DO NOT WRITE ON TEST



**MEETING AND EVENT
PLANNING CONCEPTS**

~OPEN EVENT~

(590)

REGIONAL 2024

CONCEPT KNOWLEDGE:

Multiple Choice (50 @ 2 points each) _____ (100 points)

Test Time: 60 minutes

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

1. A business meeting should typically last _____.
 - A. 30 minutes
 - B. 1 hour
 - C. the length needed depending on the objective and agenda
 - D. 2 hours

2. What is the recommended way to keep everyone engaged during a business meeting?
 - A. Encourage discussion and ask questions
 - B. Lecture without allowing interruptions
 - C. Do not allow discussion
 - D. It depends on the objective and agenda

3. What is the recommended way to handle technical difficulties during a virtual meeting?
 - A. Continue the meeting
 - B. End the meeting early
 - C. Address the difficulties promptly
 - D. Reschedule the meeting

4. What is the recommended way to ensure everyone is prepared for the meeting?
 - A. Provide an agenda in advance
 - B. Do not provide any information in advance
 - C. Provide information during the meeting
 - D. Discourage participation and discussion

5. Another term for ending a meeting is called _____ the meeting.
 - A. call to order
 - B. stay
 - C. adjourning
 - D. reconvening

6. Facial expressions, gestures, eye contact, and body language are examples of nonverbal communication.
 - A. True
 - B. False

7. If an event is offered as a fully online only event, it is considered to be a hybrid type of event.
 - A. True
 - B. False

8. It is important when sending a business email that the subject line clearly describes the purpose of the message.
- A. True
 - B. False
9. If you are fair and transparent, above and beyond complying with legal rules or regulations you are demonstrating _____ behavior.
- A. immoral
 - B. standard
 - C. biased
 - D. ethical
10. Meeting minutes should be distributed in a timely manner to stakeholders.
- A. True
 - B. False
11. During _____, prices may be increased because demand for travel, hotel, and business are at their highest.
- A. peak season
 - B. open season
 - C. off-peak season
 - D. discount season
12. The recommended number of participants for a business meeting always is more than 30.
- A. True
 - B. False
13. Typing email messages in _____, can come across as though you are shouting at the recipient.
- A. uppercase
 - B. lowercase
 - C. purple font
 - D. None of the answers are correct.
14. During an event if you have two or more sessions running at the same time these are called _____ sessions.
- A. subsequent
 - B. concurrent
 - C. succeeding
 - D. successive

15. A scheduled event where participants are live in person and others joining virtually is called a(n) _____ event.
- A. virtual
 - B. connect
 - C. hybrid
 - D. on demand
16. Understanding the _____ of the event when beginning to plan it is critical in order to meet the objectives. This would be considered the first step in planning.
- A. catering
 - B. date
 - C. keynote
 - D. purpose
17. What is the recommended way to end a meeting?
- A. Abruptly, to save time
 - B. Without summarizing key points
 - C. With a clear summary of key points and action items
 - D. Without giving participants a chance to ask questions or provide feedback
18. To have a clear projection or estimation of revenues and expenses of an event there should be a(n) _____ established.
- A. profit & loss
 - B. BPA
 - C. RFP
 - D. budget
19. When is it appropriate to check your phone during a meeting?
- A. Whenever you receive a notification
 - B. When you are waiting for a message about later plans
 - C. When you need to look up information related to personal matters
 - D. It is not appropriate to check your phone during a meeting
20. What is the primary goal of managing the movement of attendees at an event?
- A. To keep attendees from leaving the event
 - B. To ensure attendees are able to move freely and safely throughout the event space
 - C. To prevent attendees from overcrowding certain areas of the event
 - D. To limit the number of attendees who are able to access certain areas of the event
21. In the event something does not go as previously planned, there should be a(n) _____ plan in place.
- A. amenity
 - B. contingency
 - C. trial
 - D. exit

22. Staff or volunteers can be helpful in managing attendee movement at an event, as they can answer questions, provide directions, and help ensure that attendees are following the plan for managing movement.
- A. True
 - B. False
23. When handling a difficult customer via telephone, the recommended way to handle the situation is to _____.
- A. argue with them until they agree with you
 - B. ignore their complaints and hope they go away
 - C. listen to their concerns and try to find a solution to their problem
 - D. hang up on them
24. Preparing a(n) _____ can assist in the management of finances for the event.
- A. agenda
 - B. schedule
 - C. planner
 - D. budget
25. As long as you don't share confidential information, it is appropriate to use social media to complain about work-related issues.
- A. True
 - B. False
26. In order to evaluate the success of meeting or event merchandise, the planning team would need to _____.
- A. look at the number of items sold
 - B. look at revenue generated from merchandise sales
 - C. look at attendee feedback and satisfaction with the merchandise
 - D. All of the answers are correct.
27. Making a _____ is something done prior to the date of the meeting or event. These are funds paid in advance towards a reservation of a venue.
- A. amenity
 - B. deposit
 - C. goal
 - D. flyer
28. It is recommended to end a business email with a _____.
- A. question
 - B. lengthy explanation
 - C. clear call-to-action
 - D. joke or pun

29. It is acceptable to use social media at work, as long as it doesn't interfere with work tasks.
- A. True
 - B. False
30. Even at a small event, it is important to have a plan for managing the movement of attendees to ensure their safety and comfort.
- A. True
 - B. False
31. Written business communication should use the “passive voice” in most communications.
- A. True
 - B. False
32. To get the word out about an event, you can create a _____. This is a cost-effective form of printed media which can be used to share information and publicize an event.
- A. commercial
 - B. flyer
 - C. radio ad
 - D. business card
33. When is it appropriate to use bold or italicized text in a business email?
- A. To emphasize important information
 - B. To indicate sarcasm or humor
 - C. To express anger or frustration
 - D. To make the text easier to read
34. Through the United States Postal Service (USPS), the maximum weight for First-Class Mail letters is _____, standard size.
- A. 3.5 oz
 - B. 13 oz
 - C. 5 oz
 - D. 10 oz
35. A standard business envelope is measured at _____.
- A. 1 1/2” by 9 1/2”
 - B. 5 3/4” by 9 1/2”
 - C. 9 1/2” by 9 1/2”
 - D. 4 1/8” by 9 1/2”
36. Which of the following is NOT a type of marketing material for an event?
- A. Flyers
 - B. Email newsletters
 - C. Radio ads
 - D. Employee performance reports

37. Which of the following is NOT a step in creating a budget?
- A. Identifying sources of income
 - B. Tracking expenses
 - C. Ignoring unexpected costs
 - D. Setting financial goals
38. Which of the following is an example of an administrative task related to customer service?
- A. Managing payroll
 - B. Creating a financial report
 - C. Responding to customer inquiries
 - D. Developing a new product
39. Administrative tasks can include managing finances, such as bookkeeping and budgeting.
- A. True
 - B. False
40. What is the purpose of marketing material for an event?
- A. To inform people about the event
 - B. To entertain people who attend the event
 - C. To provide food and beverages at the event
 - D. To clean up after the event
41. A budget should only be created for short-term financial goals.
- A. True
 - B. False
42. Which of the following is an example of an administrative task related to financial management?
- A. Conducting market research
 - B. Developing a social media strategy
 - C. Managing accounts payable and receivable
 - D. Creating a new product
43. How can partnering with local organizations help you acquire staff and volunteers for an event?
- A. It can decrease the number of applicants
 - B. It can limit your ability to recruit volunteers
 - C. It can increase your visibility and reach
 - D. It can decrease your credibility as an organization
44. A cordless or wireless microphone which can be attached to clothing is called a lavalier microphone.
- A. True
 - B. False

45. Which of the following is an example of an administrative task related to record-keeping?
- A. Developing a new product
 - B. Conducting market research
 - C. Filing invoices and receipts
 - D. Creating a social media strategy
46. Which of the following is an example of an action that can promote DEI at an event?
- A. Only featuring speakers from a single demographic group
 - B. Failing to address cultural differences among attendees
 - C. Providing accessibility accommodations for attendees with disabilities
 - D. Ignoring the experiences and perspectives of marginalized communities
47. When planning and ordering food for meetings or events it is important to _____.
- A. do a taste testing of the menu before a large event order
 - B. order on consumption
 - C. use decorative props and incorporate the theme
 - D. All of the answers should be considered.
48. A(n) _____ is a meeting held once each year, typically to give reports and updates from committees and officers.
- A. special meeting
 - B. adjourned meeting
 - C. annual meeting
 - D. executive session
49. The purpose of creating an event with DEI in mind is to _____.
- A. exclude underrepresented communities
 - B. limit the perspectives and experiences represented at the event
 - C. increase profits
 - D. create an inclusive and welcoming environment for all attendees
50. Per Robert's Rules of Order, during a business meeting, all members have the right to _____ from voting if they have a personal interest in the outcome of the vote.
- A. viva-voce
 - B. abstain
 - C. adjourn
 - D. rescind