

**DO NOT WRITE ON TEST**



**Administrative Support  
Concepts  
~OPEN EVENT~  
(290)**

**REGIONAL 2025**

**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 customer calls to complain about a product. During the call, you should:
  - A. Focus on defending the product.
  - B. Listen, empathize, and seek a solution.
  - C. Suggest they shop elsewhere.
  - D. Put them on hold to discuss with a colleague.
2. Editing a document, you find the term "irregardless". What is the correct term to use?
  - A. Irregardless
  - B. Unregardless
  - C. Regardless
  - D. Regardful
3. An email to a client starts with "Dear Alex,". What is this part of the email called?
  - A. Salutation
  - B. Introduction
  - C. Body
  - D. Conclusion
4. If a company's expenses are \$5,000 and their revenue is \$7,000, their profit is:
  - A. \$2,000
  - B. \$12,000
  - C. -Red(\$2,000)
  - D. \$3,500
5. A business letter concludes with "Sincerely,". What is this called?
  - A. Body
  - B. Closing salutation
  - C. Signature block
  - D. Complimentary close
6. When a customer asks for a product that is out of stock, what is the best response?
  - A. Offer to notify them when it's back in stock.
  - B. Suggest they look elsewhere.
  - C. Ignore the request.
  - D. Tell them it's not a popular item anyway.
7. Which of the following is NOT a recommended practice when managing email in a professional setting?
  - A. Respond promptly.
  - B. Use abbreviations and emojis for efficiency.
  - C. Keep the message clear and concise.
  - D. Use a professional signature.

8. The term "Net 30" on an invoice means:
  - A. Payment is due 30 days after receiving the invoice.
  - B. A 30% discount if paid immediately.
  - C. Payment was due 30 days ago.
  - D. 30% of the payment is due immediately.
9. What does it mean to "cc" someone on an email?
  - A. To confidentially copy.
  - B. To carbon copy, or include someone in the email recipients.
  - C. To critically comment.
  - D. To categorize the content.
10. In business writing, the use of active voice is encouraged because:
  - A. It assigns clear action.
  - B. It's more passive.
  - C. It's less direct.
  - D. It uses fewer words.
11. During a meeting, you're assigned to take minutes. What is a critical piece of information to record?
  - A. Every participant's opinion on each topic.
  - B. The main decisions and action items.
  - C. A transcript of the entire meeting.
  - D. The weather outside.
12. When a customer expresses satisfaction with your service, the best immediate action is to:
  - A. Ask for a tip.
  - B. Offer a discount on a future purchase.
  - C. Thank them and ask if they would like to leave feedback.
  - D. Immediately upsell another product.
13. When proofreading a document, you notice the word "definitely." What is the correct spelling?
  - A. Definatly
  - B. Definately
  - C. Definitly
  - D. Definitely
14. An employee's weekly gross pay is \$600. If the total deductions are \$120, what is the net pay?
  - A. \$480
  - B. \$720
  - C. \$600
  - D. \$120

15. Identifying letter parts: In a business letter, where should the date be placed?
- A. At the end of the letter, below the signature.
  - B. Directly above the recipient's address.
  - C. At the top of the letter, aligned with the left margin.
  - D. On the right side, below the sender's address.
16. In preparing for a meeting, you're asked to organize the files by date, from the most recent to the oldest. According to ARMA, this arrangement is known as:
- A. Alphabetical
  - B. Numerical
  - C. Chronological
  - D. Reverse chronological
17. When proofreading a document, you notice the repeated use of the phrase "very unique". What is the appropriate correction?
- A. Change to "somewhat unique".
  - B. No correction needed; the phrase is proper.
  - C. Remove "very" as "unique" does not require intensifiers.
  - D. Replace with "extremely unique".
18. In creating a PowerPoint presentation for a business meeting, what should be avoided?
- A. Concise bullet points.
  - B. Excessive text on slides.
  - C. Relevant visuals.
  - D. Clear labels and legends on graphs.
19. You're calculating travel expenses, and the mileage rate is \$0.56 per mile. If an employee travels 150 miles, what is the reimbursement amount?
- A. \$84.00
  - B. \$85.00
  - C. \$86.00
  - D. \$83.00
20. During an audit of office supplies, you find the total value of supplies on hand is less than what was purchased. What is a possible explanation?
- A. Theft or misappropriation.
  - B. Supplies were purchased at a discount.
  - C. A miscalculation in the total value purchased.
  - D. The supplies have appreciated in value.
21. The purpose of using a blind carbon copy (bcc) in an email is to:
- A. Send a copy of the email to recipients invisibly to others.
  - B. Blindly copy random recipients for wider dissemination.
  - C. Ensure that the email is not seen by anyone.
  - D. Copy the email to yourself for record-keeping.

22. You're creating a presentation for a new product. Which element should you avoid including?
- A. Engaging visuals related to the product.
  - B. Detailed technical specifications on initial slides.
  - C. A clear outline of the presentation's structure.
  - D. Call-to-action for the audience.
23. In calculating payroll, an employee worked 45 hours in a week with an hourly rate of \$20. If overtime above 40 hours is paid at 1.5 times the regular rate, how much is the employee's gross pay for the week?
- A. \$800
  - B. \$900
  - C. \$950
  - D. \$1,000
24. When calculating the cost of a project, you realize you have exceeded the budget. What is the next step?
- A. Continue as planned without acknowledging the issue.
  - B. Inform your supervisor and discuss potential solutions.
  - C. Cut corners on the project to reduce costs.
  - D. Cancel the project altogether.
25. You need to calculate the percentage increase in sales from \$1,000 to \$1,500. What is the correct calculation?
- A.  $(\$1,500 - \$1,000) / \$1,000 * 100$
  - B.  $\$1,500 / \$1,000 * 100$
  - C.  $(\$1,500 - \$1,000) / \$1,500 * 100$
  - D.  $\$1,000 / \$1,500 * 100$
26. After applying a 10% discount coupon, a book sells for \$45. What was the original price?
- A. \$50
  - B. \$49.50
  - C. \$40
  - D. \$45.50
27. You have a budget of \$1200 for team gifts, and you spend \$85 per gift. How many gifts can you buy?
- A. 14
  - B. 13
  - C. 15
  - D. 12
28. A company has 15 employees, but 3 are part-time. What percentage of the employees are full-time?
- A. 80%
  - B. 75%
  - C. 70%
  - D. 60%

29. You receive a 10% commission on sales. If you sold \$15,000 worth of products, what is your commission?
- A. \$1,000
  - B. \$1,500
  - C. \$1,800
  - D. \$2,000
30. To achieve a profit margin of 25% on a \$40 item, what should the selling price be?
- A. \$50
  - B. \$52
  - C. \$60
  - D. \$65
31. To sum values in Excel, which function is most appropriate?
- A. =(D2:D73)
  - B. =SUMIF(D2:D73)
  - C. =SUM(D2:D73)
  - D. =TOTAL(D2:D73)
32. Which of the following tasks is typically NOT considered the responsibility of an administrative support professional?
- A. Scheduling appointments and managing calendars
  - B. Conducting market research and developing marketing strategies
  - C. Organizing and maintaining files and records
  - D. Answering and directing phone calls and emails
33. Which Excel feature allows you to view different outcomes in a spreadsheet without altering the data?
- A. What-If Analysis
  - B. Conditional Formatting
  - C. PivotTable
  - D. External Data
34. When organizing files by last name, which of the following methods is the correct way to arrange them in alphabetical order?
- A. Smith, Johnson, Adams, Brown
  - B. Adams, Brown, Johnson, Smith
  - C. Johnson, Smith, Adams, Brown
  - D. Brown, Adams, Smith, Johnson
35. The \_\_\_\_\_ mandates that eligible employees are entitled to take unpaid, job-protected leave for certain family and medical reasons.
- A. FMLA
  - B. ADA
  - C. FLSA
  - D. HIPAA

36. Which regulation requires employers to protect the confidentiality and security of healthcare information?
- A. HIPAA
  - B. FERPA
  - C. COBRA
  - D. ADA
37. The \_\_\_\_\_ is designed to ensure equal pay for equal work among men and women.
- A. Equal Pay Act
  - B. COBRA
  - C. FMLA
  - D. ADEA
38. The \_\_\_\_\_ protects individuals over the age of 40 from employment discrimination based on age.
- A. ADEA
  - B. ADA
  - C. FLSA
  - D. ERISA
39. The \_\_\_\_\_ regulates the collection of Social Security and Medicare taxes from employees and employers.
- A. FICA
  - B. FLSA
  - C. COBRA
  - D. HIPAA
40. Which one of these represents a violation of privacy laws?
- A. Sharing employee medical information without consent.
  - B. Conducting background checks.
  - C. Providing COBRA information upon termination.
  - D. Allowing FMLA leave.
41. Overtime pay is required after 40 hours of work in a week for non-exempt employees under federal law.
- A. TRUE
  - B. FALSE
42. Employers are required to provide health insurance to all employees, regardless of hours worked per week.
- A. TRUE
  - B. FALSE
43. Employees can opt out of paying Social Security taxes if they disagree with the program.
- A. TRUE
  - B. FALSE

44. Tips received by employees can be counted towards their minimum wage earnings in some states.
- A. TRUE
  - B. FALSE
45. Employers are required by federal law to give employees breaks for meals and rest.
- A. TRUE
  - B. FALSE
46. Which sentence is correct?
- A. Its time for us to decide what to do.
  - B. It's time for us to decide what to do.
  - C. Its time for us too decide what to do.
  - D. It's time for us to decide what too do.
47. Which sentence is correct?
- A. He could of gone to the store earlier.
  - B. He could have gone to the store earlier.
  - C. He could of gone to the store earlier.
  - D. He could of gone too the store earlier.
48. Which sentence is correct?
- A. Whose book is this laying on the table?
  - B. Who's book is this laying on the table?
  - C. Whose is this book laying on the table?
  - D. Who's is this book laying on the table?
49. Which sentence is correct?
- A. Their coming to our house tomorrow.
  - B. They're going to they're house tomorrow.
  - C. They're coming to our house tomorrow.
  - D. There coming to our house tomorrow.
50. Which sentence is incorrect?
- A. We should have left earlier.
  - B. We should of left earlier.
  - C. We could have stayed longer.
  - D. We would have enjoyed the party.