

ADMINISTRATIVE SUPPORT CONCEPTS (290)

—OPEN EVENT—

REGIONAL – 2018

DO NOT WRITE ON TEST BOOKLET

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

Property of Business Professionals of America.
May be reproduced only for use in the Business Professionals of America
Workplace Skills Assessment Program competition.

Identify the letter of the choice that best completes the statement or answers the question. Mark A if the statement is True. Mark B if the statement is False.

1. Five (5) percent of what number is 4?
 - A. 8
 - B. 80
 - C. 85
 - D. 800

2. A special document format that enables users with Adobe Acrobat and other software to save their documents in a format that appears uniform on all computers and in any printouts, is called a _____.
 - A. DOC
 - B. GIF
 - C. JPEG
 - D. PDF

3. In word processing software, the common keyboard shortcut to begin a new page is _____.
 - A. Alt + Enter
 - B. Ctrl + Enter
 - C. Shift + Enter
 - D. Tab + Enter

4. Another name for a chronological file is a _____ file.
 - A. menu
 - B. output
 - C. pending
 - D. tickler

5. _____ may be used to identify omitted items when quoting materials.
 - A. Ellipsis marks
 - B. Dashes
 - C. Highlight marks
 - D. Punctuation marks

6. A detailed outline of a business trip is called a/an _____.
 - A. agenda
 - B. business plan
 - C. itinerary
 - D. none of the above

7. A sales clerk entering details of a customer's order is an example of _____ information.
- A. creating
 - B. communication
 - C. processing
 - D. searching
8. The price of a computer drops from \$2,000 to \$1,500. What is the percent of *decrease*?
- A. 5%
 - B. 15%
 - C. 20%
 - D. 25%

For questions 9-13 choose the correct sentence from the two choices given.

9. A. Tina realized the art exhibit was being judged from Wednesday through Friday.
 B. Tina realized the art exhibit, was being judged from Wednesday through Friday.
10. A. I started a new banking job downtown on March 19, 2016.
 B. I started a new banking job downtown on march 19, 2016.
11. A. My friend is moving from Second Avenue to Jefferson street.
 B. My friend is moving from Second Avenue to Jefferson Street.
12. A. Pete and Twyla made the payment of 487.10\$ including the 10% discount.
 B. Pete and Twyla made the payment of \$487.10 including the 10% discount.
13. A. I asked Mr. Phelps if the correct phone number was 888-9292.
 B. I asked Mr. Phelps if the correct phone number was 888-9292?
14. The amount left after all expenses have been paid is_____.
 A. capital
 B. gross profit
 C. net profit
 D. owner's equity
15. When traveling in a foreign country, _____.
 A. it is not necessary to learn an appropriate greeting for the people you will be visiting
 B. do not criticize the people or customs of the country you are visiting
 C. dress casually regardless of the country you are visiting
 D. remember that generally business is conducted more informally in other countries than it is in the United States

16. Applying for job openings that match your career goals in many organizations is a _____.
A. traditional job search
B. targeted job search
C. functional job search
D. chronological search
17. A job search focused on a company rather than a position is a _____.
A. traditional job search
B. targeted job search
C. functional job search
D. electronic job search
18. A follow-up letter _____.
A. should be written immediately after an interview
B. should thank the person for the interview
C. can provide details that you failed to give during the interview
D. all the above
19. When using the block style letter, the date goes at the _____.
A. right margin
B. left margin
C. center of page
D. below the inside address
20. A person who hinders growth or stops an activity in an organization is called _____.
A. a manager
B. a visionary
C. an inhibitor
D. a strategic leader
21. Distractions occurring inside listeners due to different backgrounds, experiences, and perceptions causing listeners to interpret communication in a particular way are referred to as _____.
A. external noise
B. static
C. internal noise
D. interferences
22. The formula for calculating simple interest is _____.
A. $I=P*R*T$
B. $I=P/R/T$
C. $P*R$
D. $P*T$

23. Choose the salutation that would be *most* appropriate for a business letter.
- A. Dear Mrs. Gray:
 - B. Dear Mrs. Irene Gray:
 - C. Mrs. Gray:
 - D. Irene
24. Choose the correct sentence.
- A. Please donate the box of childrens' clothing to the thrift shop.
 - B. Please donate the box of childrens clothing to the thrift shop.
 - C. Please donate the box of children's clothing to the thrift shop.
 - D. Please donate the box of children's' clothing to the thrift shop.
25. The statement sent with the merchandise being delivered describing that merchandise and the total amounts is a(n) _____.
- A. sales order
 - B. invoice
 - C. purchase requisition
 - D. bill of lading
26. The average of 55, 80, and 900 is _____.
- A. 543
 - B. 345
 - C. 435
 - D. none of the above
27. Using telecommunications to work from a home office, a client's office, or other locations is known as _____.
- A. flextime office
 - B. open office
 - C. telecommuting
 - D. traditional office
28. A spreadsheet program is most likely to be used when creating a _____.
- A. presentation
 - B. pie chart
 - C. report
 - D. letter

29. Choose the correct spelling.
- A. ACCOMMODATIONS
 - B. ACOMMODATIONS
 - C. ACCOMODATIONS
 - D. ACCOMMODATTIONS
30. When filing federal government correspondence, the first three units are United States Government.
- A. True
 - B. False
31. Filing records chronologically is storing records based on _____.
A. date
B. location
C. name
D. time
32. The forwarding of unwanted or junk email to almost anyone in their contacts is _____.
A. blogging
B. spamming
C. splogging
D. targeting
33. An icon that indicates an email message should be read immediately is _____.
A. ?
B. !
C. *
D. \$
34. The icon that indicates an email message contains an attachment is a/an _____.
A. exclamation point
B. flag
C. paper clip
D. question mark
35. Choose the correct spelling.
- A. LIAISON
 - B. LEAISON
 - C. LIAISON
 - D. LYAISON

36. Written reports of board meetings are called _____.
A. bylaws
B. charters
C. minutes
D. policy manuals
37. The graphic presentation of a company's structure is a(n) _____.
A. bar chart
B. flow chart
C. organization chart
D. pie chart
38. The total retail market value of all the goods and services produced in a nation, usually stated in annual terms, is the _____.
A. consumer price index
B. gross domestic product
C. ratio of profit to sales
D. trade surplus
39. A spreadsheet program is *most* likely to be used when you want to create a/n _____.
A. announcement
B. letter or report
C. presentation
D. none of these
40. In word processing, the keying mode where the text moves to the right as you type is known as _____.
A. align
B. insert
C. justified
D. overtype
41. 53 is what percent of 85?
A. 6.24%
B. 62.4%
C. 624%
D. None of the above
42. Names for persons, places, things, qualities, concepts and activities are _____.
A. adjectives
B. nouns
C. pronouns
D. verbs

43. The term used for an email you are in the middle of working on is _____.
A. Draft
B. Flag
C. Partial
D. Sent item
44. A(n) _____ statement is one that lists what an individual or organization values and the future direction intended.
A. strategic plan
B. mission
C. company layout
D. financial
45. The acronym PDA refers to _____.
A. periodic datum auxiliary
B. personal digital assistant
C. primary digital aid
D. personal data assistant
46. A magazine article or television commercial may offer more information about a particular topic by giving the company Internet address, also known as a(n) _____.
A. Bookmark
B. Uniform Resource Locator
C. File Transfer Protocol
D. Graphical User Interface
47. Printed copy on paper is referred to as _____ copy; whereas information on the computer screen is referred to as _____ copy.
A. soft; hard
B. hard; soft
C. printed; soft
D. soft; processed
48. A listing of the activities to address at a board meeting are called _____.
A. minutes
B. itineraries
C. reports
D. agendas
49. Which of the following words is spelled *incorrectly*?
A. personel
B. statistics
C. cancellations
D. appointment

50. The _____ is the standard currency of such countries as Belgium, Germany, Spain, and France.
- A. euro
 - B. franc
 - C. peso
 - D. yen