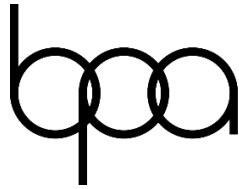


DO NOT WRITE ON TEST



**BUSINESS
PROFESSIONALS
of AMERICA**
Giving Purpose to Potential

**ADMINISTRATIVE
SUPPORT CONCEPTS**

~OPEN EVENT~

(290)

REGIONAL 2026

TOTAL POINTS

_____ 100 Points

Test Time: 60 minutes

Multiple Choice Questions

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

1. 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
2. In preparing a telephone message, which information is crucial to include?
 - A. The caller's favorite color
 - B. The caller's first and last name
 - C. The weather at the time of the call
 - D. Your personal opinion about the message
3. When proofreading a document for a colleague, you notice a mix of U.S. and British English spellings. What should you do?
 - A. Choose one version of English and correct the document to be consistent
 - B. Leave it as is to show diversity in language
 - C. Correct only the U.S. English spellings
 - D. Correct only the British English spellings
4. When identifying the parts of a letter, what section contains the recipient's address?
 - A. Heading
 - B. Inside address
 - C. Closing
 - D. Signature
5. A customer on the phone is confused about your explanation of a service. What should you do next?
 - A. Repeat the explanation louder and slower
 - B. Politely ask if they would like a more detailed explanation or have any specific questions
 - C. Suggest they visit the website instead
 - D. End the call as quickly as possible
6. A customer expresses frustration that a service did not meet their expectations. What is the first step you should take?
 - A. Apologize and offer a solution or compensation
 - B. Explain why their expectations were unrealistic
 - C. Suggest they use a competitor's service next time
 - D. Ignore the feedback as isolated

7. When tasked with sending out a company-wide announcement, what is the most effective way to ensure the message is read by all employees?
 - A. Send the announcement as a text message to each employee
 - B. Post the announcement on the company's social media pages
 - C. Email the announcement with a clear and direct subject line
 - D. Print the announcement and place it on the notice board
8. In drafting an official email requesting information, what tone is most appropriate?
 - A. Informal and humorous
 - B. Formal and respectful
 - C. Indifferent or passive
 - D. Aggressive or demanding
9. You are asked to calculate the annual interest on a \$5,000 investment at a 3% interest rate. What is the correct calculation?
 - A. $\$5,000 * 0.03$
 - B. $\$5,000 / 0.03$
 - C. $\$5,000 + 3\%$
 - D. $\$5,000 - 0.03$
10. When handling customer service calls, what should you avoid doing?
 - A. Taking notes during the call
 - B. Using technical jargon the customer may not understand
 - C. Confirming understanding of the customer's issue
 - D. Offering solutions or next steps
11. During a meeting, it's decided to rearrange the office layout. What is the first step in implementing this decision?
 - A. Start moving furniture immediately
 - B. Draft a new office layout plan for approval
 - C. Send an email announcing the change to everyone
 - D. Purchase new furniture
12. A colleague frequently sends emails with numerous attachments. What could be a more efficient way to share these files?
 - A. Continue sending individual emails for each file
 - B. Use a courier service to deliver USB drives
 - C. Utilize a cloud storage service and share links
 - D. Print the documents and distribute them manually

13. You are revising a document and notice it switches point of view from first to third person. What should you do?
- A. Change all instances to second person for consistency
 - B. Maintain the original as it adds variety to the text
 - C. Choose either first or third person and revise for consistency
 - D. Rewrite the document in fourth person for clarity
14. In organizing a file system, what is a critical mistake to avoid?
- A. Labeling files clearly and consistently
 - B. Mixing unrelated documents in the same folder
 - C. Regularly backing up important files
 - D. Using a logical hierarchy for file organization
15. When asked to calculate the net profit from sales of \$20,000, cost of goods sold of \$12,500, and expenses of \$5,500, you would _____.
- A. subtract the total expenses from the sales
 - B. add the cost of goods sold to the expenses, then subtract from sales
 - C. multiply sales by the cost of goods sold
 - D. divide sales by the total of expenses and cost of goods sold
16. A customer service representative should do all of the following EXCEPT _____.
- A. empathize with the customer
 - B. interrupt the customer to save time
 - C. offer solutions or alternatives
 - D. follow up if necessary
17. If you are preparing a report and need data from last quarter, but it's not readily available, what should you do?
- A. Make an educated guess based on previous data
 - B. Wait until the data becomes available, regardless of the deadline
 - C. Ask a colleague or supervisor where to find the data
 - D. Exclude the data from the report
18. The main goal of proofreading a document before sending it is to _____.
- A. ensure it is lengthy enough
 - B. check for and correct errors in spelling, grammar, and formatting
 - C. insert as many complex words as possible
 - D. make sure it uses a unique font
19. In managing a team calendar, it's important to _____.
- A. schedule meetings for the mornings only
 - B. make the calendar public on the internet
 - C. ensure it's updated in real time and accessible to all team members
 - D. include personal appointments for all team members

20. You find a mistake in a report after it has been distributed. What should you do?
- A. Ignore it; nobody will notice
 - B. Blame the mistake on a colleague
 - C. Correct the error and distribute an updated version with a note explaining the change
 - D. Delete the original report from all recipients' computers
21. What is the least effective way to conclude a professional email?
- A. With a clear call to action
 - B. By summarizing the key points
 - C. With a new, unrelated question
 - D. Thanking the recipient for their time
22. A colleague has sent you a spreadsheet with errors. Before correcting them, you should _____.
- A. make the corrections and criticize their work publicly
 - B. ignore the errors and hope they correct themselves
 - C. contact the colleague to discuss the errors and how to correct them
 - D. delete the spreadsheet
23. The primary reason for organizing files into folders on a computer is to _____.
- A. increase the computer's speed
 - B. make it more difficult to find files
 - C. enhance the aesthetic appeal of the desktop
 - D. improve file retrieval efficiency
24. In delivering bad news to a customer (e.g., a service delay), it is important to _____.
- A. start with the bad news to get it over with
 - B. provide context, offer solutions, and apologize for any inconvenience
 - C. blame external factors to deflect responsibility
 - D. keep details vague to avoid complaints
25. After a meeting, you're tasked with emailing the minutes. What's crucial to include?
- A. Only the topics you found interesting
 - B. Every single discussion point in detail
 - C. Action items and who is responsible for them
 - D. The date of the next meeting only
26. A spreadsheet formula keeps returning an error. What's a common reason?
- A. The cell is formatted as text
 - B. The spreadsheet is too large
 - C. You're using a non-English version of Excel
 - D. The computer is low on battery

27. You're asked to proofread a document and notice it's in Comic Sans. What should you do?
- A. Change it to a more professional font like Arial or Times New Roman
 - B. Leave it because font choice is a personal preference
 - C. Highlight it in bright colors to make it stand out more
 - D. Increase the font size for readability
28. When arranging files alphabetically, where do you place a file named "The Great Outdoors"?
- A. At the beginning, because "The" is the first word
 - B. After "Great" and before "Outdoors"
 - C. Ignoring "The", place it based on "Great"
 - D. At the end, because it starts with "T"
29. In responding to a client's email, you notice a mistake in their name. How should you proceed?
- A. Correct the name politely in your response
 - B. Ignore the mistake to avoid embarrassment
 - C. Use a generic greeting to avoid using the name
 - D. Ask them to correct their name in future communications
30. A customer service email should always _____.
- A. Start with an apology, regardless of the context
 - B. Be written in all caps to show urgency
 - C. Include the customer's name and a personalized greeting
 - D. End with a postscript to add a personal touch
31. The best way to ensure confidentiality when sending sensitive information via email is to _____.
- A. send it through regular mail instead
 - B. use the "cc" field for all recipients
 - C. encrypt the email or use secure email services
 - D. share the information over a phone call instead
32. A project deadline is approaching, and you are behind schedule. What is the best course of action?
- A. Request help or an extension before it's too late
 - B. Work overtime without telling anyone
 - C. Hope that no one notices the project is late
 - D. Blame the delay on external factors
33. In creating a new file system, a common pitfall to avoid is _____.
- A. using too many categories, making it complex
 - B. using a naming convention for all files
 - C. creating folders by topic
 - D. not changing the system unless absolutely necessary

34. When a client requests a change that is against policy, you should _____.
A. make the change to keep the client happy
B. refuse the request without explanation
C. politely explain the policy and offer alternatives if possible
D. tell them to find another provider
35. The main reason to use BCC in an email is to _____.
A. prevent recipients from seeing each other's email addresses
B. confirm that the email has been read
C. copy the email to yourself for record-keeping
D. make the email appear more important
36. The goal of formatting a document with bullet points and headings is to _____.
A. make the document longer
B. highlight key information and improve readability
C. show off advanced formatting skills
D. complicate the document's structure
37. When you disagree with feedback on a document you wrote, you should _____.
A. ignore the feedback entirely
B. respond defensively to justify your original choices
C. carefully consider the feedback and discuss any disagreements calmly
D. rewrite the document from scratch
38. A file named "AnnualReport_Final.docx" is edited. The new version should be named _____.
A. AnnualReport_Final.docx (Updated)
B. AnnualReport_Final_Final.docx
C. AnnualReport_Final2.docx
D. AnnualReport_Revised.docx
39. In scheduling a meeting, you realize not everyone can attend. You should _____.
A. cancel the meeting entirely
B. hold the meeting with those who can attend and send minutes to others
C. reschedule until everyone can attend
D. only invite the most important attendees
40. An effective way to manage email overload is to _____.
A. unsubscribe from unnecessary newsletters and alerts
B. check email every minute to stay on top of it
C. respond to emails once a month in bulk
D. forward emails to a colleague to handle

41. When introducing a new team member via email, it's important to _____.
A. share their entire work history and personal life details
B. only mention their name and nothing else
C. include relevant professional background and areas of responsibility
D. ask recipients to guess the new member's role
42. Correcting a typo in a formal document is important because _____.
A. it can change the document's meaning and affect its professionalism
B. readers enjoy finding and pointing out typos
C. it makes the document shorter
D. typos are considered modern art
43. A pie chart in a presentation is best used to _____.
A. show detailed financial calculations
B. illustrate the distribution or parts of a whole
C. present paragraphs of information
D. display a list of dates and events
44. To improve a slow computer that struggles with large spreadsheets, you should _____.
A. defragment the hard drive
B. close unnecessary applications and tabs
C. put it in rice
D. increase the brightness of the screen
45. If a colleague sends an email meant for you to someone else by mistake, you should _____.
A. publicly call out the mistake in a group email
B. politely notify your colleague and ask them to resend it to the correct address
C. ignore the error; it's not your problem
D. ask the unintended recipient to forward it to you
46. When planning an office relocation, the most critical factor to communicate to staff is the _____.
A. color scheme of the new office
B. reasons for the move and the benefits it brings
C. new office's square footage
D. brand of coffee machine at the new location
47. A customer repeatedly contacts support for the same issue. What should be the first step in handling this?
A. Block the customer from contacting support again
B. Review previous communications to understand the issue fully
C. Tell the customer to solve the problem themselves
D. Transfer the customer to a different department

48. If a store marks up a product by 30% and the new price is \$260, what was the original price?
- A. \$200
 - B. \$220
 - C. \$230
 - D. \$240
49. If a car is depreciated by 15% per year, and its current value is \$10,000, what was its value last year?
- A. \$11,000
 - B. \$11,500
 - C. \$11,764.70
 - D. \$12,000
50. Which sequence is correctly alphabetized according to traditional filing rules?
- A. Aaron Smith, Aaron-Smith, Aaron Smythe
 - B. Aaron Smythe, Aaron-Smith, Aaron Smith
 - C. Aaron-Smith, Aaron Smith, Aaron Smythe
 - D. Aaron-Smith, Aaron Smythe, Aaron Smith