

# **BUSINESS MEETING MANAGEMENT CONCEPTS (74)**

**—OPEN EVENT—**

**REGIONAL 2013**

**DO NOT WRITE ON TEST BOOKLET**

**TOTAL POINTS \_\_\_\_\_ (500)**

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- 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.***

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1. Communication at a meeting is
  - a. passing along factual data.
  - b. sending information to another person.
  - c. a two-way process of sharing information.
  - d. shouting a request across a noisy room.
  
2. In the workplace
  - a. all employee communication is considered private.
  - b. the employer is not allowed to monitor e-mail.
  - c. employees should feel free to participate in ongoing chat groups.
  - d. employee e-mail and Internet use should be business-related.
  
3. An electronic message that contains abusive, threatening, or offensive content that may violate company policy or public law is
  - a. an outburst.
  - b. a flame.
  - c. a scream.
  - d. a spam.
  
4. A closed-corporate culture meeting is characterized by
  - a. problem-solving at all levels.
  - b. top-down decision making.
  - c. risk-taking.
  - d. creativity and supportiveness.
  
5. Employees who receive downward-flowing information at meetings where feedback is encouraged are working in
  - a. an authoritarian culture.
  - b. a closed culture.
  - c. a formal culture.
  - d. an open culture.
  
6. It has been estimated that 80 percent of poor management decisions made at meetings can be traced to
  - a. lack of experience.
  - b. inaccurate data.
  - c. corruption.
  - d. ineffective communication.
  
7. The meeting problem-solving method in which group members write down and evaluate ideas to be shared with the group is called
  - a. brainstorming.
  - b. networking.
  - c. nominal group technique.
  - d. self-directed work team.

8. A disadvantage of brainstorming during a meeting is that
  - a. many wild and impractical ideas are generated.
  - b. most participants are reluctant to present ideas.
  - c. ideas are not judged while brainstorming is going on.
  - d. it is not effective when truly creative solutions are required.
  
9. Which statement is true about conflicts at a meeting?
  - a. Conflicts usually do not challenge employees and stimulate new ideas.
  - b. Conflicts can become obstacles to job performance.
  - c. Conflicts do not usually lead to healthy discussions.
  - d. Conflicts that are not resolved usually lead to long-term problems.
  
10. Which good-listening rule is the one on which all others depend?
  - a. Ask questions.
  - b. Stop talking.
  - c. Listen to understand, not to oppose.
  - d. Hold your temper.
  
11. The most effective way to compliment an employee for work well done is to
  - a. send an e-mail.
  - b. send an e-card.
  - c. use oral, then written communication.
  - d. give the compliment during a staff meeting.
  
12. Successful meetings involve the process of accomplishing the goals of an organization through the effective use of people and other resources. This process is referred to as
  - a. management.
  - b. implementation.
  - c. planning.
  - d. supervision.
  
13. The function being performed when a manager is carrying out plans and helping employees work effectively is
  - a. planning.
  - b. organizing.
  - c. implementing.
  - d. budgeting.
  
14. One of the discussion items at the company meeting indicates that the organization is spending much time correcting errors and redoing work. This indicates that supervisors are not effective at
  - a. quality control.
  - b. time management.
  - c. communication.
  - d. evaluation.

15. A sign or indication that something appears to be a problem is
  - a. an alternative.
  - b. a symptom.
  - c. a solution.
  - d. a problem-solving process.
  
16. Who would be involved in decision-making for a business?
  - a. only executives
  - b. mid-managers and executives
  - c. only supervisors
  - d. all levels of managers
  
17. The final step in the decision-making process is to
  - a. analyze the solutions.
  - b. determine possible solutions.
  - c. identify the problem.
  - d. select the best solution.
  
18. Once a problem has been identified at the business meeting, a manager should
  - a. solve it.
  - b. list the possible solutions.
  - c. make a decision.
  - d. analyze the problem.
  
19. The ability to influence individuals and groups to achieve organizational goals at a meeting is
  - a. management.
  - b. effective human relations.
  - c. an autocratic style.
  - d. leadership.
  
20. Leaders who can see all sides of a problem and not make biased judgments or statements are said to possess
  - a. initiative.
  - b. courage.
  - c. judgment.
  - d. stability.
  
21. The type of power that results from the manager's knowledge and skills is
  - a. position
  - b. reward
  - c. expert
  - d. identity
  
22. The type of leader who is usually the most efficient at meetings is
  - a. autocratic.
  - b. democratic.
  - c. open.
  - d. situational.

23. A democratic leader at a meeting
- makes all of the decisions.
  - lets each employee decide how work will be done.
  - encourages shared decision-making.
  - does not make decisions.
24. A strategic planning meeting
- involves short-term planning.
  - determines how work will be done and who will do it.
  - provides broad goals and direction for the entire business.
  - determines a short, specific statement of purpose and direction for the business.
25. The business operational plan is reviewed at a meeting. Which of the following is not an example of an operational plan?
- setting monthly production levels
  - planning inventory levels
  - developing a department budget
  - revising the mission statement for the business.
26. To be effective, meeting goals must be
- general.
  - achievable.
  - independent from each other.
  - random.
27. A widely used financial planning tool for meetings is the
- budget.
  - policy.
  - standard.
  - goal.
28. \_\_\_\_\_ are used to ensure that the quality of work accomplished at a business meeting is acceptable.
- Organizational charts
  - Goals
  - Standards
  - Schedules
29. The advantage of having policies to guide decisions at meetings is that
- there will never be problems.
  - decisions will be consistent.
  - managers will not have to involve employees in decisions.
  - the meeting will conclude within the specified time allotment.
30. \_\_\_\_\_ contains the list of steps to be followed when performing meeting functions.
- The decision-making process
  - A procedure
  - A goal
  - The management function

31. Authority in an organization meeting is delegated
  - a. from top to bottom.
  - b. from one department to another.
  - c. from employees to customers.
  - d. from one manager to another but never from a manager to an employee.
  
32. All authority can be traced in a direct line from the top to the bottom in
  - a. a line organization.
  - b. a team organization.
  - c. a matrix organization.
  - d. an autocratic organization.
  
33. When an employee is responsible to another person in the organization for completing a meeting task, he or she is said to be
  - a. a manager.
  - b. productive.
  - c. accountable.
  - d. an authority.
  
34. When an employee regularly receives instructions from more than one manager at a meeting, there is a problem with
  - a. span of control.
  - b. unity of command.
  - c. policies and procedures.
  - d. standards.
  
35. A group of people who cooperate at a meeting to achieve a common goal is
  - a. a work team.
  - b. a department.
  - c. management.
  - d. a quality circle.
  
36. Participants at a meeting resist change because
  - a. it occurs suddenly.
  - b. people are not prepared for the change.
  - c. reasons for the change are not clear.
  - d. all of the above.
  
37. Which of the following is not a type of standard commonly used in business meetings?
  - a. time
  - b. accounting
  - c. quantity
  - d. cost
  
38. The variance report given at a meeting identifies differences between
  - a. current performance and the standard.
  - b. management and employee needs.
  - c. quantity and quality standards.
  - d. revenues and expenses.

39. Leaders have ambition and persistence in reaching goals at meetings. They are self-starters who plan what they want to do and then do it. This leadership trait is called
- initiative.
  - courage.
  - judgment.
  - stability.
40. Managers usually find greater employee respect and support for meeting rules when
- the rules are applied only to serious problems.
  - each individual is treated differently.
  - employees help to develop the rules.
  - rules are set by management.
41. The management function responsible for arranging meeting resources to complete work is
- planning.
  - organizing.
  - implementing.
  - controlling.
42. A person \_\_\_\_\_ duties at a meeting when they give the responsibilities to other people.
- delegates
  - outsources
  - manages
  - reassigns
43. A list of topics that will be covered at the meeting are called the \_\_\_\_\_.
- agenda.
  - minutes.
  - itinerary.
  - outline.
44. \_\_\_\_\_ is the area of meeting planning that allows participants to confirm their attendance at an event.
- Registration
  - Organization
  - Promotion
  - Planning
45. Audio-visual equipment at hotels and convention centers is
- usually included in the price of the conference rooms.
  - usually a separate expense charged by the outsourced company.
  - usually brought in by the individuals having the meeting.
  - automatically included in the conference agreement.

46. A conference for 200 people that lasts 3 days and 2 nights is best suited for
- convention center.
  - hotels.
  - conference centers.
  - arenas.
47. Complimentary VIP hotel rooms granted for a conference are usually based upon the number of
- hotel reservations.
  - conference exhibitors.
  - catering events scheduled for the meeting.
  - nights hotel rooms will be reserved for an event.
48. Event/conference programs would probably not include
- map of the facility.
  - speaker biographies.
  - financial sponsors for the event.
  - political viewpoints.
49. Which of the following is not a source of revenue for an event?
- registration fees
  - event sponsors
  - surcharge on meal events
  - conference gifts
50. Microphones, sound system, and PPT equipment are the responsibilities of the \_\_\_\_\_ department.
- sales
  - reservations
  - audio visual
  - promotions





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**—OPEN EVENT—**

## **KEY**

### **REGIONAL—2013**

**TOTAL POINTS** \_\_\_\_\_(500)

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***Judges/Graders:***

Please double-check and verify all scores!

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|-----|---|-----|---|
| 1.  | C | 26. | B |
| 2.  | D | 27. | A |
| 3.  | B | 28. | C |
| 4.  | B | 29. | B |
| 5.  | D | 30. | B |
| 6.  | D | 31. | A |
| 7.  | C | 32. | A |
| 8.  | B | 33. | C |
| 9.  | D | 34. | B |
| 10. | B | 35. | A |
| 11. | C | 36. | D |
| 12. | C | 37. | B |
| 13. | C | 38. | A |
| 14. | C | 39. | A |
| 15. | B | 40. | C |
| 16. | D | 41. | B |
| 17. | D | 42. | A |
| 18. | B | 43. | A |
| 19. | D | 44. | A |
| 20. | D | 45. | B |
| 21. | C | 46. | B |
| 22. | A | 47. | A |
| 23. | C | 48. | D |
| 24. | C | 49. | D |
| 25. | D | 50. | C |