ADMINISTRATIVE SUPPORT CONCEPTS (290)

—OPEN EVENT—

REGIONAL – 2019

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

MULTIPLE CHOICE

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. The ____ command saves your work, turns off the computer fans and hard disk, and then places the computer in a lower-power state.
   a. Shut down
   b. Restart
   c. Sleep
   d. Snooze

2. One method of displaying the entire contents of a window is to _____ it.
   a. extend
   b. restore
   c. maximize
   d. navigate

3. The maximize button changes to the _____ button after you click it.
   a. Shut Down
   b. Minimize
   c. Restore Down
   d. Close

4. Tool tabs are also called _____.
   a. contextual tabs
   b. picture tabs
   c. tool buttons
   d. tool contexts

5. A ____ is a window that can remain open and visible while you work in a document.
   a. dialog box
   b. toolbar
   c. navigation pane
   d. task pane

6. A cell is referred to by its cell _____.
   a. reference
   b. index
   c. menu
   d. placeholder

7. As you type, Excel displays the entry in the _____ bar.
    a. entry
    b. worksheet
    c. formula
    d. text

8. Ellie wants to use Office 2016 for her catering business. For example, she plans to use Word to maintain her collection of recipes, and Excel to manage her budget. To get started, Ellie turns to you for help in understanding the components that appear in the Microsoft Word window. Ellie next asks you about the component located near the top of the window below the title bar. You explain that it provides easy, central access to the tasks performed while creating a document. What is the name of this component?
    a. scroll bar
    b. status bar
    c. ribbon
    d. mini toolbar

9. Which of the following is *not* a core value?
    a. Honesty
    b. Respect
    c. Intelligence
    d. All are core values

10. For employees, belonging to an effective team can result in:
    a. more job satisfaction.
    b. improved performance.
    c. a greater likelihood of staying with the company.
    d. All the above

11. Cross-functional teams:
    a. are composed of individuals from a particular department, like quality control.
    b. have a matrix structure.
    c. are usually permanent teams.
    d. All the above

12. Human relations skills are demonstrated by:
    a. showing respect for others.
    b. having empathy for others.
    c. showing support for the skills and ideas of others.
    d. All the above

13. Which of the following is an example of an empathy statement?
    a. I am sorry your shipment did not arrive on time.
    b. We appreciate your business.
    c. I can imagine it is frustrating when a shipment does not arrive when you expect it.
    d. Both A and B

14. When a customer becomes angry:
    a. take the comments personally.
    b. refuse to listen to the customer's concern.
    c. acknowledge the situation and ask what you can do to solve the problem.
    d. All the above

15. Listening effectively when dealing with customers:
    a. shows that you care about your customers.
    b. says to the customer that you believe he or she is important.
    c. does not require human relations skills.
    d. Both A and B

16. To effectively handle customer conflicts:
    a. listen carefully to customers' problems.
    b. do not accept blame on behalf of your department or company.
    c. ignore trivial concerns and handle only major issues.
    d. Both A and B

17. In the communication process, a printed letter is an example of a(n):
    a. communication barrier.
    b. channel.
    c. feedback.
    d. sender.

18. Something that interferes with successful communication is a(n):
    a. communication barrier.
    b. feedback.
    c. channel.
    d. All the above

19. When you judge what is being said as you listen, you are using:
    a. casual listening.
    b. evaluative listening.
    c. emphatic listening.
    d. reflective listening.

20. To listen effectively, you should:
    a. focus on the speaker and the message.
    b. keep your emotions in check.
    c. offer feedback to the speaker.
    d. All the above

21. Messages that give unexpected, negative news or that attempt to persuade the reader should
    use:
    a. direct approach.
    b. indirect approach.
    c. inverted approach.
    d. reflective approach.

22. To help you evaluate the credibility of research sources for a report, you should consider:
    a. who wrote the information.
    b. whether the information is current.
    c. whether the information is biased.
    d. All the above

23. The correct way to write 11 p.m. in military time is:
    a. 11 p.m.
    b. 2300
    c. 11:00
    d. 1100

24. The transmission of electronic information (text, data, voice, video, and images) from one location to another is:
    a. telecommunications.
    b. phishing.
    c. spamming.
    d. telephony.

25. A WAN is a network that links computers, printers, and other devices:
    a. within a single office building.
    b. within several nearby buildings.
    c. across a city or region.
    d. across a large geographical area.

26. If you receive an email that at first appears to be from your bank but later you determine that it was scam, this is an example of:
    a. spear phishing.
    b. VPN.
    c. phishing.
    d. passphrase hacking.

27. Which of the following questions should you ask yourself when considering the audience for a presentation?
    a. Why are the audience members attending the presentation?
    b. What knowledge do the audience members already have about the topic?
    c. How can I impress the audience members with my credentials?
    d. Both A and B

28. What is the second phase of the records life cycle?
    a. Creation or receipt of the record
    b. Distribution of the record to people who use the information
    c. Filing and retrieving the record
    d. Disposition of the record

29. In which of the following areas may records have value to a business?
    a. Legal
    b. Financial
    c. Historical
    d. All the above

30. When preparing labels for file folders:
    a. key label captions in all lowercase letters with no punctuation.
    b. begin the caption about 1 inch from the left edge of the label.
    c. key the name on the label in correct indexing order.
    d. All the above

31. Which of the following is the correct order for storing files using the terminal-digit storage method?
    a. 14 87 23, 22 57 49, 16 58 49, 15 58 69
    b. 15 58 69, 14 87 23, 16 58 49, 22 57 49
    c. 22 57 49, 16 58 49, 15 58 69, 14 87 23
    d. 14 87 23, 15 58 69, 16 58 49, 22 57 49

32. For electronic records stored in the cloud:
    a. security is not a concern.
    b. ability to access the records when needed is not a concern.
    c. records retention rules apply.
    d. Both A and C

33. A word processing file that contains settings for margins, line spacing, formatting, and page layout for a document is called a(n):
    a. template.
    b. boilerplate text.
    c. building block.
    d. mail merge.

34. When deciding which service to use to send outgoing mail, you should:
    a. not be concerned with the mailing cost.
    b. disregard the need for delivery confirmation since this is provided with all services.
    c. consider when the envelope or package should reach its destination.
    d. Both A and C

35. Mail in which category contains barcodes and can be processed by high-speed equipment by the U.S. Postal Service?
    a. Machinable
    b. Nonmachinable
    c. Automation
    d. Standard

36. A document granted by a government that permits a traveler to enter and travel within that particular country is a(n):
    a. visa.

    b. driver's license.

    c. consulate pass.

    d. itinerary.

37. Thirty percent of $104.50 is:
    a. $13.35
    b. 31.53
    c. 31.35
    d. 13.53

38. To interact effectively with others while on an international trip you should:
    a. learn the appropriate greeting for the country you will be visiting.

    b. avoid speaking in the language of the foreign country unless you know it well.

    c. take business cards printed with your name and your company name in English only.

    d. remember that business generally is conducted more informally in other countries than it is in the United States.

39. Profits of the business that have not been paid to shareholders are called:
    a. dividends.

    b. losses.

    c. retained earnings.

    d. discounts.

40. The earnings, deductions, and net pay for employees are shown on a(n):
    a. employee's W-2 form.

    b. payroll register.

    c. cash flow statement.

    d. Both A and B

41. Deductions may be made from an employee's pay for which of the following?
    a. Income tax

    b. Social Security tax

    c. Medicare tax

    d. All the above

42. The terms on an invoice are 1/10, net 30. The amount is paid within two days of receiving the invoice. The total before the discount is $250. What is the discount amount?
    a. $1.50
    b. $2.50
    c. $7.50
    d. $25.50

43. A health savings plan:
    a. may be an elected payroll deduction for an employee.
    b. allows users to save money that is deducted after taxes to pay for future medical expenses.
    c. provides benefits that are not taxed as long as the money is used for medical expenses.
    d. Both A and C

44. When completing a bank reconciliation:
    a. enter the check register balance on the current date.
    b. add bank fees to the check register amount.
    c. subtract outstanding deposits from the bank statement balance.
    d. Both B and C

45. A document that gives an applicant's work experience in order with the most recent experience listed first is a(n):
    a. chronological resume.
    b. functional resume.
    c. letter of application.
    d. portfolio.

46. Which of the following is a tax-deferred retirement plan for employees of private companies and corporations?
    a. 401(k) account
    b. IRA account
    c. 403(b) account
    d. Defined benefit account

47. An exit interview is a(n):
    a. good time to criticize your supervisor so that he or she may improve performance.
    b. meeting between an employee who is leaving the company and a company representative.
    c. meeting between a job candidate and a potential employer.
    d. Both A and B

48. The leadership style of a leader who maintains complete control over employees is:
    a. laissez-faire.
    b. autocratic.
    c. democratic.
    d. None of the above

49. Which of the following assesses long-term performance in order to improve performance that is inadequate or to reward performance that is exceptional?
    a. Informal evaluations
    b. Delegating
    c. Professional development
    d. Formal appraisals

50. A document that contains a written account of what took place at a meeting is called a(n):
    a. agenda.
    b. bylaws.
    c. minutes.
    d. meeting record.

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(290)

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TOTAL POINTS **_____** ***(100 points)***

> ## Graders: Please double check and verify all scores and answer keys!

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