

ADMINISTRATIVE SUPPORT CONCEPTS (290)

—OPEN EVENT—

REGIONAL – 2020

DO NOT WRITE ON TEST BOOKLET

Multiple Choice & True/False (50 @ 2 points each)

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

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Workplace Skills Assessment Program competition.

General Instructions

GENERAL INSTRUCTIONS

1. Answer the objective questions using the Scantron scoring sheet provided.
(**OR** *electronically if available.*)
2. If you complete the event before the end of the time allotted, notify the proctor immediately.
Time could be considered a factor in determining a winner when there is a tie score in this event.

DIRECTIONS: Identify the letter of the choice that best completes the statement or answers the question OR Mark A if the statement is TRUE. Mark B if the statement is FALSE.

1. A credit card reader can be used with many smartphones and tablets, making it possible to accept credit card payments wherever there is cell phone service.
 - a. True
 - b. False
2. The process of comparing and checking company records against those shown on a bank statement to determine whether the records are in agreement is called a bank reconciliation.
 - a. True
 - b. False
3. A document that lists the topics to be discussed at a meeting is called a(n):
 - a. minutes.
 - b. agenda.
 - c. bylaws.
 - d. schedule.
4. The icon that indicates an email message contains an attachment is a/an _____.
 - a. exclamation point
 - b. flag
 - c. paper clip
 - d. star
5. What currency would you use when traveling to Mexico?
 - a. Euro
 - b. Loonie
 - c. Peso
 - d. Yen
6. Select the correct spelling of the word:
 - a. COMISHION
 - b. COMISION
 - c. COMMISSION
 - d. COMMISION
7. The graphical representation of an organization's structure is called a/an _____.
 - a. bar chart
 - b. organizational chart
 - c. flow chart
 - d. information chart

8. 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
9. An official government document that certifies the identity and citizenship of an individual and grants the person permission to travel abroad is a(n):
 - a. visa.
 - b. passport.
 - c. consulate pass.
 - d. itinerary
10. In preparing for a conference, your duties as an administrative professional may include:
 - a. setting up the preregistration.
 - b. making flight reservations for conference speakers.
 - c. preparing packets of information for the registrants.
 - d. All the above
11. Business-class air travel is a level above first class.
 - a. True
 - b. False
12. A detailed outline of a business trip is called a/an _____.
 - a. agenda
 - b. business plan
 - c. itinerary
 - d. plan of action
13. Microsoft OneNote is a _____.app for your academic and professional life.
 - a. spreadsheet
 - b. notetaking
 - c. database
 - d. gaming
14. The alphabetic filing method is the least common method of storing records.
 - a. True
 - b. False
15. In an alphabetic filing system, Gary Woolfe Bakery would be filed after Gary N. Woolfe.
 - a. True
 - b. False
16. Many hotels offer special corporate rates for business travelers.
 - a. True
 - b. False

17. E-mails are private and cannot be used in a court of law.
- True
 - False
18. An opening greeting is called a(n):
- Notation
 - Complimentary
 - File Name
 - Salutation
19. A document that contains a written account of what took place at a meeting is called a(n):
- agenda.
 - bylaws.
 - minutes.
 - meeting record.
20. What is the correct filing order for the following four names? (1) Department of Education, Jefferson County (2) Department of Justice, Jefferson County (3) Department of Corrections, Jefferson County (4) Department of Transportation, Jefferson County
- 3, 1, 4, 2
 - 3, 1, 2, 4
 - 3, 2, 1, 4
 - 2, 1, 3, 4
21. Select the correct spelling of the word:
- RECEIVED
 - RECIVED
 - RECIEVED
 - RECEEVED
22. What is 25 percent of 100?
- 75
 - 20
 - 50
 - 25
23. What is the key unit for the filing segment New York City Police Department?
- New
 - New York
 - Police
 - Department
24. When two people have the same name, you should look first to see if titles and suffixes differentiate between the names.
- True
 - False

25. Filing, storing, retrieval, and protection of records are part of the maintenance phase of the records and information life cycle.
- c. True
 - d. False
26. In word processing software, the keyboard shortcut to paste copied text is:
- a. Ctrl + P
 - b. Shift + P
 - c. Ctrl + V
 - d. Alt + T
27. Keyboard shortcuts are performed by pressing a(n) _____ key in conjunction with another key.
- a. modifier
 - b. toggle
 - c. arrow
 - d. function
28. A _____ is a named unit of related data stored in a computer system.
- a. file
 - b. folder
 - c. directory
 - d. subfolder
29. Assume you have created a document in Microsoft Word and saved it under the name resume.docx. If you wish to create a backup copy in a different location, you should use the _____ command from the File menu.
- a. New
 - b. Open
 - c. Save
 - d. Save As
30. A financial document that shows the assets, liabilities, and owner's equity of an organization on a given date is a(n):
- a. cash flow statement.
 - b. income statement.
 - c. balance sheet.
 - d. budget.
31. Nearly all businesses use # _____ envelopes, which measure 4 1/8" by 9 1/2" and hold a standard sheet of paper folded in thirds.
- a. 9.5
 - b. 10
 - c. 11.5
 - d. 12

32. Filing records geographically is storing records based on ____.
- date
 - location
 - name
 - time
33. Ethics are the standard or guidelines that help people determine what is right or wrong.
- True
 - False
34. 34. Assertiveness means:
- being indirect, manipulative, or underhanded.
 - using terms that express a judgment of others.
 - essentially the same as aggressiveness.
 - expressing your feelings and observations in a manner that is nonthreatening to others.
35. Administrative assistants rarely deal with confidential or sensitive information.
- True
 - False
36. Select the correct spelling of the word:
- MAINTENANCE
 - MAINTANENCE
 - MAINTENANCE
 - MAINTENENCE
37. Which of the following characters is permitted in file names?
- A space
 - /
 - >
 - :
38. What is the second level of the filing segment National Park Service, Department of the Interior?
- United
 - Interior, Department of
 - United States Government
 - Government
39. The smallest unit of data is a:
- field.
 - bit.
 - record.
 - byte.

40. A template is a master document used to create new documents that will share the same basic formatting and has a predefined page layout, fonts, margins, and styles.
- True
 - False
41. A group of related documents on a computer can be stored in a(n)
- packet
 - folder
 - group
 - category
42. Effective telephone communications include:
- listening for facts.
 - repeating back to the customer what you believe the customer said.
 - acting to handle the problem or issue.
 - All the above
43. A store purchases laptop cases for \$60 each. If each laptop case is sold for \$125, what is the amount of the markup, and what is the markup percent based on selling price?
- \$65 and 52%
 - \$65 and 48%
 - \$52 and 65%
 - \$70 and 11%
44. Which of the following is still the most common method for data entry?
- Printer
 - Keyboard
 - Scanner
 - Stylus
45. Bytes can be used to encode _____, which are letters, numbers, and special symbols.
- fields
 - bits
 - characters
 - bytes
46. What is the correct filing order for the following four names? (1) Mr. Marlin De Haas (2) Robt. D. DeHaan (3) Mr. Carrol De Haan (4) Mr. R. DeHaan
- 3, 1, 4, 2
 - 3, 4, 2, 1
 - 4, 2, 3, 1
 - 1, 3, 4, 2

47. Which of the following best describes records management?
- a. systematic control of all records from their creation to ultimate disposition
 - b. record planning and supervision
 - c. record preparation and maintenance
 - d. delegation of recordkeeping duties
48. Which of the following is NOT an appropriate salutation in a business letter?
- a. Dear
 - b. Ladies and Gentlemen
 - c. Hey
 - d. Sir
49. _____ is using data exploration and analysis techniques.
- a. Data mining
 - b. Data warehousing
 - c. Data marts
 - d. None of the above
50. Using an appropriate tone of voice is important only when dealing with external customers.
- a. True
 - b. False