

# ADMINISTRATIVE SUPPORT CONCEPTS (290)

—OPEN EVENT—

**REGIONAL – 2015**

DO NOT WRITE ON TEST BOOKLET

*TOTAL POINTS* \_\_\_\_\_ (*500 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 60 minutes testing time

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*Workplace Skills Assessment Program* competition.

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

For questions 1-5 choose the correct sentence from the two choices given.

1.     A. Pam realized the art exhibit was being judged from Tuesday through Friday.  
       B. Pam realized the art exhibit, was being judged from Tuesday through Friday.
  
2.     A. I started a new banking job downtown on March 19, 2014.  
       B. I started a new banking job downtown on march 19, 2014.
  
3.     A. My friend is moving from 1st Avenue to Jefferson street.  
       B. My friend is moving from 1st Avenue to Jefferson Street.
  
4.     A. Diane and Jim made the payment of 487.10\$ including the 10% discount.  
       B. Diane and Jim made the payment of \$487.10 including the 10% discount.
  
5.     A. I asked Mr. Johnson if the correct phone number was 888-9292.  
       B. I asked Mr. Johnson if the correct phone number was 888-9292?
  
6. In a word processing document, pressing the Home key moves the cursor to the \_\_\_\_\_.  
       A. end of the current line of text  
       B. beginning of the document  
       C. beginning of the paragraph  
       D. beginning of the current line of text
  
7. The most likely destination folder for incoming emails from an unknown source is:  
       A. Inbox  
       B. Outbox  
       C. Sent Mail  
       D. Spam
  
8. To enhance the appearance of a document, which of the following could be used?  
       A. borders  
       B. formatting  
       C. highlighting  
       D. all of the above
  
9. The folder where you keep names, addresses, etc. of those people you typically send email to is:  
       A. Contacts  
       B. Inbox  
       C. Outbox  
       D. Sent Mail

10. An icon that indicates an email message should be read immediately is:
  - A. ?
  - B. !
  - C. \*
  - D. \$
  
11. The destination folder for unwanted email messages or messages of unknown/unidentified origin is:
  - A. Inbox
  - B. Junk
  - C. Outbox
  - D. Sent
  
12. The icon that indicates an email message contains an attachment is a/an \_\_\_\_\_.
  - A. exclamation point
  - B. flag
  - C. paper clip
  - D. question mark
  
13. EOE in job-advertising jargon is an abbreviation meaning:
  - A. Extra Outstanding Experience
  - B. Exceptional Occupational Experience
  - C. Equal Opportunity Employer
  - D. Employee Options Expected
  
14. The term used for an email you are in the middle of working on is:
  - A. Draft
  - B. Flag
  - C. Partial
  - D. Sent
  
15. Blog is short for \_\_\_\_\_.
  - A. Bibliography
  - B. Biography
  - C. Web list
  - D. Web log
  
16. The amount left after all expenses have been paid is \_\_\_\_\_.
  - A. capital
  - B. gross profit
  - C. net profit
  - D. owner's equity
  
17. When using open punctuation in a business letter \_\_\_\_\_.
  - A. place a colon after the salutation
  - B. place a comma after the salutation
  - C. place a semi-colon after the salutation
  - D. use no punctuation after the salutation

18. A/an \_\_\_\_\_ statement is one that lists what an individual or organization values and the intended direction the individual or organization plans to take.
- A. financial
  - B. mission
  - C. organization
  - D. strategic
19. Choose the correct spelling.
- A. congradulations
  - B. congratulations
  - C. congratulateons
  - D. congradulatoin
20. Choose the correct spelling.
- A. anticipate
  - B. antisipate
  - C. anticepate
  - D. anticapate
21. Choose the correct spelling.
- A. absense
  - B. absencse
  - C. absence
  - D. absince
22. When filing federal government correspondence, the first three units are United States Government.
- A. True
  - B. False
23. From the following, which salutation would be the most appropriate for a business letter?
- A. Dear Mrs. Gray
  - B. Dear Mrs. Irene Gray
  - C. Mrs. Gray
  - D. Irene
24. Computer cookies are files that \_\_\_\_\_.
- A. add space to the computer
  - B. clean up spam
  - C. corrupt the computer
  - D. internet sites dropped on the computer to identify it
25. Words that are used to link words, phrases, or clauses together in a sentence are:
- A. adjectives
  - B. adverbs
  - C. conjunctions
  - D. prepositions

26. Me, us, you, and she are examples of:
- A. adjectives
  - B. adverbs
  - C. nouns
  - D. pronouns
27. Quickly, sincerely, and openly are examples of:
- A. adjectives
  - B. adverbs
  - C. pronouns
  - D. prepositions
28. What is the answer if you convert  $2\frac{3}{7}$  to a decimal and round the answer to the nearest hundredth?
- A. 2.4
  - B. 2.43
  - C. .243
  - D. 24.3
29. If you purchased office supplies for \$200, what amount would you owe if you received a 20% business discount and were charged 8% sales tax?
- A. \$160
  - B. \$259.20
  - C. \$172.80
  - D. \$200
30. When depositing a check in the bank, what is the safest endorsement to use?
- A. blank
  - B. full
  - C. outstanding
  - D. restrictive
31. 98 is what percent of 456?
- A. 25%
  - B. 21.49%
  - C. 23.78%
  - D. .02%
32. 8% of what amount is 14?
- A. 175
  - B. 183
  - C. 192
  - D. 170

33. Cover letters and resumes sent to organizations that are not actively recruiting new employees are called \_\_\_\_\_.  
A. unnecessary  
B. unpopular  
C. unrequited  
D. unsolicited
34. The two-letter state abbreviation for Michigan is:  
A. MI  
B. MO  
C. MS  
D. MN
35. A detailed outline of a business meeting is called a/an \_\_\_\_\_.  
A. agenda  
B. business plan  
C. itinerary  
D. none of these
36. A form of communication within a business is a \_\_\_\_\_.  
A. cookie  
B. letter  
C. memo  
D. spam
37. Reference initials (for a letter) are typed where?  
A. Double space below the writer's block signature  
B. Double space below the enclosure notation  
C. Single space below the enclosure notation  
D. Double space below any postscript
38. Benefits such as pensions, medical and life insurance, paid vacations and holidays, sick-leave, profit sharing, and tuition payments that a company offers its employees in addition to salary are known as \_\_\_\_\_ benefits.  
A. bonus  
B. fringe  
C. incentive  
D. overtime
39. A spreadsheet program is most likely to be used when you want to create a/an:  
A. announcement  
B. letter or report  
C. presentation  
D. income statement

40. In word processing, the keying mode where the text that is already there disappears as you type is known as:
- A. align
  - B. insert
  - C. justified
  - D. typeover or overstrike
41. A negative figure in a column of numbers may be designated by:
- A. Enclosing the figure in parenthesis
  - B. Inserting a minus sign directly to the left of the figure
  - C. Displaying the figure in red text
  - D. All of the above
42. The planning, pricing, promotion, and distribution involved in getting goods or services from producers to consumers is known as:
- A. marketing
  - B. merchandising
  - C. retailing
  - D. wholesaling
43. The change in the cost of goods and services to consumers relative to a previous (base) time period is the \_\_\_\_\_.
- A. consumer price index
  - B. gross domestic product
  - C. ratio of profit to sales
  - D. trade surplus
44. Word wrap refers to the ability of a word processor to:
- A. extend text past the right hand margin and move it to the next line
  - B. insert hard returns
  - C. help eliminate scrolling
  - D. all of the above
45. A USB flash drive is a \_\_\_\_\_.
- A. device usually used with a camera
  - B. convenient storage device
  - C. type of printer
  - D. device used to create CDs
46. A type of storage easily accessible on the web is usually referred to as \_\_\_\_\_.
- A. cloud
  - B. hemisphere
  - C. stratus
  - D. zenith

47. A portable device that is generally just a flat screen and can be held in your hand to function is generally referred to as a \_\_\_\_\_.  
A. plaque  
B. slab  
C. tablet  
D. all of the above
48. In the modern business world, there is no place for social networking.  
A. True  
B. False
49. It is best to begin eating at an interview lunch \_\_\_\_\_.  
A. as soon as you are served  
B. when the person on your left begins eating  
C. when the person on your right begins eating  
D. when everyone at your table has been served
50. It is appropriate to shake hands in a business situation when \_\_\_\_\_.  
A. leaving a business event  
B. renewing an acquaintance  
C. concluding a transaction  
D. all of the above





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

**Judge/Graders: Please double check and verify all  
scores and answer keys!**

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