

# ADMINISTRATIVE SUPPORT CONCEPTS (33) REGIONAL 2011

CONTESTANT ID# \_\_\_\_\_ START TIME \_\_\_\_\_ END TIME \_\_\_\_\_



## OPEN EVENT

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

***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.***

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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 2 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 in downtown Chicago on March 22, 2007.
- B. I started a new banking job in downtown Chicago on March 22 2007.

3.

- A. My friend is going to move from 88th and Central avenue to 99th and Mayfield.
- B. My friend is going to move from 88th and Central Avenue to 99th and Mayfield.

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. Jensen if the correct phone number was 888-9292.
- B. I asked Mr. Jensen if the correct phone number was 888-9292.

6. What is 65% of 220
- A. 143
  - B. 14.3
  - C. 1.43
  - D. 143.3
7. Reduce 20/140 to the lowest terms.
- A. 2/7
  - B. 40/280
  - C. 1/7
  - D. None of the above

Match the following states (numbers 8 - 12) with the correct 2-letter abbreviation (a – e).

A. MA      B. ME      C. MI      D. MN      E. MS

8. Minnesota
9. Mississippi
10. Maine
11. Michigan
12. Massachusetts

Answer the following questions using the Professional Business Associates Style and Reference Manual formatting standards for a letter.

A. SS      B. DS      C. QS

13. The space between the date and the inside address.
14. The space between each of the paragraphs (body).
15. The space after the complimentary close.
16. The spacing of the paragraphs (body).
17. The space between the reference initials and the enclosure notation.

18. Of the following, which one is not an example of an input device?
- A. printer
  - B. mouse
  - C. scanner
  - D. keyboard
19. Of the following, what information is not included on a resume?
- A. education
  - B. previous work experience
  - C. ethnic background
  - D. skills
20. It is wise to save a file
- A. before you are done with the file.
  - B. rarely, so as not to waste time.
  - C. after exiting the program.
  - D. frequently.
21. Pressing the backspace key
- A. deletes the character to the right of the cursor.
  - B. deletes the character to the left of the cursor.
  - C. moves the insertion point one character to the right.
  - D. deletes all text to the left of the cursor.
22. Reference initials are the initials of the person who
- A. wrote the document.
  - B. keyed the document.
  - C. proofread the document.
  - D. received the document.
23. In a spreadsheet application, a worksheet can perform all of the following except
- A. display numeric information.
  - B. calculate data.
  - C. plan oral presentations using animation.
  - D. display graphs.
24. In a spreadsheet application, a collection of worksheets is called a
- A. workbook.
  - B. booklet.
  - C. papers.
  - D. work hours.

25. In a spreadsheet application, a series of two or more adjacent cells in a column or row is called a
- A. range.
  - B. bunch.
  - C. nearby cells.
  - D. neighbor cells.
26. The type of program that allows you to produce professional-looking slide shows is a
- A. personal information management.
  - B. spreadsheet.
  - C. presentation graphics.
  - D. database.
27. The most likely destination folder for incoming emails is
- A. Spam
  - B. Inbox
  - C. Outbox
  - D. Sent mail
28. The folder where you keep names, addresses, etc. of those people you typically send email to is
- A. Inbox
  - B. Outbox
  - C. Sent mail
  - D. Contacts
29. An icon that indicates an email message should be read immediately is
- A. ?
  - B. !
  - C. \*
  - D. \$
30. The destination folder for unwanted email messages or messages of unknown/unidentified origin is
- A. Outbox
  - B. Spam
  - C. Inbox
  - D. Sent items

31. The icon that indicates an email message contains an attachment is
  - A. exclamation point
  - B. question mark
  - C. flag
  - D. paper clip
  
32. A unique message that is automatically added to the end of an email message is a(n)
  - A. email signature
  - B. auto text
  - C. macro
  - D. priority statement
  
33. The term used for an email you are in the middle of working on is a(n)
  - A. flag
  - B. partial
  - C. draft
  - D. sent item
  
34. Names for persons, places, things, qualities, concepts, and activities are
  - A. verbs
  - B. adjectives
  - C. nouns
  - D. pronouns
  
35. The part of speech that answers the questions What kind? Is a(n)
  - A. adjective
  - B. adverb
  - C. preposition
  - D. conjunction
  
36. Me, us, you, and she are examples of
  - A. nouns
  - B. pronouns
  - C. adjectives
  - D. adverbs
  
37. Cover letters and resumes that are sent to organizations that were not actively recruiting new employees are called
  - A. solicited
  - B. required
  - C. unsolicited
  - D. unrequited

38. Stress-related energy depletion that takes place in the working world is
- A. burnout
  - B. chronic fatigue
  - C. anxiety
  - D. paranoia
39. A detailed outline of a business trip is called a(n)
- A. agenda
  - B. business plan
  - C. Itinerary
  - D. none of the above
40. In the workplace, any unwelcome sexual advances or requests for favors, verbal and/or physical contact of a sexual nature constitute
- A. gender harassment
  - B. bullying
  - C. sexual harassment
  - D. cultural harassment
41. A list of topics to be discussed at a meeting is known as a(n)
- A. agenda
  - B. itinerary
  - C. activity list
  - D. time capsule
42. The majority of promotions into management positions are made from
- A. within the organization
  - B. a temporary employment service agency
  - C. relatives of the CEO
  - D. replies to newspaper ads
43. In insurance, the person designated to receive the amount for which a policy holder is insured is known as the
- A. recipient
  - B. insured
  - C. beneficiary
  - D. fortunate
44. Conditions of payment listed on an invoice are known as
- A. discounts
  - B. dues
  - C. terms
  - D. percentages

45. The ADA of 1990 provides that “no qualified individual with a disability shall by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.” ADA stands for
- A. Americans with Disabilities Act
  - B. All Disable Activists
  - C. American Disabled Act
  - D. Activities for Disabled Americans
46. A plan that allows workers to vary their starting and quitting time provided they work a set number of hours a day and complete their assigned duties is known as
- A. flextime
  - B. flexible scheduling
  - C. equal opportunity work
  - D. equal pay for equal work
47. The type of graph that shows the relationship of various parts of a quantity to each other and to the whole quantity is known as a(n)
- A. pie chart
  - B. line graph
  - C. pictograph
  - D. bar graph
48. In word processing, the blinking line that shows where you will key something is the
- A. cursor
  - B. spacer
  - C. shifter
  - D. aligner
49. In information processing, a byte is
- A. a unit of power
  - B. a machine for inputting data
  - C. a character of information
  - D. an on or off switch
50. A negative figure in a column of numbers may be designated by
- A. Enclosing the figure in parentheses.
  - B. Inserting a minus sign directly to the left of the figure.
  - C. Displaying the figure in red text.
  - D. All of the above.





# ADMINISTRATIVE SUPPORT CONCEPTS (33)



## OPEN EVENT

# KEY

## Regional – 2011

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

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***Judges/Graders:***

Please double-check and verify all scores!

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