

# ADMINISTRATIVE SUPPORT CONCEPTS (33)

—OPEN EVENT—

Regional– 2010

**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.

**Directions: Please choose the best answer for the following questions or statements.**

1. Many workers in many different types of jobs perform office tasks.
  - a. True
  - b. False
2. Word processing is the collecting, organizing, analyzing, and summarizing of data, generally in numeric form.
  - a. True
  - b. False
3. A Web site's privacy policy discusses how customer data will be used.
  - a. True
  - b. False
4. As e-commerce continues to grow, companies will need to adapt to new ways of acquiring, using, and sharing information.
  - a. True
  - b. False
5. An electronic deposit of net pay in an employee's bank account is called *direct deposit*.
  - a. True
  - b. False
6. A tickler file is an alphabetic system for keeping track of future actions.
  - a. True
  - b. False
7. Automatic duplexing is a photocopier feature that creates a margin on one or both sides of the copy paper to allow room for binding the copies.
  - a. True
  - b. False
8. Certified mail provides the most secure service offered by the USPS.
  - a. True
  - b. False
9. A sales clerk entering details of a customer's order is an example of
  - a. creating information
  - b. searching for information
  - c. processing information
  - d. communicating information
10. Maintaining calendars is an example of
  - a. creating or analyzing information
  - b. processing information
  - c. communicating information
  - d. managing information
11. The pressure for high productivity and quality performance means that all workers must
  - a. rely on their companies to provide all training needed in formal training sessions
  - b. be willing to participate in change
  - c. be skillful learners on their own as well as in formal training settings
  - d. both b and c

12. A giant network of computers and smaller networks that spans the globe is called
  - a. the Internet
  - b. an extranet
  - c. an intranet
  - d. none of the above
  
13. Which of the following documents could be useful in making payments to vendors?
  - a. a purchase requisition
  - b. a purchase order
  - c. a customer invoice
  - d. all of the above
  
14. Hours worked beyond the standard number of hours in a workweek are called
  - a. gross pay
  - b. net pay
  - c. overtime
  - d. none of the above
  
15. A time log
  - a. is an effective analysis tool
  - b. will not help you analyze how you spend your time
  - c. is used to prioritize tasks
  - d. all of the above
  
16. Reminder systems include
  - a. calendars
  - b. personal planners
  - c. telephones
  - d. both a and b
  
17. A personal information management program
  - a. can be used to schedule appointments and tasks but not to hold contact information
  - b. can be used to hold contact information but not to schedule appointments and tasks
  - c. can be used to schedule appointments and tasks and to hold contact information
  - d. none of the above
  
18. An organized workstation will
  - a. decrease productivity
  - b. make finding files and supplies much easier
  - c. help prevent accidents
  - d. both b and c

19. When working alone, before or after normal working hours, you should
  - a. park far away from the building so other employees can park closer
  - b. unlock all doors in your work area
  - c. work near a phone and keep emergency numbers handy
  - d. all of the above
  
20. The minimum number of members that must be present to conduct business at a meeting is called a
  - a. verbatim
  - b. quorum
  - c. motion
  - d. second
  
21. Business follow-up activities
  - a. should be completed as soon as possible after a trip
  - b. may include completing a travel expense report and writing thank-you letters
  - c. do not include reports about meetings attended during the trip
  - d. both a and b
  
22. An organization may store records on
  - a. magnetic media
  - b. optical media
  - c. microforms
  - d. all of the above
  
23. Which of these items is a cost factor in a records management system?
  - a. equipment
  - b. salaries for records management workers
  - c. space for storage
  - d. all of the above
  
24. A disaster recovery plan should include steps for
  - a. prevention, archiving, and recovery
  - b. readiness, reaction, retention, and recovery
  - c. prevention, readiness, reaction, and recovery
  - d. none of the above
  
25. Electronic databases
  - a. are useful but cannot be designed to meet the needs of a particular organization
  - b. can search thousands of records in only a few seconds
  - c. are never accessible to employees via a computer network
  - d. all of the above

26. Which of the arrangements of records is correct for filing in an alphabetic name file?
- a. Homer J. Tuttle, Monticello, Kentucky  
Homer J. Tuttle, Albany, New York  
Homer Tuttle, Albany, Kentucky  
Homer J. Tuttle, Monticello, Virginia
  - b. Homer Tuttle, Albany, Kentucky  
Homer J. Tuttle, Albany, New York  
Homer J. Tuttle, Monticello, Kentucky  
Homer J. Tuttle, Monticello, Virginia
  - c. Homer J. Tuttle, Albany, New York  
Homer J. Tuttle, Monticello, Kentucky  
Homer J. Tuttle, Monticello, Virginia  
Homer Tuttle, Albany, Kentucky
  - d. Homer Tuttle, Albany, Kentucky  
Homer J. Tuttle, Albany, New York  
Homer J. Tuttle, Monticello, Virginia  
Homer J. Tuttle, Monticello, Kentucky
27. To protect online records from unauthorized access or damage, companies use
- a. data backup procedures
  - b. password access procedures
  - c. antivirus software
  - d. all of the above
28. Which class of domestic mail would you use for business letters, bills, and postcards?
- a. first-class
  - b. express mail
  - c. standard mail
  - d. parcel post
29. Which class of domestic mail would you use for a ten-pound package when delivery in three days or less is not necessary?
- a. first-class
  - b. priority mail
  - c. standard mail
  - d. parcel post
30. Which one of the following statements uses the correct pronoun reference?
- a. She and me worked late.
  - b. She and I worked late.
  - c. Her and I worked late.
  - d. Her and me worked late.
31. When attending functions where nametags are provided, place your nametag
- a. on your left shoulder
  - b. at the center of your shirt
  - c. on or near you belt
  - d. on your right shoulder

32. Which one of the following is recommended for business email messages?
- Use capital letters for the majority of the message
  - Send copies only to concerned individuals
  - Assume all email messages are confidential
  - Use humor to convey the message
33. Which one of the following is a Web design tool that uses special codes or tags to set up Web pages?
- GIF (Graphics Interchange Format)
  - JPEG (Joint Photographic Experts Group)
  - WYSIWYG (What You See Is What You Get)
  - HTML (Hypertext Markup Language)
34. Destructive programs loaded onto a computer and run without the user's knowledge are known as?
- viruses
  - browsers
  - utilities
  - applications
35. When collecting secondary data for a research project, the process of taking important ideas from a document and presenting an overview of the report recorded in your own words is
- plagiarizing
  - abstracting
  - quoting
  - annotating
36. Assume that you are taking a telephone message for a co-worker who is not in the office at the time. Of the following, the LEAST important item to write on the message is the
- length of the call.
  - name of the caller.
  - time of the call.
  - telephone number of the caller.
37. The willingness to exert significant effort toward a company goal, conditioned by the ability of that exertion to satisfy some individual requirement is called
- motivation
  - hygiene
  - incentive
  - self-actualization
38. The cohesiveness of groups is
- always helpful in increasing productivity
  - conductive to productivity if that is the group goal
  - never conducive to increasing productivity
  - reduced under external threats

39. When an individual has been given the responsibility to carry out a certain task, the individual
- Must also be given the authority to carry out the task.
  - Should determine how much authority will be necessary to carry out the task.
  - Must seek the necessary authority to carry out the task.
  - Should assume that the necessary authority to carry out the task has been granted.
40. Which of the following is a false statement with regard to the characteristics of organization charts?
- Organization charts depict formal as well as informal relationships in an organization.
  - Organization charts illustrate lines of authority and responsibility.
  - Organization charts depict who reports to whom.
  - Horizontal as well as vertical authority is depicted on organization charts.
41. Written rules are required for filing because
- procedures for storing records alphabetically vary among organizations.
  - without written rules for storing records alphabetically, procedures will vary with time.
  - unless those who maintain the records are consistent in following storage procedures, locating records will be difficult.
  - all of the above.
42. Symbols such as &, \$, and % are
- ignored.
  - considered as spelled out.
  - never the key indexing unit.
  - always the key indexing unit.
43. Put the following in correct order: (1) Abbott & Bailey Roofing Company (2) ABC Computers, Inc. (3) Adams/Evans Contractors (4) Roberta D. Adams. The correct order is
- 3, 1, 4, 2
  - 3, 2, 1, 4
  - 1, 2, 4, 3
  - 2, 3, 1, 4
44. Put the following in correct order: (1) Hewlett-Packard (2) Packard Automotive (3) James C. Packard (4) James Connors Packard. The correct order is
- 1, 2, 4, 3
  - 1, 2, 3, 4
  - 1, 3, 4, 2
  - 2, 3, 4, 1
45. The best source for determining a business name is usually found
- on the company website.
  - in the letter address.
  - in the letterhead.
  - none of the above.

46. Put the following in correct order: (1) An Excellent Bakery (2) A Fine Eatery (3) A Shoe Shop (4) All About Shoes. The correct order is
- 2, 3, 4, 1
  - 2, 3, 1, 4
  - 3, 2, 4, 1
  - 2, 1, 3, 4
47. Put the following in correct order: (1) Eliz. Bartlett (2) Eliza Barnet (3) Elizabeth Bartlett (4) Liz Barnet. The correct order is
- 2, 1, 3, 4
  - 2, 3, 4, 1
  - 2, 4, 1, 3
  - 2, 1, 3, 4
48. Abbreviations of personal names and nicknames are
- spelled out.
  - indexed as written.
  - ignored.
  - spelled out and capitalized.
49. For which of the following names should a cross-reference be prepared? (1) Patricia Nguyen (2) Kimberly Nguyen (3) Nathan Nguyen (4) Huyan Nguyen
- 1
  - 2
  - 3
  - 4
50. Cross-references should be prepared for personal names when the names are
- usual, hyphenated surnames, alternate, and similar.
  - unusual, hyphenated surnames, similar, and foreign.
  - unusual, hyphenated surnames, alternate, and similar.
  - usual, hyphenated surnames, alternate, and aliases.





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## KEY

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***Judges/Graders:***

Please double-check and verify all scores!

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