

# BUSINESS MEETING MANAGEMENT CONCEPTS (590)

—OPEN EVENT—

**REGIONAL – 2015**

**DO NOT WRITE ON TEST BOOKLET**

*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.**

No more than 60 minutes testing time

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*Workplace Skills Assessment Program* competition.

1. Which of the following is *not* an element of the external environment when planning a meeting or conference?
  - a. current hotel personnel
  - b. culture
  - c. economy
  - d. government regulations
  
2. \_\_\_\_\_ exposes a group of people to a problem and then allows them to generate ideas for a solution.
  - a. Brainstorming
  - b. The maximum group technique
  - c. The Sophia technique
  - d. Brainwriting
  
3. Problem solving
  - a. is the same as decision making.
  - b. always involves decision making.
  - c. involves creating alternatives to reach a goal or objective.
  - d. should not be delegated to employees.
  
4. The external environment
  - a. deals with anything that is within the organization.
  - b. concerns factors that are under the control of the organization.
  - c. rarely impacts meetings.
  - d. involves factors beyond the organization's control.
  
5. \_\_\_\_\_ looks at the weaknesses and strengths of possible venues for a meeting.
  - a. Benchmarking
  - b. SWOT analysis
  - c. Environmental scanning
  - d. Scenario building
  
6. \_\_\_\_\_ are *not* included in the external environment for meeting planning.
  - a. Demographic trends
  - b. Cultural trends
  - c. Economic trends
  - d. Company financial trends

7. \_\_\_\_\_ is a planning process whereby an organization learns from the “best practices” within the industry or other successful companies.
  - a. Benchmarking
  - b. SWOT analysis
  - c. Environmental scanning
  - d. Scenario building
  
8. The \_\_\_\_\_ of the group planning a meeting reveals its purposes for existence.
  - a. objective
  - b. mission
  - c. internal environment
  - d. goal
  
9. Orientation in the meeting-planning industry
  - a. is important for new employees.
  - b. is necessary for successful teams.
  - c. helps workers feel comfortable with their jobs.
  - d. all of the above.
  
10. Staff development in the hospitality industry
  - a. is fully taken care of through orientation.
  - b. is necessary due to the latest technology.
  - c. is rarely upbeat.
  - d. should be optional for employees.
  
11. Empowered employees
  - a. rise up against the company.
  - b. are given more decision-making opportunities within the company.
  - c. are strictly supervised.
  - d. need more self-esteem.
  
12. \_\_\_\_\_ leadership often results in a decline in employee performance.
  - a. Situational
  - b. Democratic
  - c. Autocratic
  - d. Open

13. Situational leaders in the meeting-planning industry
  - a. understand the importance of inflexibility.
  - b. maintain the same leadership style for all situations.
  - c. ignore individual employee strengths.
  - d. have the ability to make quick decisions.
  
14. Meeting Planner Principles is the Code of Ethics for the
  - a. Convention Visitors Bureau.
  - b. Meeting Professionals International.
  - c. Event Professionals International.
  - d. Meeting Planners Incorporated.
  
15. When planning food and beverage for an event, you will meet with the
  - a. general manager.
  - b. conference coordinator.
  - c. convention planner.
  - d. catering manager.
  
16. The building or location where a meeting is held is called the
  - a. event locale.
  - b. venue.
  - c. convention center.
  - d. gathering place.
  
17. Venues for many large association meetings are planned five years in advance. This is an example of \_\_\_\_\_ planning.
  - a. strategic
  - b. intermediate
  - c. situational
  - d. short-term
  
18. Video allows people at two or more distant location to conduct two-way communication through video and audio. This type of meeting is classified as
  - a. teleconferencing.
  - b. e-conferencing.
  - c. a webcast.
  - d. virtual conferencing.
  
19. The best tool to promote events to a mass market is the
  - a. webcast.
  - b. chat room.
  - c. website.
  - d. blog.

20. The best incentive for meeting volunteers is
  - a. positive recognition.
  - b. power.
  - c. money.
  - d. special uniforms.
  
21. \_\_\_\_\_ prevents discrimination against people with disabilities.
  - a. The Americans with Disabilities Act
  - b. The EEOC
  - c. Title IX
  - d. ERA
  
22. The financial statement for a meeting that shows revenue and expenses is the
  - a. cash flow statement.
  - b. budget.
  - c. balance sheet.
  - d. W-4 form.
  
23. The most popular instrument to gain feedback from meeting participants is the
  - a. casual conversation.
  - b. interview.
  - c. survey.
  - d. follow-up calls.
  
24. Individuals attend conferences and other meetings to
  - a. network.
  - b. learn new strategies.
  - c. relax.
  - d. all of the above.
  
25. The first important step for organizing a highly successful event is
  - a. selecting an exciting venue.
  - b. creating an awesome marketing plan.
  - c. defining clear goals and measurable objectives.
  - d. setting a realistic budget.
  
26. The long-term plan of action for future organization's conferences is called
  - a. strategic planning.
  - b. mission generation.
  - c. management strategy.
  - d. program of work.

27. \_\_\_\_\_ is the purpose of a company, organization or person—its reason for existing.
- Objective
  - Mission Statement
  - Program of Work
  - Code of Ethics
28. The program outline does *not* include
- topics.
  - meeting content.
  - potential speakers.
  - feedback from participants.
29. Hotel rooms held or marked for a special meeting or conference are called a
- reserved set.
  - block of rooms.
  - revenue rooms.
  - walk-in rooms.
30. Some individuals attend meetings for continuing education and receive a(n) \_\_\_\_\_ to validate their attendance.
- receipt
  - award
  - certificate of attendance
  - diploma
31. An example of an ancillary program in conjunction with a meeting is
- the opening session speaker.
  - the awards luncheon.
  - brainstorming sessions.
  - sightseeing tours.
32. Specific, measurable, and prioritized goals are called
- mission statements.
  - code of ethics.
  - objectives.
  - long-term plans.
33. The most economical time to schedule a conference for participants is during
- shoulder periods.
  - peak season.
  - summer.
  - weekdays.

34. All people affected by an event or meeting are called
- customers.
  - participants.
  - members.
  - stakeholders.
35. Barrier-free rooms are
- always located on the first floor.
  - have sliding doors opening to the outdoors.
  - accessible to people with disabilities.
  - easily accessible from the busy roadway.
36. Communication at meetings will *not* be enhanced when
- group members can see one another.
  - all participants can see the leader.
  - all participants can see the visual aids clearly.
  - when an autocratic leadership style is used.
37. The meeting seating arrangement that best allows the leader to control the discussion is a(n)
- round table or circle layout.
  - rectangle table layout.
  - u-shaped arrangement.
  - classroom set up.
38. An official U.S. document granting citizens permission to travel outside the United States is a(n)
- passport.
  - visa.
  - itinerary.
  - consulate.
39. The leader of a meeting
- does not need to be familiar with the background material for the meeting.
  - should not ask questions during the meeting.
  - should make the goals of the meeting clear to all participants.
  - should not be concerned about ending the meeting on time.
40. A meeting of three or more people in different locations using a telecommunications system is a
- quorum.
  - consensus.
  - teleconference.
  - consulate.

41. Offering a wealth of ideas or suggestions is
- networking.
  - brainstorming.
  - brainwriting.
  - delegating.
42. Standards for proper behavior are called
- common sense.
  - rules of order.
  - etiquette.
  - public relations.
43. The meeting room set up best suited for participants taking notes is the
- classroom style.
  - crescent rounds.
  - theater style.
  - conference style.
44. A meeting should be called
- anytime your group needs to share information.
  - at least once each day.
  - when a meeting is the best way to achieve your objective.
  - rarely, because it usually is a waste of productive time.
45. Which of the following is *not* an important item to include on the meeting agenda?
- issues to be discussed
  - refreshments that will be served
  - start and end time
  - preparedness expectations of participants
46. A one-day meeting to teach participants a new policy or skill is called a
- workshop.
  - seminar.
  - colloquium.
  - convention.
47. The meeting planner for a major convention will submit a(n) \_\_\_\_\_ several years in advance to determine where the meeting will take place.
- RFP (request for proposals)
  - contract
  - invoice
  - agenda



48. The meeting agenda

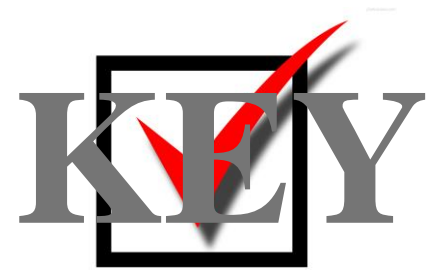
- a. should be distributed at the meeting.
- b. should be distributed at least one day before the meeting.
- c. should be distributed at least two weeks before the meeting.
- d. is usually not read in advance by meeting participants.

49. Your professional appearance

- a. has little impact on your meeting performance.
- b. has great impact on your meeting performance.
- c. will not influence personal accomplishment at a meeting.
- d. will divert attention from what needs to be accomplished at the meeting.

50. A document providing the reader with a concise record of what took place at a meeting is called

- a. an action plan.
- b. an agenda.
- c. minutes.
- d. an itinerary.



# **BUSINESS MEETING MANAGEMENT CONCEPTS (590)**

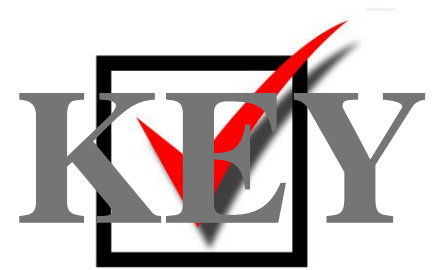
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*TOTAL POINTS* \_\_\_\_\_(500)

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

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