

BUSINESS MEETING MANAGEMENT CONCEPTS (74)

—OPEN EVENT—

REGIONAL 2013

DO NOT WRITE ON TEST BOOKLET

TOTAL POINTS _____ (500)

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1. Communication at a meeting is
 - a. passing along factual data.
 - b. sending information to another person.
 - c. a two-way process of sharing information.
 - d. shouting a request across a noisy room.

2. In the workplace
 - a. all employee communication is considered private.
 - b. the employer is not allowed to monitor e-mail.
 - c. employees should feel free to participate in ongoing chat groups.
 - d. employee e-mail and Internet use should be business-related.

3. An electronic message that contains abusive, threatening, or offensive content that may violate company policy or public law is
 - a. an outburst.
 - b. a flame.
 - c. a scream.
 - d. a spam.

4. A closed-corporate culture meeting is characterized by
 - a. problem-solving at all levels.
 - b. top-down decision making.
 - c. risk-taking.
 - d. creativity and supportiveness.

5. Employees who receive downward-flowing information at meetings where feedback is encouraged are working in
 - a. an authoritarian culture.
 - b. a closed culture.
 - c. a formal culture.
 - d. an open culture.

6. It has been estimated that 80 percent of poor management decisions made at meetings can be traced to
 - a. lack of experience.
 - b. inaccurate data.
 - c. corruption.
 - d. ineffective communication.

7. The meeting problem-solving method in which group members write down and evaluate ideas to be shared with the group is called
 - a. brainstorming.
 - b. networking.
 - c. nominal group technique.
 - d. self-directed work team.

8. A disadvantage of brainstorming during a meeting is that
 - a. many wild and impractical ideas are generated.
 - b. most participants are reluctant to present ideas.
 - c. ideas are not judged while brainstorming is going on.
 - d. it is not effective when truly creative solutions are required.

9. Which statement is true about conflicts at a meeting?
 - a. Conflicts usually do not challenge employees and stimulate new ideas.
 - b. Conflicts can become obstacles to job performance.
 - c. Conflicts do not usually lead to healthy discussions.
 - d. Conflicts that are not resolved usually lead to long-term problems.

10. Which good-listening rule is the one on which all others depend?
 - a. Ask questions.
 - b. Stop talking.
 - c. Listen to understand, not to oppose.
 - d. Hold your temper.

11. The most effective way to compliment an employee for work well done is to
 - a. send an e-mail.
 - b. send an e-card.
 - c. use oral, then written communication.
 - d. give the compliment during a staff meeting.

12. Successful meetings involve the process of accomplishing the goals of an organization through the effective use of people and other resources. This process is referred to as
 - a. management.
 - b. implementation.
 - c. planning.
 - d. supervision.

13. The function being performed when a manager is carrying out plans and helping employees work effectively is
 - a. planning.
 - b. organizing.
 - c. implementing.
 - d. budgeting.

14. One of the discussion items at the company meeting indicates that the organization is spending much time correcting errors and redoing work. This indicates that supervisors are not effective at
 - a. quality control.
 - b. time management.
 - c. communication.
 - d. evaluation.

15. A sign or indication that something appears to be a problem is
 - a. an alternative.
 - b. a symptom.
 - c. a solution.
 - d. a problem-solving process.

16. Who would be involved in decision-making for a business?
 - a. only executives
 - b. mid-managers and executives
 - c. only supervisors
 - d. all levels of managers

17. The final step in the decision-making process is to
 - a. analyze the solutions.
 - b. determine possible solutions.
 - c. identify the problem.
 - d. select the best solution.

18. Once a problem has been identified at the business meeting, a manager should
 - a. solve it.
 - b. list the possible solutions.
 - c. make a decision.
 - d. analyze the problem.

19. The ability to influence individuals and groups to achieve organizational goals at a meeting is
 - a. management.
 - b. effective human relations.
 - c. an autocratic style.
 - d. leadership.

20. Leaders who can see all sides of a problem and not make biased judgments or statements are said to possess
 - a. initiative.
 - b. courage.
 - c. judgment.
 - d. stability.

21. The type of power that results from the manager's knowledge and skills is
 - a. position
 - b. reward
 - c. expert
 - d. identity

22. The type of leader who is usually the most efficient at meetings is
 - a. autocratic.
 - b. democratic.
 - c. open.
 - d. situational.

23. A democratic leader at a meeting
- makes all of the decisions.
 - lets each employee decide how work will be done.
 - encourages shared decision-making.
 - does not make decisions.
24. A strategic planning meeting
- involves short-term planning.
 - determines how work will be done and who will do it.
 - provides broad goals and direction for the entire business.
 - determines a short, specific statement of purpose and direction for the business.
25. The business operational plan is reviewed at a meeting. Which of the following is not an example of an operational plan?
- setting monthly production levels
 - planning inventory levels
 - developing a department budget
 - revising the mission statement for the business.
26. To be effective, meeting goals must be
- general.
 - achievable.
 - independent from each other.
 - random.
27. A widely used financial planning tool for meetings is the
- budget.
 - policy.
 - standard.
 - goal.
28. _____ are used to ensure that the quality of work accomplished at a business meeting is acceptable.
- Organizational charts
 - Goals
 - Standards
 - Schedules
29. The advantage of having policies to guide decisions at meetings is that
- there will never be problems.
 - decisions will be consistent.
 - managers will not have to involve employees in decisions.
 - the meeting will conclude within the specified time allotment.
30. _____ contains the list of steps to be followed when performing meeting functions.
- The decision-making process
 - A procedure
 - A goal
 - The management function

31. Authority in an organization meeting is delegated
 - a. from top to bottom.
 - b. from one department to another.
 - c. from employees to customers.
 - d. from one manager to another but never from a manager to an employee.

32. All authority can be traced in a direct line from the top to the bottom in
 - a. a line organization.
 - b. a team organization.
 - c. a matrix organization.
 - d. an autocratic organization.

33. When an employee is responsible to another person in the organization for completing a meeting task, he or she is said to be
 - a. a manager.
 - b. productive.
 - c. accountable.
 - d. an authority.

34. When an employee regularly receives instructions from more than one manager at a meeting, there is a problem with
 - a. span of control.
 - b. unity of command.
 - c. policies and procedures.
 - d. standards.

35. A group of people who cooperate at a meeting to achieve a common goal is
 - a. a work team.
 - b. a department.
 - c. management.
 - d. a quality circle.

36. Participants at a meeting resist change because
 - a. it occurs suddenly.
 - b. people are not prepared for the change.
 - c. reasons for the change are not clear.
 - d. all of the above.

37. Which of the following is not a type of standard commonly used in business meetings?
 - a. time
 - b. accounting
 - c. quantity
 - d. cost

38. The variance report given at a meeting identifies differences between
 - a. current performance and the standard.
 - b. management and employee needs.
 - c. quantity and quality standards.
 - d. revenues and expenses.

39. Leaders have ambition and persistence in reaching goals at meetings. They are self-starters who plan what they want to do and then do it. This leadership trait is called
- initiative.
 - courage.
 - judgment.
 - stability.
40. Managers usually find greater employee respect and support for meeting rules when
- the rules are applied only to serious problems.
 - each individual is treated differently.
 - employees help to develop the rules.
 - rules are set by management.
41. The management function responsible for arranging meeting resources to complete work is
- planning.
 - organizing.
 - implementing.
 - controlling.
42. A person _____ duties at a meeting when they give the responsibilities to other people.
- delegates
 - outsources
 - manages
 - reassigns
43. A list of topics that will be covered at the meeting are called the _____.
- agenda.
 - minutes.
 - itinerary.
 - outline.
44. _____ is the area of meeting planning that allows participants to confirm their attendance at an event.
- Registration
 - Organization
 - Promotion
 - Planning
45. Audio-visual equipment at hotels and convention centers is
- usually included in the price of the conference rooms.
 - usually a separate expense charged by the outsourced company.
 - usually brought in by the individuals having the meeting.
 - automatically included in the conference agreement.

46. A conference for 200 people that lasts 3 days and 2 nights is best suited for
- convention center.
 - hotels.
 - conference centers.
 - arenas.
47. Complimentary VIP hotel rooms granted for a conference are usually based upon the number of
- hotel reservations.
 - conference exhibitors.
 - catering events scheduled for the meeting.
 - nights hotel rooms will be reserved for an event.
48. Event/conference programs would probably not include
- map of the facility.
 - speaker biographies.
 - financial sponsors for the event.
 - political viewpoints.
49. Which of the following is not a source of revenue for an event?
- registration fees
 - event sponsors
 - surcharge on meal events
 - conference gifts
50. Microphones, sound system, and PPT equipment are the responsibilities of the _____ department.
- sales
 - reservations
 - audio visual
 - promotions



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KEY

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TOTAL POINTS _____(500)

Judges/Graders:

Please double-check and verify all scores!

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