

DO NOT WRITE ON TEST



**ADMINISTRATIVE
SUPPORT CONCEPTS**

~OPEN EVENT~

(290)

REGIONAL 2021

50 Questions @ 2 points each _____ 100 Points

TOTAL POINTS _____ 100 Points

Test Time: 60 minutes

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

1. What does 2/10, net 30 mean when printed on an invoice?
 - A. 2 percent discount if paid within 10 days or full amount due in 30 days
 - B. 10 percent discount if paid within 2 days or full amount due in 30 days
 - C. 2 percent + 10 percent discount if paid within 30 days
 - D. 30 percent off if paid within 2 days, full amount due in 10 days

2. A retailer marks up a pair of boots \$15.40 over the original cost of \$37.25. What is the selling price?
 - A. \$21.85
 - B. \$68.05
 - C. \$52.65
 - D. \$37.25

3. The standard size of a business envelope is the # _____ envelope.
 - A. 6
 - B. 10
 - C. 9
 - D. 12

4. Federal income tax is a mandatory payroll deduction under federal law.
 - A. TRUE
 - B. FALSE

5. Viruses find their way onto a computer system through which of the following?
 - A. Opening e-mail attachments
 - B. Opening unauthorized software
 - C. Downloading programs from the Internet
 - D. All of the above

6. Cross training in a company involves workers learning many job skills so they are versatile.
 - A. TRUE
 - B. FALSE

7. Juan's salary this year is \$23,400. If this is \$1,700 more than he made last year, what was his salary last year?
- A. \$25,100
 - B. \$21,700
 - C. \$21,400
 - D. \$21,500
8. According to Rules of ARMA, all punctuation is ignored when indexing business and organization names. Commas, periods, hyphens, apostrophes, dashes, exclamation points, question marks, quotation marks, and diagonals (/) are disregarded.
- A. TRUE
 - B. FALSE
9. Ethics are the standard or guidelines that help people determine what is right or wrong.
- A. TRUE
 - B. FALSE
10. An administrative assistant earns \$8.25 in one hour. What will the assistant earn for working 40 hours?
- A. \$320.00
 - B. \$330.00
 - C. \$206.25
 - D. \$660.00
11. Which of the following *best* describes the most widely known injury associated with individuals routinely using a computer.
- A. Increased eye strain
 - B. Chronic fatigue syndrome
 - C. Increased back pain
 - D. Carpal tunnel syndrome
12. The amount of data, instructions, or information that can travel over a communications channel sometimes is called what?
- A. dimensionality
 - B. resolution
 - C. bandwidth
 - D. broadband
13. According to the Rules of ARMA, if a symbol is part of a name, the symbol is indexed as if spelled out.
- A. TRUE
 - B. FALSE

14. The abbreviation, NSF in banking stands for _____.
- A. non-significant funds
 - B. no statement financing
 - C. no significant funding
 - D. non-sufficient funds
15. To calculate simple interest, use the _____ formula.
- A. $\text{Interest} = \text{Principal} * \text{Rate}$
 - B. $\text{Interest} = \text{Principal} * \text{Rate} * \text{Time}$
 - C. $\text{Interest} = \text{Principal} * \text{Time}$
 - D. $\text{Interest} = \text{Principal} / \text{Rate} / \text{Time}$
16. To indicate importance and that the email message should be read immediately, the _____ symbol should be used.
- A. !
 - B. #
 - C. *
 - D. ©
17. Foreign currency rates are only determined on Monday of each week.
- A. TRUE
 - B. FALSE
18. OSHA federal regulations are applicable to most private sector companies and require records regarding _____ be kept.
- A. employee illness, absenteeism and personal time
 - B. employee retirement investments
 - C. work related injuries
 - D. company net worth
19. What three colors are used on a computer monitor?
- A. Red, orange, blue
 - B. Red, yellow, blue
 - C. Red, green, blue
 - D. Orange, green, purple
20. Advantages of using software to move to a paper-free office include _____.
- A. greater security, more efficiency; lower costs
 - B. greater security, more efficiency; greater legal protection
 - C. more efficiency, greater legal protection, lower costs
 - D. all the above

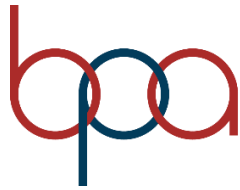
21. Records that document the organization's operations and major shifts of direction over the years are considered to be of what value and type?
- A. legal
 - B. administrative
 - C. historical
 - D. None of the above
22. On a ten question quiz, a student missed two questions. Express the ratio of the number of questions correct to the total number of questions.
- A. 4 to 5
 - B. 2 to 10
 - C. 1 to 4
 - D. 2 to 8
23. Rosalinda purchases a used car for \$8,500. If she finances the entire cost at 6.9% for 30 months, what will be the total amount of money owed?
- A. \$9,966.25
 - B. \$ 586.50
 - C. \$9,086.50
 - D. \$9,672.50
24. Which of the following *best* describes records management?
- A. Record planning and supervision
 - B. Record preparation and maintenance
 - C. Systematic control of all records from their creation to ultimate disposition
 - D. Delegation of recordkeeping duties
25. On the keyboard, using the CTRL + C will copy the highlighted text.
- A. TRUE
 - B. FALSE
26. What is the correct filing order for the following four names? (1) Department of Education, Jefferson County (2) Department of Justice, Jefferson County (3) Department of Corrections, Jefferson County (4) Department of Transportation, Jefferson County
- A. 3, 1, 4, 2
 - B. 3, 1, 2, 4
 - C. 3, 2, 1, 4
 - D. 2, 1, 3, 4
27. A Canadian Dollar is always the exact same value as a United States Dollar.
- A. TRUE
 - B. FALSE

28. Protecting the confidentiality of information can be a legal requirement in an organization.
- A. TRUE
 - B. FALSE
29. Cedric received 198 votes for BPA club president. This was 55 percent of the total votes cast. How many votes were cast?
- A. 253 votes
 - B. 360 votes
 - C. 198 votes
 - D. 306 votes
30. In filing, when two people have the same name, you should look first to see if titles and suffixes differentiate between the names.
- A. TRUE
 - B. FALSE
31. What type of symbol indicates an attachment in an email?
- A. Pencil
 - B. Flag
 - C. Paperclip
 - D. Asterisk
32. The computer belongs to Marcus and _____.
- A. her
 - B. she
 - C. he
 - D. those
33. A record is stored information made or received by an organization that is evidence of its operations and has value requiring its retention for a specific period of time.
- A. TRUE
 - B. FALSE
34. The postal abbreviation for Maine is _____.
- A. MI
 - B. MA
 - C. ME
 - D. MN

35. The process of setting up software to work with the computer is _____.
- A. running
 - B. installing
 - C. executing
 - D. developing
36. _____ are a written record of what took place at a meeting.
- A. Diaries
 - B. Entrées
 - C. Minutes
 - D. Logs
37. If a filing unit within an address is *not* necessary for identification, it does *not* have to be used.
- A. TRUE
 - B. FALSE
38. A _____ is temporary computer memory.
- A. hangar
 - B. stationary
 - C. cache
 - D. file
39. The formula for amount owed is: $A=P+PRT$
- A. TRUE
 - B. FALSE
40. The _____ is the name of a person, place or thing and tells who performed the action.
- A. verb
 - B. phrase
 - C. plural
 - D. subject
41. Assets are money and anything of material value owned by an organization. Equities are the debts of an organization that must be paid in the future.
- A. TRUE
 - B. FALSE
42. A fiscal year is _____ in length and used for budgeting and planning purposes.
- A. 12-months
 - B. 6-months
 - C. 3-months
 - D. 24-months

43. If your organization has international direct-distance dialing (IDDD), you may dial from North America by _____.
- A. Dialing 0
 - B. Dialing 011, the country code, the city/area code, and the local telephone number
 - C. Dialing 011, and the local telephone number
 - D. Dialing the area code and the local phone number
44. In filing, the words County of, City of, Department of, and Office of are ignored when indexing city, county, or state government names.
- A. TRUE
 - B. FALSE
45. When a customer is *not* acknowledged or greeted promptly _____.
- A. the customer is likely to feel unimportant
 - B. the organization misses an opportunity to establish a positive relationship
 - C. the customer may leave the organization and go elsewhere
 - D. all of the above
46. Which of the following terms means *head of something*?
- A. principal
 - B. principle
 - C. principality
 - D. province
47. What is the second level for the filing segment: Federal Bureau of Investigation?
- A. Federal Bureau
 - B. Investigation
 - C. Investigation Federal Bureau (of)
 - D. United States Government
48. When planning a business call, you should be aware of the time zone differences for the caller and the recipient.
- A. TRUE
 - B. FALSE
49. What is the correct filing order for the following four names? (1) Police Department, City of Memphis (2) Fire Department, City of Memphis (3) Bureau of Public Works, City of Memphis (4) Public Library, City of Memphis
- A. 2, 1, 4, 3
 - B. 2, 1, 3, 4
 - C. 1, 2, 3, 4
 - D. 2, 3, 1, 4

50. A _____ is a financial document that shows the assets, liabilities, and owner's equity of an organization on a given date.
- A. income statement
 - B. asset report
 - C. stockholders' equity statement
 - D. balance sheet



**BUSINESS
PROFESSIONALS**
of **AMERICA**
Giving Purpose to Potential



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