

ADMINISTRATIVE SUPPORT CONCEPTS (33)

—OPEN EVENT—

Regional—2013

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

1. In word processing, pressing the Home key moves the cursor to the _____.
 - A. end of the current line of text
 - B. beginning of the document
 - C. beginning of the paragraph
 - D. beginning of the current line of text

2. The most likely destination folder for incoming emails from an unknown source is:
 - A. Inbox
 - B. Outbox
 - C. Sent Mail
 - D. Spam

3. The folder where you keep names, addresses, etc. of those people you typically send email to is:
 - A. Contacts
 - B. Inbox
 - C. Outbox
 - D. Sent Mail

4. To enhance the appearance of a document, which of the following could be used?
 - A. borders
 - B. formatting
 - C. highlighting
 - D. all of the above

5. An icon that indicates an email message should be read immediately is:
 - A. ?
 - B. !
 - C. *
 - D. \$

6. The destination folder for unwanted email messages or messages of unknown/unidentified origin is:
 - A. Inbox
 - B. Junk email
 - C. Out box
 - D. Sent items

7. The icon that indicates an email message contains an attachment is a/an _____.
 - A. exclamation point
 - B. flag
 - C. paper clip
 - D. question mark

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8. A unique message that is automatically added to the end of an email is a/an _____.
A. auto text
B. email signature
C. macro
D. priority statement
9. Choose the correct sentence:
A. Please donate the box of childrens' clothing to the thrift shop.
B. Please donate the box of childrens clothing to the thrift shop.
C. Please donate the box of children's clothing to the thrift shop.
D. Please donate the box of children's' clothing to the thrift shop.
10. Computer cookies are files that _____.
A. add space to the computer
B. clean up spam
C. corrupt the computer
D. internet sites drop on the computer to identify it
11. Words that join noun or pronoun objects to other words in sentences are:
A. adjectives
B. adverbs
C. conjunctions
D. prepositions
12. Me, us, you, and she are examples of:
A. adjectives
B. adverbs
C. nouns
D. pronouns
13. Quickly, sincerely, and openly are examples of:
A. adjectives
B. adverbs
C. pronouns
D. prepositions
14. What is the answer if you convert $2 \frac{3}{7}$ to a decimal and round the answer to the nearest hundredth?
A. 2.4
B. 2.43
C. .243
D. 24.3

15. If you purchased office supplies for \$200, what amount would you owe if you received a 20% business discount and were charge 8% sales tax?
- A. \$160
 - B. \$259.20
 - C. \$172.80
 - D. \$200
16. When depositing a check in your account, what is the safest endorsement to use?
- A. blank
 - B. full
 - C. outstanding
 - D. restrictive
17. 98 is what percent of 456?
- A. 25%
 - B. 21.49%
 - C. 23.78%
 - D. .02%
18. 8% of what total is 14.
- A. 175
 - B. 183
 - C. 192
 - D. 170
19. Cover letters and resumes sent to organizations that are not actively recruiting new employees are called _____.
- A. unnecessary
 - B. unpopular
 - C. unrequited
 - D. unsolicited
20. The two-letter state abbreviation for Mississippi is:
- A. MI
 - B. MO
 - C. MS
 - D. MU
21. A detailed outline of a business meeting is called a/n _____.
- A. agenda
 - B. business plan
 - C. itinerary
 - D. none of these

22. Reference initials are typed where?
- A. Double space below the writer's signature block
 - B. Double space below the enclosure notation
 - C. Single space below the enclosure notation
 - D. Double space below any postscript
23. Benefits such as pensions, medical and life insurance, paid vacations and holidays, sick-leave policy, profit sharing and tuition payments that a company offers its employees in addition to salary are known as _____.
- A. bonus benefits
 - B. fringe benefits
 - C. incentive benefits
 - D. overtime benefits
24. In word processing, the keying mode where the text that is already there disappears as you type is known as:
- A. align
 - B. insert
 - C. justified
 - D. overtype
25. A spreadsheet program is most likely to be used when you want to create a/n:
- A. announcement
 - B. letter or report
 - C. presentation
 - D. income statement
26. An independent agency of the United States government whose main purpose is to regulate trucking, airline travel, and road building is _____.
- A. Department of Transportation
 - B. Federal Trade Commission
 - C. Interstate Commerce Commission
 - D. Securities and Exchange Commission
27. 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
28. The planning, pricing, promotion, and distribution involved in getting goods or services from producers to consumers is known as:
- A. marketing
 - B. merchandising
 - C. retailing
 - D. wholesaling

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29. The change in the cost of goods and services to consumers relative to a previous (base) time period is the _____.
A. consumer price index
B. gross domestic product
C. ratio of profit to sales
D. trade surplus
30. A USB flash drive is a _____.
A. device usually used with a camera
B. convenient storage device
C. type of printer
D. device used to create CDs
31. Word wrap refers to the ability of a word processor to:
A. confine text to a certain size paper or window
B. insert soft returns
C. help eliminate scrolling
D. all of the above
32. Written standards and rules that govern how a business operates are called _____.
A. bylaws
B. charters
C. minutes
D. policy manuals
33. The graphic presentation of a company's structure is a/n _____.
A. bar chart
B. flow chart
C. organization chart
D. pie chart
34. If you have a collection of data that you wish to organize in a manner that allows access, retrieval, and use of that data, you should utilize a _____ software program.
A. Database
B. Scheduling
C. Spreadsheet
D. Word Processing
35. A sales clerk entering details of a customer's order is an example of:
A. creating information
B. communicating information
C. processing information
D. searching information

36. Wi-Fi is an abbreviation for _____.
A. Wired Frequency
B. Wireless Frequency
C. Wired Fidelity
D. None of the above.
37. DOE in job-advertising jargon is an abbreviation meaning _____.
A. Depending on Education
B. Depending on Ethnicity
C. Depends on Experience
D. Dropping out Ethically
38. When you pass food items around the table at an interview lunch, _____.
A. Pass to your left
B. Pass across the table
C. Pass with your dominant hand
D. Pass to your right
39. You may begin eating at an interview lunch _____.
A. As soon as you are served
B. When the person on your left begins eating
C. When the person on your right begins eating
D. When everyone at your table has been served
40. If you need to leave the table during an interview lunch, you should _____.
A. Place your napkin on your plate
B. Place your napkin on your chair back
C. Place your napkin on the left side of your plate
D. Take your napkin with you
41. It is appropriate to shake hands in a business situation when _____.
A. Leaving a business event
B. Renewing an acquaintance
C. Concluding a transaction
D. All of the above
42. ____ may be used to identify omitted items when quoting material.
A. Ellipsis marks
B. Dashes
C. Highlight marks
D. Punctuation marks
43. Another name for a chronological file is a _____ file.
A. Menu
B. Output
C. Pending
D. Tickler

44. A resume that lists the most recent job or education experience first and the remaining data in reverse chronological order is known as a _____ resume.
- A. Chronological
 - B. Functional
 - C. Portfolio
 - D. Targeted
45. Conditions of payment listed on an invoice are known as _____.
- A. Discounts
 - B. Dues
 - C. Percentages
 - D. Terms
46. When filing an item that begins with word "The", you would _____.
- A. File with the "Ts" for "The"
 - B. Remove the word "The"
 - C. Move "The" to the end and use the second unit
 - D. Switch the word "The" with the second word
47. When proofreading a document, the proper marking to indicate letters should be capitalized is/are _____.
- A. Three underscores under the letter
 - B. The work "cap" above the letters
 - C. Two underscores under the letter
 - D. Either A or B
48. The majority of promotions into management are generally made from:
- A. Within the organization
 - B. A temporary employment service
 - C. Relatives of the CEO
 - D. Replies to newspaper ads
49. Any unwelcome sexual advance or requests for favors and/or verbal physical contact of sexual nature constitute:
- A. Bullying
 - B. Cultural harassment
 - C. Gender harassment
 - D. Sexual harassment
50. In insurance, the person designated to receive the amount for which a policy holder is insured is known as the
- A. Beneficiary
 - B. Fortunate
 - C. Insured
 - D. Recipient