10 Pages

Contestant Number_____

Time_____

Rank_____

ADMINISTRATIVE SUPPORT CONCEPTS (33)

—OPEN EVENT—

Regional–2012

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. Pressing the End key moves the cursor to _____.
   A. the end of the current line of text
   B. the end of the document
   C. the end the paragraph
   D. the beginning of the current line of text

For questions 2-6 choose the correct sentence from the 2 choices given.

2.
   A. Pam realized the art exhibit was being judged from Tuesday through Friday.
   B. Pam realized the art exhibit was being judged from Tuesday through friday.

3.
   A. I started a new banking job downtown on March 22, 2011.
   B. I started a new banking job downtown on March 22 2011.

4.
   A. My friend is moving from 1st avenue to Jefferson Street.
   B. My friend is moving from 1st Avenue to Jefferson Street.

5.
   A. Diane and Jim made the payment of $487.10 including the %10 discount.
   B. Diane and Jim made the payment of $487.10 including the 10% discount.

6.
   A. I asked Mr. Johnson if the correct phone number was 888-9292.
   B. I asked Mr. Johnson if the correct phone number was 898-9292.

7. The most likely destination folder for incoming emails is:
   A. Inbox
   B. Outbox
   C. Sent Mail
   D. Spam

8. 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

9. 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

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

11. 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

12. EOE in job-advertising jargon is an abbreviation meaning:
   A. Extra Outstanding Experience
   B. Exceptional Occupational Experience
   C. Equal Opportunity Employer
   D. Employee Options Expected

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

14. 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

15. The term used for an email you are in the middle of working on is:
   A. Draft
   B. Flag
   C. Partial
   D. Sent item

16. Blog is short for _____.
    A. bibliography
    B. biography
    C. web list
    D. web log

17. 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

18. Choose the correct spelling.
    A. Congradulations
    B. Congratulations
    C. Congratulateons
    D. Congradulatoins

19. Choose the correct spelling.
    A. Anticipate
    B. Antisipate
    C. Anticepate
    D. Anticapate

20. Choose the correct spelling.
    A. Absense
    B. Absencse
    C. Absence
    D. Absince

21. Choose the correct spelling.
    A. Benefited
    B. Bennefited
    C. Benifeted
    D. Binifited

22. Choose the correct spelling.
    A. Judgment
    B. Judgement
    C. Judgemant
    D. Jugement

23. Names for persons, places, things, qualities, concepts and activities are:
    A. adjectives
    B. nouns
    C. pronouns
    D. verbs

24. Words that join noun or pronoun objects to other words in sentences are:
    A. adjectives
    B. adverbs
    C. conjunctions
    D. prepositions

25. Me, us, you, and she are examples of:
    A. adjectives
    B. adverbs
    C. nouns
    D. pronouns

26. Quickly, sincerely, and openly are examples of:
    A. adjectives
    B. adverbs
    C. pronouns
    D. prepositions

27. 5 percent of what number is 4?
    A. 8
    B. 80
    C. 85
    D. 800

28. 53 is what percent of 85?
    A. 6.24%
    B. 62.4%
    C. 624%
    D. None of the above

29. What is 35 percent of 150?
    A. 5.25
    B. 52.5
    C. 525
    D. 525.5

30. When depositing a check in your account, what is the best endorsement to use?
    A. blank
    B. full
    C. outstanding
    D. restrictive

31. Cover letters and resumes sent to organizations that are not actively recruiting new employees are called _____.
    A. unnecessary
    B. unpopular
    C. unrequited
    D. unsolicited

32. The two-letter state abbreviation for Missouri is:
    A. MI
    B. MO
    C. MS
    D. MU

33. When editing a word processing document, the term “stet” means _____.
    A. delete the original
    B. duplicate the original
    C. leave the original
    D. repeat the correction

34. A detailed outline of a business trip is called a/n _____.
    A. agenda
    B. business plan
    C. itinerary
    D. none of these

35. 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

36. 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

37. In word processing, the keying mode where the text moves to the right as you type is known as:
    A. align
    B. insert
    C. justified
    D. overtype

38. 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. none of these

39. An independent agency of the United States government whose main purpose is to protect consumers and stop unfair trade practices such as false advertising and fraud is the _____.
    A. Department of Transportation
    B. Federal Trade Commission
    C. Interstate Commerce Commission
    D. Securities and Exchange Commission

40. 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

41. An important source of information on the credit rating of retail businesses is:
    A. the Retail Merchants Association
    B. the Chamber of Commerce
    C. Dun and Bradstreet, Inc.
    D. the National Retail Credit Association

42. 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

43. The total retail market value of all the goods and services produced in a nation, usually stated in annual terms, is the _____.
    A. consumer price index
    B. gross domestic product
    C. ratio of profit to sales
    D. trade surplus

44. 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

45. 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

46. Written reports of board meetings are called _____.
    A. bylaws
    B. charters
    C. minutes
    D. policy manuals

47. The graphic presentation of a company's structure is a/n _____.
    A. bar chart
    B. flow chart
    C. organization chart
    D. pie chart

48. 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

49. 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

50. Maintaining calendars is an example of:
    A. creating or analyzing information
    B. communicating information
    C. managing information
    D. processing information