

ADMINISTRATIVE SUPPORT CONCEPTS (290)

—OPEN EVENT—

REGIONAL – 2014

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.

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

1. When traveling in a foreign country
 - a. it is not necessary to learn an appropriate greeting for the people you will be visiting
 - b. do not criticize the people or customs of the country you are visiting
 - c. dress casually regardless of the country you are visiting
 - d. remember that generally business is conducted more informally in other countries than it is in the United States

2. Business gifts
 - a. are always exchanged at business meetings in Spain and France
 - b. are usually expected in English-speaking countries
 - c. should be presented toward the end of your visit when doing business in Japan
 - d. are not appropriate in Filipino business culture

3. A U.S. passport
 - a. must be renewed in person
 - b. is valid for ten years from the date of issue
 - c. should be left in a hotel room for safekeeping when in a foreign country
 - d. is an approval granted by the U.S. government that permits a traveler to enter the United States

4. A visa
 - a. often appears as a stamped notation on a passport
 - b. has rules and restrictions that vary from country to country
 - c. may require a processing fee
 - d. all the above

5. An itinerary
 - a. is usually provided by the agency when a travel agency makes travel arrangements
 - b. should not be prepared by an administrative assistant
 - c. is a travel schedule that gives flight numbers, hotel reservations, and other details
 - d. should be prepared after your employer has left for a business trip

6. While the executive is away on a trip, the administrative assistant
 - a. has no duties other than answering the telephone
 - b. should inform the executive about urgent messages or correspondence
 - c. should not schedule appointments for the executive
 - d. should collect all mail and keep it unopened for the executive

7. A document that gives a concise statement of a person's background, education, skills, and work experience is a
 - a. job report
 - b. resume
 - c. job board
 - d. job agent

8. Applying for job openings that match your career goals in many organizations is a
 - a. traditional job search
 - b. targeted job search
 - c. functional job search
 - d. chronological search

9. A job search focused on a company rather than a position is a
 - a. traditional job search
 - b. targeted job search
 - c. functional job search
 - d. electronic job search

10. Employment agencies
 - a. are not found on the Web
 - b. are always state-sponsored, not private agencies
 - c. may charge a fee for their services
 - d. are found in every city for your convenience

11. When dressing for an interview
 - a. women should not wear jewelry
 - b. a handbag that matches a woman's shoes is not appropriate
 - c. men should not wear a tie
 - d. women should wear a two-piece business suit or a dress with a matching jacket

12. When interviewing for a job
 - a. plan to arrive at the interview site one hour early
 - b. try to make a positive impression on the receptionists and others waiting in the reception area
 - c. do not ask the interviewer questions about the job duties
 - d. do not ask questions about the financial health of the organization

13. When asked a tough question during an interview
 - a. try to avoid a direct answer if the question can hurt your chance of getting the position
 - b. explain your answer extensively
 - c. decline to answer the question
 - d. ask for another question

14. A follow-up letter
 - a. should be written immediately after an interview
 - b. should thank the person for the interview
 - c. can provide details that you failed to give during the interview
 - d. all the above

15. Once you have accepted a job
 - a. you no longer need to worry about demonstrating your skills
 - b. refrain from showing initiative on the job
 - c. ask your supervisor for feedback on your performance on a regular basis
 - d. you no longer need to learn new skills

16. When evaluating a job offer
 - a. consider whether the company offers opportunity for advancement
 - b. salary is not an important consideration
 - c. the values of the organization need not be considered
 - d. disregard your impressions of the people you have met at the company

17. When using the block style letter, the date goes at the
 - a. right margin
 - b. left margin
 - c. center of page
 - d. below the inside address

18. An environment in which people do not trust one another and constantly attempt to defend their positions is called
 - a. a fortress culture
 - b. a global culture
 - c. a defense culture
 - d. none of the above

19. A person who hinders growth or stops an activity in an organization is called
 - a. a manager
 - b. a visionary
 - c. an inhibitor
 - d. a strategic leader

20. Wise people who take risks
 - a. do not waste time gathering information before taking a risk
 - b. envision what can be gained from the project being considered
 - c. are typically not open-minded
 - d. are not flexible

21. An effective leader
 - a. thinks all good ideas originate from him or her
 - b. supports individuals within the organization who share ideas
 - c. cannot easily take on a follower's role
 - d. knows he is in charge and likes his own ideas

22. Administrative assistants
 - a. need good organizational skills
 - b. do not train or supervise other employees
 - c. do not coordinate the work of others
 - d. should leave planning tasks to top-level managers

23. Chronological filing is filing documents by
- subject
 - geographical location
 - alphabetic order
 - most recent date
24. When evaluating employees
- evaluate performance on a daily basis
 - provide feedback only during formal evaluation meetings
 - do not refer to the employee's job description
 - involve only other managers, not employees, in establishing job descriptions
25. The four standard parts to a memorandum are
- To, From, Date, Comments
 - To, From, Signature, Date
 - To, From, Date, Subject
 - To, Subject, Date, From
26. The initials PDF is an acronym for
- Portable Document File
 - Professional Document Format
 - Portable Document Format
 - Processing File Format
27. Which word is spelled correctly?
- acommodations
 - accommodations
 - acommodations
 - acomdations
28. A Blog is short for
- Biography
 - Bibliography
 - Search Engine
 - Web Log
29. A resume should be
- written to sell you and your skills
 - at least five pages long
 - handwritten
 - a summary of your previous work experience
30. EOE in job advertising jargon is an abbreviation meaning:
- Employee Options Expected
 - Exceptional Occupational Experience
 - Equal Opportunity Employer
 - Equal Opportunity Employee

31. Computer cookies are files that
 - a. add storage to the computer
 - b. clean up spam
 - c. corrupt the computer
 - d. Internet sites used for identification

32. When depositing a check into your account, what is the best type of endorsement to use?
 - a. blank
 - b. full
 - c. outstanding
 - d. restrictive

33. When proofreading a document, the term “stet” means to
 - a. delete the original
 - b. leave the original
 - c. duplicate the original
 - d. repeat the original

34. Cover letters and resumes sent to companies which are not actively seeking new employees are referred to as
 - a. unpopular
 - b. unrequested
 - c. unnecessary
 - d. unsolicited

35. A detailed plan of a business trip is called an
 - a. itinerary
 - b. agenda
 - c. interrogatory
 - d. outline

36. A spreadsheet program is most likely to be used when you need to create a(n)
 - a. letter
 - b. report
 - c. expense report
 - d. presentation

37. In records management, when filing government names, the first three units are always
 - a. Uniform Commercial Codes
 - b. United States Government
 - c. Government, United States
 - d. United States of America

38. Written reports of board meetings are called
 - a. bylaws
 - b. minutes
 - c. charters
 - d. articles of incorporation

39. The best type of chart to use to show segments or pieces is the
 - a. flow chart
 - b. organization chart
 - c. pie chart
 - d. bar chart

40. The different segments in a record of a database are called
 - a. units
 - b. cells
 - c. columns
 - d. fields

41. A personalized message that is automatically inserted at the end of an e-mail message is
 - a. signature
 - b. auto text
 - c. complimentary close
 - d. inside address

42. Job references should
 - a. Be related to you
 - b. Include only 2-4 of your previous employers
 - c. Include at least 1 former employer
 - d. Include all of your previous employers

43. A plan you can follow that will lead to a position with more responsibility is
 - a. resume
 - b. career path
 - c. job description
 - d. goals

44. A mentor's main job is to
 - a. get you a pay raise or promotion
 - b. guide and direct you in your new job
 - c. assist your employer with your performance appraisal
 - d. determine whether or not you will be promoted

45. If you feel good about yourself, you have
 - a. self-discipline
 - b. self-motivation
 - c. self-awareness
 - d. self-esteem

46. When you hide your true feelings or attempt to create false impressions, you are using
 - a. repression
 - b. internal adjustment strategies
 - c. mask
 - d. attitude modification

47. Noise
 - a. enhances your listening ability
 - b. encourages communication
 - c. can be a barrier to listening
 - d. is a part of listening

48. When you cannot delivery on a promise to a customer, provide him or her with
 - a. reasons, not excuses
 - b. another promise
 - c. a free piece of merchandise
 - d. nothing

49. A person's integrity is a reflection of his or her
 - a. education
 - b. reasoning ability
 - c. ethics
 - d. ego

50. Benefits such as retirement, medical and life insurance, paid vacations, and others that a company offers its employees are known as
 - a. bonus benefits
 - b. fringe benefits
 - c. incentive benefits
 - d. overtime benefits