BUSINESS MEETING

MANAGEMENT CONCEPTS

(590)

—OPEN EVENT—

REGIONAL – 2015

DO NOT WRITE ON TEST BOOKLET

***TOTAL POINTS \_\_\_\_\_\_\_\_\_\_\_ (500)***

**Failure to adhere to any of the following rules will result in disqualification:**

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No more than 60 minutes testing time

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*Workplace Skills Assessment Program* competition.

 1. Which of the following is *not* an element of the external environment when planning a meeting or conference?

 a. current hotel personnel

 b. culture

 c. economy

 d. government regulations

2. \_\_\_\_\_\_\_\_\_\_ exposes a group of people to a problem and then allows them to generate ideas for a solution.

 a. Brainstorming

 b. The maximum group technique

 c. The Sophia technique

 d. Brainwriting

3. Problem solving

 a. is the same as decision making.

 b. always involves decision making.

 c. involves creating alternatives to reach a goal or objective.

 d. should not be delegated to employees.

4. The external environment

 a. deals with anything that is within the organization.

 b. concerns factors that are under the control of the organization.

 c. rarely impacts meetings.

 d. involves factors beyond the organization’s control.

5. \_\_\_\_\_\_\_\_\_\_ looks at the weaknesses and strengths of possible venues for a meeting.

 a. Benchmarking

 b. SWOT analysis

 c. Environmental scanning

 d. Scenario building

6. \_\_\_\_\_\_\_\_\_\_ are *not* included in the external environment for meeting planning.

 a. Demographic trends

 b. Cultural trends

 c. Economic trends

 d. Company financial trends

7. \_\_\_\_\_\_\_\_\_\_ is a planning process whereby an organization learns from the “best practices” within the industry or other successful companies.

 a. Benchmarking

 b. SWOT analysis

 c. Environmental scanning

 d. Scenario building

8. The \_\_\_\_\_\_\_\_\_\_ of the group planning a meeting reveals its purposes for existence.

 a. objective

 b. mission

 c. internal environment

 d. goal

9. Orientation in the meeting-planning industry

 a. is important for new employees.

 b. is necessary for successful teams.

 c. helps workers feel comfortable with their jobs.

 d. all of the above.

10. Staff development in the hospitality industry

 a. is fully taken care of through orientation.

 b. is necessary due to the latest technology.

 c. is rarely upbeat.

 d. should be optional for employees.

11. Empowered employees

 a. rise up against the company.

 b. are given more decision-making opportunities within the company.

 c. are strictly supervised.

 d. need more self-esteem.

12. \_\_\_\_\_\_\_\_\_\_ leadership often results in a decline in employee performance.

 a. Situational

 b. Democratic

 c. Autocratic

 d. Open

13. Situational leaders in the meeting-planning industry

 a. understand the importance of inflexibility.

 b. maintain the same leadership style for all situations.

 c. ignore individual employee strengths.

 d. have the ability to make quick decisions.

14. Meeting Planner Principles is the Code of Ethics for the

1. Convention Visitors Bureau.
2. Meeting Professionals International.
3. Event Professionals International.
4. Meeting Planners Incorporated.

15. When planning food and beverage for an event, you will meet with the

* 1. general manager.
	2. conference coordinator.
	3. convention planner.
	4. catering manager.

16. The building or location where a meeting is held is called the

* 1. event locale.
	2. venue.
	3. convention center.
	4. gathering place.

17. Venues for many large association meetings are planned five years in advance. This is an

 example of \_\_\_\_\_\_\_\_\_\_ planning.

* + - * 1. strategic
				2. intermediate
				3. situational
				4. short-term

18. Video allows people at two or more distant location to conduct two-way communication

 through video and audio. This type of meeting is classified as

teleconferencing.

e-conferencing.

a webcast.

virtual conferencing.

19. The best tool to promote events to a mass market is the

a. webcast.

b. chat room.

c. website.

d. blog.

20. The best incentive for meeting volunteers is

a. positive recognition.

b. power.

c. money.

d. special uniforms.

21. \_\_\_\_\_\_\_\_\_\_ prevents discrimination against people with disabilities.

 a. The Americans with Disabilities Act

1. The EEOC
2. Title IX
3. ERA

22. The financial statement for a meeting that shows revenue and expenses is the

* + - * 1. cash flow statement.
				2. budget.
				3. balance sheet.
				4. W-4 form.

23. The most popular instrument to gain feedback from meeting participants is the

* + - * 1. casual conversation.
				2. interview.
				3. survey.
				4. follow-up calls.

24. Individuals attend conferences and other meetings to

* + - 1. network.
			2. learn new strategies.
			3. relax.
			4. all of the above.

25. The first important step for organizing a highly successful event is

* + - * 1. selecting an exciting venue.
				2. creating an awesome marketing plan.
				3. defining clear goals and measurable objectives.
				4. setting a realistic budget.

26. The long-term plan of action for future organization’s conferences is called

a. strategic planning.

b. mission generation.

c. management strategy.

d. program of work.

27. \_\_\_\_\_\_\_\_\_\_ is the purpose of a company, organization or person—its reason for existing.

Objective

Mission Statement

Program of Work

Code of Ethics

28. The program outline does *not* include

* 1. topics.
	2. meeting content.
	3. potential speakers.
	4. feedback from participants.

29. Hotel rooms held or marked for a special meeting or conference are called a

 a. reserved set.

1. block of rooms.
2. revenue rooms.

d. walk-in rooms.

1. Some individuals attend meetings for continuing education and receive a(n) \_\_\_\_\_\_\_\_\_ to validate their attendance.
	1. receipt
	2. award
	3. certificate of attendance
	4. diploma
2. An example of an ancillary program in conjunction with a meeting is
	1. the opening session speaker.
	2. the awards luncheon.
	3. brainstorming sessions.
	4. sightseeing tours.
3. Specific, measurable, and prioritized goals are called
	1. mission statements.
	2. code of ethics.
	3. objectives.
	4. long-term plans.
4. The most economical time to schedule a conference for participants is during
	1. shoulder periods.
	2. peak season.
	3. summer.
	4. weekdays.
5. All people affected by an event or meeting are called
	1. customers.
	2. participants.
	3. members.
	4. stakeholders.
6. Barrier-free rooms are
	1. always located on the first floor.
	2. have sliding doors opening to the outdoors.
	3. accessible to people with disabilities.
	4. easily accessible from the busy roadway.
7. Communication at meetings will *not* be enhanced when
	1. group members can see one another.
	2. all participants can see the leader.
	3. all participants can see the visual aids clearly.
	4. when an autocratic leadership style is used.
8. The meeting seating arrangement that best allows the leader to control the discussion is a(n)
	1. round table or circle layout.
	2. rectangle table layout.
	3. u-shaped arrangement.
	4. classroom set up.
9. An official U.S. document granting citizens permission to travel outside the United States is a(n)
	1. passport.
	2. visa.
	3. itinerary.
	4. consulate.
10. The leader of a meeting
	1. does not need to be familiar with the background material for the meeting.
	2. should not ask questions during the meeting.
	3. should make the goals of the meeting clear to all participants.
	4. should not be concerned about ending the meeting on time.
11. A meeting of three or more people in different locations using a telecommunications system is a
	1. quorum.
	2. consensus.
	3. teleconference.
	4. consulate.
12. Offering a wealth of ideas or suggestions is
	1. networking.
	2. brainstorming.
	3. brainwriting.
	4. delegating.
13. Standards for proper behavior are called
	1. common sense.
	2. rules of order.
	3. etiquette.
	4. public relations.
14. The meeting room set up best suited for participants taking notes is the
	1. classroom style.
	2. crescent rounds.
	3. theater style.
	4. conference style.
15. A meeting should be called
	1. anytime your group needs to share information.
	2. at least once each day.
	3. when a meeting is the best way to achieve your objective.
	4. rarely, because it usually is a waste of productive time.
16. Which of the following is *not* an important item to include on the meeting agenda?
	1. issues to be discussed
	2. refreshments that will be served
	3. start and end time
	4. preparedness expectations of participants
17. A one-day meeting to teach participants a new policy or skill is called a
	1. workshop.
	2. seminar.
	3. colloquium.
	4. convention.
18. The meeting planner for a major convention will submit a(n) \_\_\_\_\_\_\_\_\_\_ several years in advance to determine where the meeting will take place.
	1. RFP (request for proposals)
	2. contract
	3. invoice
	4. agenda
19. The meeting agenda
	1. should be distributed at the meeting.
	2. should be distributed at least one day before the meeting.
	3. should be distributed at least two weeks before the meeting.
	4. is usually not read in advance by meeting participants.
20. Your professional appearance
	1. has little impact on your meeting performance.
	2. has great impact on your meeting performance.
	3. will not influence personal accomplishment at a meeting.
	4. will divert attention from what needs to be accomplished at the meeting.
21. A document providing the reader with a concise record of what took place at a meeting is called
	1. an action plan.
	2. an agenda.
	3. minutes.
	4. an itinerary.