

# ADMINISTRATIVE SUPPORT CONCEPTS (290)

—OPEN EVENT—

**REGIONAL – 2016**

DO NOT WRITE ON TEST BOOKLET

*TOTAL POINTS* \_\_\_\_\_ *(100 points)*

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.

**Directions:** *Identify the choice that best completes the statement or answers the question.*

1. Select the correct sentence from the two choices given.
  - A. Mary decided to accept a new job on January 1, 2016.
  - B. Mary decided to accept a new job on January 1<sup>st</sup> 2016.
  
2. Select the correct sentence from the two choices given.
  - A. We will hold the february meeting – via a conference call.
  - B. We will hold the February meeting via a conference call.
  
3. Select the correct sentence from the two choices given.
  - A. The selection for dinner are: Lasagna with Meat Sauce or Vegetable Lasagna.
  - B. The selections for dinner are: Lasagna with Meat Sauce or Vegetable Lasagna.
  
4. Select the correct sentence from the two choices given.
  - A. The hotel room rate is \$130.80 per night for single and double occupancy.
  - B. The hotel room rate is \$130.80 per night for single, and double occupancy.
  
5. Select the correct sentence from the two choices given.
  - A. The information will be mailed on the next Business Day.
  - B. The information will be mailed on the next business day.
  
6. Select the correct spelling.
  - A. tommorrow
  - B. tomorow
  - C. tomorrow
  - D. tommorow
  
7. Select the correct spelling.
  - A. calendar
  - B. calandar
  - C. calender
  - D. calander
  
8. Select the correct spelling.
  - A. separate
  - B. separete
  - C. seperate
  - D. seperete
  
9. Select the correct spelling.
  - A. deductibel
  - B. deductable
  - C. deductible
  - D. deductabal

10. Select the correct spelling.
- A. consenses
  - B. concensus
  - C. concenses
  - D. consensus
11. The part of a letter that indicates who the letter is being sent to is the \_\_\_\_\_.
- A. complimentary close
  - B. inside address
  - C. reference initials
  - D. signature line
12. The email folder that keeps messages you are in the process of writing is the \_\_\_\_\_.
- A. trash folder
  - B. saved mail folder
  - C. spam folder
  - D. draft folder
13. Of the following, which one is *not* an example of an output device?
- A. Scanner
  - B. Printer
  - C. Plotter
  - D. Display Screen
14. The two-letter state abbreviation for Massachusetts is \_\_\_\_\_.
- A. MC
  - B. MS
  - C. MA
  - D. MT
15. What is 5.25% of 125?
- A. 6,562.5
  - B. 656.25
  - C. 65.625
  - D. 6.5625
16. A word processing program is *most* likely to be used when you want to create a \_\_\_\_\_.
- A. presentation
  - B. report
  - C. pie chart
  - D. none of the above
17. A saved spreadsheet file will have the following extension after the file name \_\_\_\_\_.
- A. .pdf
  - B. .xlsx
  - C. .doc
  - D. .pub

18. The part of a letter that indicates who wrote the letter is called the \_\_\_\_\_.
- A. inside address
  - B. reference initials
  - C. signature line
  - D. subject line
19. The two-letter state abbreviation for Alaska is \_\_\_\_\_.
- A. AK
  - B. AL
  - C. AS
  - D. AA
20. The dollar amount on a paycheck is the \_\_\_\_\_.
- A. deductions
  - B. gross pay
  - C. net pay
  - D. taxes
21. Julie ordered \$150 in office supplies. She had a 10% rewards discount, was charged 6.5% sales tax, and received free shipping. What was the total cost of the office supplies?
- A. \$159.75
  - B. \$143.78
  - C. \$175.73
  - D. None of the above
22. Who can cash a check that has been endorsed with a blank endorsement?
- A. Anyone in possession of the check
  - B. The bearer of the check
  - C. The person the check was written to
  - D. All of the above
23. Which of the following is used for data storage?
- A. Cloud
  - B. Flash Drive
  - C. Hard Drive
  - D. All of the above
24. A spreadsheet program is *most* likely to be used when you want to create a \_\_\_\_\_.
- A. budget
  - B. directory
  - C. news release
  - D. table

25. When using open punctuation in a business letter, \_\_\_\_\_.
- A. place a colon after the salutation
  - B. place a comma after the salutation
  - C. place a semi-colon after the salutation
  - D. use no punctuation after the salutation
26. Devin worked 28 hours during his semester break. He was paid \$12.25 an hour. His employer withheld 6.2% of his salary for Social Security Tax and \$9.95 for Medicare. What was Devin's take home pay?
- A. \$311.76
  - B. \$311.80
  - C. \$311.78
  - D. \$311.82
27. Select the correct filing order for the following hyphenated personal last names.
- A. Jordan-Smith, Jones-Smith, Johnson-Sullivan, Jackson-Smythe
  - B. Jackson-Smythe, Johnson-Sullivan, Jones-Smith, Jordan-Smith
  - C. Jones-Smith, Jordan-Smith, Jackson-Smythe, Johnson-Sullivan
  - D. None of the above
28. The two-letter state abbreviation for Washington is \_\_\_\_\_.
- A. WA
  - B. WS
  - C. WG
  - D. none of the above
29. A detailed outline of a business trip is called a/an \_\_\_\_\_.
- A. business plan
  - B. agenda
  - C. marketing plan
  - D. itinerary
30. Reference initials (for a letter) are keyed where?
- A. Double space below the writer's block signature
  - B. Double space below the enclosure notation
  - C. Single space below the enclosure notation
  - D. Double space below any postscript
31. It is appropriate to shake hands in a business situation when you are \_\_\_\_\_.
- A. introduced to a business woman
  - B. closing a business deal
  - C. meeting a client for lunch
  - D. all of the above

32. Which form of written communication is *not* considered an informal way to communicate?
- A. Email
  - B. Memorandum
  - C. Letter
  - D. Message Board
33. Liam's business class is selling \$5.00 raffle tickets to raise money to attend a conference. 50 percent of each ticket sold will go toward the conference fee of \$119.00 per student. How many raffle tickets will Liam need to sell to cover his conference fee? (Round your answer to the next whole number)
- A. 47
  - B. 48
  - C. 49
  - D. 50
34. Which of the following is a reason for a business person to join a local business organization?
- A. Certification
  - B. Education
  - C. Networking
  - D. All of the above
35. A database program is *most* likely to be used when you want to create a \_\_\_\_\_.
- A. directory
  - B. newsletter
  - C. report
  - D. speech
36. Which of the following methods should be used to back-up important data?
- A. An external hard drive
  - B. A USB Flash Drive
  - C. A Cloud
  - D. All of the above
37. Reference initials are the initials of the person who \_\_\_\_\_.
- A. wrote the document
  - B. keyed the document
  - C. proofread the document
  - D. received the document
38. Select the correct order for the heading of a memorandum.
- A. To, From, Subject, Date
  - B. From, To, Date, Subject
  - C. To, From, Date, Subject
  - D. From, To, Subject, Date

39. Which of the following are ignored in alphabetic filing rules (ARMA)?
- A. Apostrophes
  - B. Commas
  - C. Hyphens
  - D. All of the above
40. Francisco will be attending a business conference and wants to spend a maximum of \$30 a day for meals. If he budgets 18% for breakfast, 26% for lunch, and 6% for snacks, how much can Francisco spend on dinner.
- A. \$15.00
  - B. \$13.00
  - C. \$17.00
  - D. \$19.00
41. Using a Thesaurus when writing a report will avoid \_\_\_\_\_.
- A. misspelled words
  - B. repetitive words
  - C. using the wrong form of a word
  - D. using the wrong tense of a word
42. When editing a word processing document, the # symbol indicates \_\_\_\_\_.
- A. to insert a line
  - B. to insert a paragraph
  - C. to insert a space
  - D. to insert a word
43. In the workplace, which of the following actions is cause for dismissal?
- A. Bullying a co-worker
  - B. Gender harassment of a co-worker
  - C. Sexual harassment of a co-worker
  - D. All of the above
44. In word processing, the keying mode where the text that is already there moves to the right as you type is known as the \_\_\_\_\_.
- A. cursor mode
  - B. delete mode
  - C. insert mode
  - D. overtype mode
45. When taking a telephone message, it is important to \_\_\_\_\_.
- A. be polite
  - B. obtain accurate information
  - C. use neat handwriting
  - D. all of the above

46. The PBA Company has the following currency in their petty cash box: one \$20 bill, one \$10 bill, three \$5 bills, four \$1 bills, three quarters, two dimes, and one nickel. What is the total dollar amount in the petty cash box?
- A. \$50.00
  - B. \$45.75
  - C. \$49.75
  - D. \$45.00
47. To leave one blank line between paragraphs, \_\_\_\_\_.
- A. single-space
  - B. double-space
  - C. triple-space
  - D. quadruple-space
48. A company's employee handbook has policies and procedures that cover which of the following topics?
- A. Absenteeism
  - B. Internet use
  - C. Use of company property
  - D. All of the above
49. Which of the following is considered a customer service skill?
- A. Forget customer complaints
  - B. Ignore customer feedback
  - C. Make customers feel important
  - D. Never apologize to a customer
50. Computer experts recommend changing Internet passwords every \_\_\_\_\_ days.
- A. 15
  - B. 30
  - C. 90
  - D. 365