

# BUSINESS MEETING MANAGEMENT CONCEPTS (590)

—OPEN EVENT—

**REGIONAL – 2016**

**DO NOT WRITE ON TEST BOOKLET**

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

**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

Property of Business Professionals of America.  
May be reproduced only for use in the Business Professionals of America  
*Workplace Skills Assessment Program* competition.

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

1. To be effective, meeting goals must be \_\_\_\_\_.
  - A. general
  - B. achievable
  - C. independent from each other
  - D. random
  
2. A widely used financial planning tool for meetings is the \_\_\_\_\_.
  - A. budget
  - B. policy
  - C. standard
  - D. goal
  
3. \_\_\_\_\_ are used to ensure that the quality of work accomplished at a business meeting is acceptable.
  - A. Organizational charts
  - B. Goals
  - C. Standards
  - D. Schedules
  
4. The advantage of having policies to guide decisions at meetings is that \_\_\_\_\_.
  - A. there will never be problems
  - B. decisions will be consistent
  - C. managers will not have to involve employees in decisions
  - D. the meeting will conclude within the specified time allotment
  
5. \_\_\_\_\_ contains the list of steps to be followed when performing meeting functions.
  - A. The decision-making process
  - B. A procedure
  - C. A goal
  - D. The management function
  
6. A long-range plan of action for a company or organization is called a(n):
  - A. Complete Plan
  - B. Risk Management Plan
  - C. Oversight Plan
  - D. Strategic Plan
  
7. This type of plan develops and applies an organized system of policies, procedures, and tools that enables an organization to reduce costs, leverage overall spending, and provide optimum service levels:
  - A. Sarbanes-Oxley Plan
  - B. Strategic Meetings Management Plan
  - C. Return of Investment
  - D. Stakeholders Plan

8. When an employee is responsible to another person in the organization for completing a meeting task, he or she is said to be \_\_\_\_\_.
  - A. a manager
  - B. productive
  - C. accountable
  - D. an authority
  
9. When an employee regularly receives instructions from more than one manager at a meeting, there is a problem with \_\_\_\_\_.
  - A. span of control
  - B. unity of command
  - C. policies and procedures
  - D. standards
  
10. A group of people who cooperate at a meeting to achieve a common goal is \_\_\_\_\_.
  - A. a work team
  - B. a department
  - C. management
  - D. a quality circle
  
11. Participants at a meeting resist change because \_\_\_\_\_.
  - A. it occurs suddenly
  - B. people are not prepared for the change
  - C. reasons for the change are not clear
  - D. all of the above
  
12. Which of the following is *not* a type of standard commonly used in business meeting planning?
  - A. Time
  - B. Accounting
  - C. Quantity
  - D. Cost
  
13. The variance report given at a meeting identifies differences between \_\_\_\_\_.
  - A. current performance and the standard
  - B. management and employee needs
  - C. quantity and quality standards
  - D. revenues and expenses
  
14. Leaders have ambition and persistence in reaching goals at meetings; they are self-starters who plan what they want to do and then do it. This leadership trait is called \_\_\_\_\_.
  - A. initiative
  - B. courage
  - C. judgment
  - D. stability

15. Managers usually find greater employee respect and support for meeting rules when \_\_\_\_\_.
- A. the rules are applied only to serious problems
  - B. each individual is treated differently
  - C. employees help to develop the rules
  - D. rules are set by management
16. The management function responsible for arranging meeting resources to complete work is \_\_\_\_\_.
- A. planning
  - B. organizing
  - C. implementing
  - D. controlling
17. A person \_\_\_\_\_ duties at a meeting when they give the responsibilities to other people.
- A. delegates
  - B. outsources
  - C. manages
  - D. reassigns
18. A(n) \_\_\_\_\_ lists the items to be covered during a meeting.
- A. agenda
  - B. minutes
  - C. itinerary
  - D. outline
19. \_\_\_\_\_ is the area of meeting planning that allows participants to confirm their attendance at an event.
- A. Registration
  - B. Organization
  - C. Promotion
  - D. Planning
20. Audio-visual equipment at hotels and convention centers is \_\_\_\_\_.
- A. usually included in the price of the conference rooms
  - B. usually a separate expense charged by the outsourced company
  - C. usually bought by the organization hosting the meeting
  - D. automatically included in the conference agreement
21. A conference for 200 people that lasts three days and two nights is best suited for \_\_\_\_\_.
- A. a convention center
  - B. a hotel
  - C. a conference center
  - D. an arena

22. Complimentary VIP hotel rooms granted for a conference are usually based upon the number of \_\_\_\_\_.
- A. hotel reservations
  - B. conference exhibitors
  - C. catering events scheduled for the meeting
  - D. conference attendees
23. Event/conference programs would probably *not* include \_\_\_\_\_.
- A. map of the facility
  - B. speaker biographies
  - C. financial sponsors for the event
  - D. political viewpoints
24. Which of the following is *not* a source of revenue for an event?
- A. Registration fees
  - B. Event sponsors
  - C. Surcharge on meal events
  - D. Conference gifts
25. Microphones, sound system, and projection equipment are the responsibilities of the \_\_\_\_\_ department.
- A. sales
  - B. reservations
  - C. audio visual
  - D. promotions
26. Communication at a meeting is \_\_\_\_\_.
- A. passing along factual data
  - B. sending information to another person
  - C. a two-way process of sharing information
  - D. shouting a request across a noisy room
27. What is the *best* way to communicate detailed information?
- A. Written letter
  - B. Phone Call
  - C. Facebook
  - D. Text Message
28. What is the fastest way to communicate minor details and answer brief questions?
- A. Phone Call
  - B. Face-to-Face Meeting
  - C. Written Letter
  - D. Email

29. A closed-corporate culture meeting is characterized by \_\_\_\_\_.
- A. problem-solving at all levels
  - B. top-down decision making
  - C. risk-taking
  - D. creativity and supportiveness
30. Employees who receive downward-flowing information at meetings where feedback is encouraged are working in \_\_\_\_\_.
- A. an authoritarian culture
  - B. a closed culture
  - C. a formal culture
  - D. an open culture
31. It has been estimated that 80 percent of poor management decisions made at meetings can be traced to \_\_\_\_\_.
- A. lack of experience
  - B. inaccurate data
  - C. corruption
  - D. ineffective communication
32. The meeting problem-solving method in which group members write down and evaluate ideas to be shared with the group is called \_\_\_\_\_.
- A. brainstorming
  - B. networking
  - C. nominal group technique
  - D. self-directed work team
33. A disadvantage of brainstorming during a meeting is that \_\_\_\_\_.
- A. many wild and impractical ideas are generated
  - B. most participants are reluctant to present ideas
  - C. ideas are not judged while brainstorming is going on
  - D. it is not effective when truly creative solutions are required
34. Which statement is *true* about conflicts at a meeting?
- A. Conflicts usually do not challenge employees and stimulate new ideas.
  - B. Conflicts can become obstacles to job performance.
  - C. Conflicts do not usually lead to healthy discussions.
  - D. Conflicts that are not resolved usually lead to long-term problems.
35. Which good-listening rule is the one on which all others depend?
- A. Ask questions
  - B. Stop talking
  - C. Listen to understand, not to oppose
  - D. Hold your temper

36. The most effective way to compliment an employee for work well done is to \_\_\_\_\_.
- A. send an e-mail
  - B. send an e-card
  - C. use oral, then written communication
  - D. give the compliment during a staff meeting
37. Successful meetings involve the process of accomplishing the goals of an organization through the effective use of people and other resources. This process is referred to as \_\_\_\_\_.
- A. management
  - B. implementation
  - C. planning
  - D. supervision
38. The function being performed when a manager is carrying out plans and helping employees work effectively is \_\_\_\_\_.
- A. planning
  - B. organizing
  - C. implementing
  - D. budgeting
39. One of the discussion items at the company meeting indicated that the organization is spending much time correcting errors and redoing work. This indicated that supervisors are not effective at \_\_\_\_\_.
- A. quality control
  - B. time management
  - C. communication
  - D. evaluation
40. A sign or indication that something appears to be a problem is \_\_\_\_\_.
- A. an alternative
  - B. a symptom
  - C. a solution
  - D. a problem-solving process
41. Who would be involved in decision-making for a business?
- A. Only executives
  - B. Mid-managers and executives
  - C. Only supervisors
  - D. All levels of managers
42. The final step in the decision-making process is to \_\_\_\_\_.
- A. analyze the solutions
  - B. determine possible solutions
  - C. identify the problem
  - D. select the best solution

43. Once a problem has been identified at the business meeting, a manager should \_\_\_\_\_.
- A. solve it
  - B. list the possible solutions
  - C. make a decision
  - D. analyze the problem
44. The ability to influence individuals and groups to achieve organizational goals at a meeting is \_\_\_\_\_.
- A. management
  - B. effective human relations
  - C. an autocratic style
  - D. leadership
45. The acquisition of knowledge, skills and attitudes through study, observation or emulation is called:
- A. learning
  - B. KSA
  - C. professional development
  - D. continuing education
46. The theory which suggests that people learn best in pleasant surroundings is called:
- A. The Law of Exercise
  - B. The Law of Effect
  - C. The Law of Readiness
  - D. The Law of Relativity
47. The type of leader who is usually the most efficient at meetings is \_\_\_\_\_.
- A. autocratic
  - B. democratic
  - C. open
  - D. situational
48. A democratic leader at a meeting \_\_\_\_\_.
- A. makes all of the decisions
  - B. allows each employee to decide how work will be done
  - C. encourages shared decision-making
  - D. does not make decisions
49. A strategic planning meeting \_\_\_\_\_.
- A. involves short-term planning
  - B. determines how work will be done and who will do it
  - C. provides broad goals and direction for the entire business
  - D. determines a short, specific statement of purpose and directions for the business

50. The business operational plan is reviewed at a meeting. Which of the following is *not* an example of an operational plan?
- A. Setting monthly production levels
  - B. Planning inventory levels
  - C. Developing a department budget
  - D. Revising the mission statement for the business