

Individual interests and personality are often as important as experience and education to employers.	<b>A. True</b>	B. False		
1) When creating a resume, you should not include information about community activities outside of school or participation in sports and music.	A. True	<b>B. False</b>		
2) Because it is not good practice to leave blank area on an application for employment, all questions should be answered, including those that ask your age, what your natural origin is and what religion you practice.	A. True	<b>B. False</b>		
3) The vast majority of our decisions each day are so routine and trivial that we are not even aware that we are going through the decision-making process.	<b>A. True</b>	B. False		
4) Managers do not make decisions that will affect their company's profits.	A. True	<b>B. False</b>		
5) Making decisions is probably the least important function a manager performs.	A. True	<b>B. False</b>		
6) Effective decision making is a skill that you can develop just as you develop the clerical and interpersonal skills you need in a business office.	<b>A. True</b>	B. False		
7) Mathematical models are <b>NOT</b> considered useful in making decisions about manufacturing, retaining, financial planning, or any other kind of business.	A. True	<b>B. False</b>		
8) You can use a database management program to assemble reports or other documents.	<b>A. True</b>	B. False		
9) The database is a crucial way of organizing information like a college bookstore. If you don't use a database in a business, it will take much longer to find crucial information.	<b>A. True</b>	B. False		
10) In regard to working with database applications, a <i>Query</i> is the answer to questions about the database user.	A. True	<b>B. False</b>		
11) The real power of a database application software is the ability to use multiple tables that are related to one another.	<b>A. True</b>	B. False		
12) Technology has computerized the ability to create a professional demonstration through the use of a software application known as PresentWare.	A. True	<b>B. False</b>		
13) A <i>macro</i> is a computer program within a program, which automates certain functions.	<b>A. True</b>	B. False		
14) A <i>field</i> in a database table is a complete record of information.	A. True	<b>B. False</b>		

15) A <i>primary key</i> is a unique identifier for each record used in a database application and is chosen in the design view.	<b>A. True</b>	B. False		
16) In the business world, few businesses use database application software because only clerical staff members can use the application to present ideas and reports to lower-management; lower-management is <b>NOT</b> able to use this information to report progress to upper-level management because the applications are not user-friendly.	A. True	<b>B. False</b>		
17) Data, in regard to creating a database, refers to a fact or facts about a specific record or the individual fields.	<b>A. True</b>	B. False		
18) The computer revolution has created a form of stress that is causing mental and physical health problems among many workers.	<b>A. True</b>	B. False		
19) The greatest impact of electronic technology has been in the areas of input and output.	A. True	<b>B. False</b>		
20) Communications technology allows the linkage of information processing equipment both internally and externally.	<b>A. True</b>	B. False		
21) Facsimile transmission can only be done only in offices that have computer equipment.	A. True	<b>B. False</b>		
22) Information technology has progressed through the means of electronic transmission of communication from one location to another, and this idea is known as _____.	A. Networking	B. LAN	C. digital signals	<b>D. telecommunications</b>
23) Technology has improved the telephone system through the following capabilities:	A. copper wiring.	B. e-mail.	<b>C. voice message systems.</b>	D. communicating computers.
24) Intelligent copier/printers represent one of the most exciting and versatile advances in copying technology. They can perform the following functions:	A. duplicate masters of transparencies.	B. send direct e-mail.	C. leave voice messages.	<b>D. merge data from various electronic sources.</b>
25) Analog and digital signals are converted and transmitted over phone lines by the use of a/an _____.	A. answering machine	B. voice-mail system	<b>C. modem</b>	D. transmitter
26) Virtually everyone who works in an office has to make a number of decisions over the course of any given workday. All decision making involves which of the following same basic steps?	A. Defining the problem, gathering information, brainstorming, and solving the problem.	B. Defining the problem, solving the problem, and posting the results.	<b>C. Defining the problem, gathering information, generating options, evaluating options, and choosing an option.</b>	D. Defining the problem, making the decision, taking a survey, and posting the results.

27) In an active growing organization, managers and supervisors are constantly making the following kinds of decisions:	A. new products and services, overtime hours, and changes in policies.	<b>B. new products and services, improved procedures, changes in policies, and changes in automation.</b>	C. new products and services, solving parking problems, and changes in working hours.	D. new products and services, and changes in management and organizational structure.
28) To make better ethical decisions, ask yourself the following questions:	<b>A. What are the facts? Who will be affected by my decision? What issues are involved?</b>	B. What are the facts? What will be the easiest solution? Will anyone find out?	C. What are the facts? Does anyone else know? Is it legal?	D. What are the facts? How long can the decision be put off? Can the decision be made by someone else?
29) You have the responsibility of making wise decisions within the scope of your responsibility during your employer's absence. You should	A. refer all matters to someone else in the company.	B. send all correspondence and e-mail messages to your employer so he or she can make the decisions.	C. call the employer 3 or 4 times per day to keep him/her advised of all matters so decisions can be made.	<b>D. determine which matters to refer directly to the employer through a phone call or FAX and take care of routine matters.</b>
30) The relationship between self-esteem and decision-making is best expressed by which of the following?	A. Those with high self-esteem are willing to be easily influenced by other people's opinions.	B. Those with low self-esteem are persistent in trying to persuade others to accept their views.	C. The fewer decisions made, the higher an individual's self-esteem.	<b>D. Individuals encouraged to make their own decisions when young have higher self-esteem than those who were more dependent.</b>
31) Computers do, in fact, provide incorrect information from time to time and this occurrence is often referred to as _____.	A. LIFO	B. FIFO	<b>C. GIGO</b>	D. FBLA
32) Our economy in the 1950s and 1960s was driven by the production of goods and is known as the _____.	A. Information Age	<b>B. Industrial Age</b>	C. Technology Age	D. Computer Age
33) A set of defined steps that compose the elements of a task and provide a framework for getting the job done is known as an office _____.	A. Function	B. productivity	<b>C. procedure</b>	D. process
34) In many companies, managers are moving toward a pattern of organization where the staff is organized in project teams. This structure is known as _____.	<b>A. matrix management</b>	B. hierarchy	C. teamwork	D. linear flow
35) The number required by an organization or group to be present when a vote will take place is known as the _____.	A. Tally	B. majority	<b>C. quorum</b>	D. roll call
36) The kind of formal meeting at which members of a large professional group or organization elect officers, establish policy, and exchange information of interest to the membership is known as a _____.	A. Conference	B. seminar	<b>C. convention</b>	D. workshop

37) Checks that are guaranteed by the bank and are most commonly used in transactions that involve large sums of money are known as _____.	A. bank drafts	<b>B. cashier's check</b>	C. money orders	D. certified checks
38) A procedures guide used to conduct formal meetings is called _____.	A. Murphy's Law	<b>B. Robert's Rules of Order</b>	C. Procedures and Guidelines	D. Minutes of Meetings
39) A listing of activities or order of business for a meeting is called the _____.	A. Minutes Guide	B. Motions Carried	C. Call for Discussion	<b>D. Agenda</b>
40) Permits granted by governments, allowing foreigners to enter their countries are known as _____.	A. Passports	B. certificates of entry	<b>C. visas</b>	D. citizenship papers
41) Written documents that are brief, direct, and sometimes informal among people who work for the same organizations are known as _____.	A. e-mail	<b>B. interoffice memorandums</b>	C. business reports	D. business letters
42) The time from when a task is given to a person and when it is expected to be completed is known as _____.	A. immediate feedback	B. response time	C. deadlines	<b>D. turnaround time</b>
43) Specialized technical language not normally used in everyday communication is known as _____.	A. Technolanguage	B. rough draft	<b>C. jargon</b>	D. business vocabulary
44) A legal authorization for one person to act as an agent for another is known as _____.	<b>A. power of attorney</b>	B. legal litigation	C. affidavit	D. legal agreement
45) Bank identification cards called debit cards used to pay for goods and services are known as _____.	A. account transfers	B. telephone transfers	C. charge cards	<b>D. point-of-sale transfers</b>
46) The process that links computers through special communications lines or through telephone lines is known as _____.	A. satellite transmission	B. analog signals	<b>C. networking</b>	D. WAN
47) A document processed on a computer and stored temporarily in the machine's random access memory is said to be stored _____.	A. on the floppy disk	B. in ROM	<b>C. in RAM</b>	D. as soft copy
48) Factors to consider when choosing technology are _____.	A. electrical outlets, phone jacks, and cost.	<b>B. computer capability, cost, and speed.</b>	C. business needs, employees' knowledge, and time.	D. the people using the terminals, software applications to be used, and quality.
49) The basic components of a computer hardware system include _____.	A. a monitor, a keyboard, a surge protector, and a printer.	<b>B. an input device, the CPU, a storage device, and an output device.</b>	C. a CPU, a mouse, a monitor, and a microphone.	D. a CPU, a keyboard, a printer, and a hard drive.
50) Laser technology makes use of a _____.	A. magnetic medium to write or read information onto or from the disk.	B. storage medium to be used for many years.	<b>C. focused beam of light that reads information stored on the rotating disk.</b>	D. convenient method of distributing large volumes of information.

51) Operating Systems Software	A. lets you perform specific tasks on your computer.	B. requires powerful computers with significant amounts of memory and hard disk storage space.	C. is called a “graphical user interface” or GUI.	<b>D. provides the management of the floppy disk, the hard drive, the keyboard, and the display monitor.</b>
52) The software application that emulates the work of the filing department is known as	A. spreadsheet applications.	B. project management software.	C. graphics/presentation software.	<b>D. database management applications.</b>
53) Data reorganized in many ways to show different aspects of the same information is known as	A. data entry	B. data collection	<b>C. data manipulation</b>	D. data support
54) When researching and finding a job, the following job leads would be most beneficial:	A. market survey and networking.	B. . previous employers and grade school teachers.	C. temporary employment agencies, school placement office, and the Internet.	D. phone calls and e-mail <b>E. Both A and C</b>
55) The primary purpose of a resume is to	A. complete an application quickly.	<b>B. convince someone to interview you for a job.</b>	C. create a good impression.	D. state a job objective.
56) When you construct a reference list to accompany your resume, it’s best to use	A. only previous employers from part-time jobs.	B. parents and other relatives.	C. friends from grade school and high school.	<b>D. teachers, friends or neighbors who are well established in business.</b>
57) When creating a cover letter to accompany your resume, it should	A. be brief, concise, and to the point.	<b>B. state why you are writing, why you are interested, and ask for an interview.</b>	C. reflect exactly what is stated on your resume.	D. be typed or printed only on white paper.
58) To prepare for an interview and make a good first impression, the job applicant should	<b>A. research the company and be organized and prepare for questions to be asked.</b>	B. be thirty minutes early for the interview and be in control of the conversation.	C. never offer his/her hand to shake unless the interviewer offers his/her hand first.	D. be prepared to explain all the negative aspects of former jobs and ask about hourly pay first thing.
59) When you are considering leaving a job, you should	A. tell all your co-workers first but ask them not to say anything.	B. give a couple of days’ notice before walking away.	C. demand to know why you have not been promoted.	<b>D. maintain a good attitude and request an exit interview.</b>
60) After the job interview, the applicant should	A. call each day to determine if the job has been filled.	B. wait for the employer to contact him/her.	<b>C. send a follow-up thank you letter immediately.</b>	D. call and thank the employer for his/her time
61) When seeking to positively interact with the attitudes of others, it is important to remember that	<b>A. you are really in control of only your own attitude.</b>	B. you cannot change other people’s attitudes.	C. attitudes are permanent and largely unchangeable.	D. peer groups have little influence on an individual’s real attitude.
62) Alice is willing to give up personal recognition, help her co-workers accomplish their tasks, and do what is needed to help the work group accomplish its goals. Alice demonstrates the attitude of	<b>A. being a team player.</b>	B. monitoring her own health and wellness.	C. a self-directed learner.	D. valuing co-workers’ diversity.

63) Mary has an angry caller on the phone. In the course of the conversation, Mary says, "I can hear that you are very upset about this incident." Mary is handling the caller's anger effectively by	A. encouraging the other person to express anger.	B. giving the angry person feedback.	C. encouraging the other person to discuss the specifics of his or her anger.	<b>D. recognizing and accepting the other person's anger.</b>
64) If two parties can openly discuss issues and find mutually beneficial solutions without either one making major concessions, they are using the conflict management style of	A. Avoidance	B. accommodating	C. compromising	<b>D. problem-solving</b>
65) Angie is feeling stressed at work. The constant hum of her computer's hard drive, the ringing of phones in the office, and the loud voice of her co-worker in the cubicle next to her are all getting on her nerves. What is the most likely cause of Angie's stress?	A. Irregular hours	B. Ergonomics	C. Technology	<b>D. Noise pollution</b>
66) Exercise is a good stress management technique when	A. it is used every other day and the body is given two days to rest on weekends.	B. dealing with physical stress; it has little impact on mental stress.	C. you use the same type of exercise every day.	<b>D. you engage in warm-up activity prior to any aerobic exercise.</b>
67) Discrimination against people who are mentally or physically challenged was made illegal by the	A. Civil Rights Acts of 1964	B. Age Discrimination in Employment Act	C. Equal Employment Opportunity Commission	<b>D. Americans with Disabilities Act</b>
68) People can be subject to subtle discrimination, which is not illegal, on the basis of	A. Age	B. race	<b>C. personal appearance</b>	D. mental ability
69) A flexible work schedule that permits employees to divide the time and responsibilities of a job between two employees is	<b>A. job sharing</b>	B. flextime	C. telecommuting	D. phased retirement
70) Active listening involves a number of important skills, including	A. listening primarily for facts.	<b>B. taking notes.</b>	C. using words carefully.	D. using social distance.
71) The heart and soul of human relations in the element of	A. attitude consistency	B. motivation	C. job enlargement	<b>D. communication</b>
72) Projecting a positive professional image is imperative for the career-minded student. The three most important components of a positive professional image are	A. respect, accepting criticism, and technology.	B. impartiality, harmony, and office politics.	<b>C. personal appearance, knowledge, and ethical behavior.</b>	D. job responsibility, job title, and personal appearance.
73) Working in harmony with others requires	A. tact, prestige, and keeping to oneself.	<b>B. courtesy, cooperation, and cheerfulness.</b>	C. knowledge, technical experience, and a flexible work schedule.	D. a code of ethics, good credit, and a good sense of humor.
74) Companies tend to discourage office romances because	A. they fear productivity will decline.	B. they fear health insurance claims will double.	C. two employees from the same department cannot be promoted.	<b>D. they fear that conflict of interest may arise</b>
75) Informal relationships that affect power and status within an office are known as	A. the organizational structure.	<b>B. office politics.</b>	C. harmonious co-workers.	D. team players.
76) The value judgment of right and wrong in any given situation or circumstance is known as	<b>A. Ethics</b>	B. criticism	C. policy decision	D. disciplinary action

77) Employees who feel their jobs are taking over their lives may be experiencing the pressures of job-related stress. To help deal with this problem, employees should	A. take advantage of sick days and work only four days per week.	B. eat out more often to reduce the amount of responsibility at home.	<b>C. eat a balanced diet, exercise regularly, and have interests outside the office.</b>	D. speak to the supervisor and initiate a formal complaint.
78) Ethical behavior can relate to	A. observing other employees and making the supervisor aware of all discrepancies.	<b>B. how an employee uses company equipment and supplies.</b>	C. how many hours an employee works overtime.	D. asking permission to take periodic breaks from computer work.
79) Strong vertical relationships in a working environment are essential to your progress on the job. An example of vertical relationships is	A. co-workers within and outside your company.	B. the kind of relationship you have with clients.	C. an informal relationship with the receptionist in your office.	<b>D. the relationship you develop with a supervisor or manager.</b>
80) The office professional and supervisor team have obligations to each other. These obligations include	<b>A. acceptance, respect, loyalty, dependability and acceptance of personality traits.</b>	B. respect, acknowledgement, promotion, and time off.	C. loyalty, confidentiality, permission, and frequent breaks.	D. chain of command, respect, overtime, and fairness.
81) Assume you have created a word processing document with one-inch margins. You open the document at a later time and change the margins to 1.5 inches. What can you say about the numbers of hard and soft returns before and after the margins?	A. The number of soft returns is the same, but the number and/or position of the hard returns has increased.	B. The number of soft returns is the same, but the number and/or position of the hard returns has decreased.	<b>C. The number of hard returns is the same, but the number and/or position of the soft returns is different.</b>	D. The number and position of both hard and soft returns is unchanged.
82) Which of the following tools is most likely to find errors in writing style in a document?	A. Spell check	B. Thesaurus	<b>C. Grammar checker</b>	D. None of the above
83) The Internet	A. is a global network of networks.	B. grew out of a US Department of Defense project started in 1969.	C. started with a project to test the feasibility of a wide area computer network for scientists and military personnel.	<b>D. All of the above</b>
84) Assume you are creating a memo, letter, or report with word processing software. When would you normally press the Enter key?	A. At the end of the sentence	B. At the end of the line	<b>C. At the end of the paragraph</b>	D. None of the above
85) While using word processing software, which of the following tools displays synonyms or antonyms for a selected word?	A. Spell check	<b>B. Thesaurus</b>	C. Grammar checker	D. All of the above
86) The purpose of a spreadsheet can best be described as	A. a professor's grade book.	B. a calculator.	<b>C. a computerized version of the accountant's ledger.</b>	D. None of the above
87) Which of the following is used to answer a question about a database?	A. Form	B. Module	<b>C. Query</b>	D. Table
88) In regard to using computer applications and the Internet, the term <i>Multitasking</i> is	A. the ability to search using multiple search engines.	<b>B. the ability to run multiple software applications at the same time.</b>	C. the ability to save multiple documents.	D. a new feature in the Internet Explorer3.0 browser.

<p>89) When saving documents to a floppy disk, which of the following will prevent you from copying a file to the floppy disk?</p>	<p>A. The disk is unformatted.</p>	<p>B. The disk is write protected.</p>	<p><b>C. Either the disk is unformatted or is write protected.</b></p>	<p>D. Neither formatting nor write protecting affect the ability to copy files to a floppy disk.</p>	
<p>The following sentences have errors in verb usage.</p> <p>Here are my rationale for recommending a change in our accounting procedures</p> <p>Is the staff receptive to the new company benefits package?</p> <p>Neither of our sales representatives are available at the moment.</p> <p>That organization plan to move its main office to Broadway Boulevard.</p> <p>Our shipment of tires have been back-ordered since July.</p>					
<p>90) The above example has a total of _____.</p>	<p>A. 1 error</p>	<p>B. 2 errors</p>	<p>C. 3 errors</p>	<p><b>D. 4 errors</b></p>	<p>E. 5 errors</p>
<p>The following sentences have errors in word usage.</p> <p>Did you except the invitation to the dinner.</p> <p>Please reorder letterhead stationery.</p> <p>Today he was formally selected as professor emeritus.</p> <p>The personal department has issued a bulletin concerning making phone calls.</p> <p>If there is anyway in which we can help settle the matter, please let us no.</p>					
<p>91) The above example has a total of _____.</p>	<p>1 error</p>	<p>B. 2 errors</p>	<p><b>C. 3 errors</b></p>	<p>D. 4 errors</p>	<p>E. 5 errors</p>
<p>The following sentences have errors in the use of the apostrophe.</p> <p>Please tell customers there will be a weeks' delay in their catalog orders</p> <p>Everybody's rights include due process and a speedy trial.</p> <p>Our three executive secretary's offices will be renovated according to standards.</p> <p>Its Children's Department features designer clothing for infants and toddlers.</p> <p>Where is your brother's-in-law business?</p>					
<p>92) The above example has a total of _____.</p>	<p>1 error</p>	<p>B. 2 errors</p>	<p><b>C. 3 errors</b></p>	<p>D. 4 errors</p>	<p>E. 5 errors</p>

<p>The following sentences have errors in capitalization.</p> <p>Mrs. Jean Wilson’s order came from p.16 of the catalog.</p> <p>Which city is known as the Windy City?</p> <p>Did Juanita Mantovani receive her Ph.d. in English?</p> <p>Doesn’t everyone know that the Sun rises in the East and sets in the West?</p> <p>Is the holiday of Thanksgiving celebrated in other parts of the World?</p>					
93) The above example has a total of _____ .	A. 2 errors	B. 3 errors	C. 4 errors	D. 5 errors	<b>E. 6 errors</b>
<p>The following sentences have errors in punctuation.</p> <p>Their clearance sales; however, are limited to end-of-season merchandise.</p> <p>Who will coordinate the fund raising drive and who will prepare our advertising?</p> <p>We have one request: double-space your report.</p> <p>Our division might not have to relocate; however, we will probably move soon.</p> <p>Please verify these figures; then prepare the necessary financial statements.</p>					
94) The above example has a total of _____ .	<b>A. 2 errors</b>	B. 3 errors	C. 4 errors	D. 5 errors	E. 6 errors
<p>The following sentences contain misspelled words.</p> <p>Several accomodations were made for the group.</p> <p>Memorandums from several administrators were included in the file.</p> <p>Modern technology has changed all colledge curricula.</p> <p>The indices of several books were received before text was selected.</p> <p>The artist used several media in the composition of the mural.</p>					
95) The above example has a total of _____ .	A. 2 errors	<b>B. 3 errors</b>	C. 4 errors	D. 5 errors	E. 6 errors

The following sentences contain errors in comma usage.

I live in Dallas, Texas, and I believe that I do my best work here.

I found the employee to be ambitious; but not offensive.

The tests reveal talents in music, art, or literature.

The office environment, often referred to as office ecology is a subject of much discussion among managers.

When an opportunity comes to serve on a committee consider it a stepping stone to promotion.

96) The above example has a total of _____.	A. 2 errors	B. 3 errors	<b>C. 4 errors</b>	D. 5 errors	E. 6 errors
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The following sentences contain errors in the use of abbreviations.

Make no appointments for Wed., August 5, but schedule an hour with Col. Ford of the U.S.M.C. on Thursday, August 5.

Professor John Allen and the Rev. Alice Gray will preside at the ceremony.

Meet me at the YMCA at 9:00 p.m.

The Hon. William Adams III and Professor Alfred McNabb, Jr. will speak to the student body.

97) The above example has a total of _____.	A. 2 errors	B. 3 errors	C. 4 errors	D. 5 errors	<b>E. 6 errors</b>
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The following sentences contain errors in word usage.

Nancy’s fiance was formally employed by the Textor Company but left to return to school.

The attorney was selected because he is an uninterested expert on cases involving political corruption.

You should ensure the package and wrap it securely to ensure safe delivery.

Ice cream is an easy desert to prepare and one that is appreciated by a large number of people.

98) The above example has a total of _____.	A. 2 errors	<b>B. 3 errors</b>	C. 4 errors	D. 5 errors	E. 6 errors
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The following sentences contain errors in punctuation.

We lost the election, it was held too soon.

I ordered the book in May; however it was not mailed until July

Make your letters attractive; for example, leave at least a one-inch margin at the bottom.

The stock dividends were declared on March 1, 1997, August 4, 1998, and May 5, 1999.

99) The above example has a total of _____.	A. 2 errors	B. 3 errors	<b>C. 4 errors</b>	D. 5 errors	E. 6 errors
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