



*Future Business Leaders of  
America*  
**Competitive Events Study  
Guide**

2013–16

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## INTRODUCTION

The *FBLA Competitive Events Study Guide* was developed to enhance the National Awards Program events guidelines. The FBLA Competitive Events Program fosters students' self-esteem by helping them feel confident in their knowledge of specific areas. The more prepared students are for competition, the better their experiences.

This study guide is to be used as a student resource for FBLA competition preparation. It is written from the perspective of a competitor at the national level, but the concepts and information should translate easily to assist with preparation for district/region or state competition. Participants should always obtain the specific guidelines and rules governing the particular event in which they will participate.

The national competitive events guidelines are found in the *FBLA Chapter Management Handbook*. Each year the National Awards Program committee reviews a portion of the competitive events, and there may be changes to the guidelines and competencies. It is important to check the latest handbook revisions. In addition, the current competitive events guidelines can be found on the FBLA-PBL website. Visit [www.fbla-pbl.org](http://www.fbla-pbl.org) and click on FBLA and select Competitive Events. The current topics, competitive events guidelines, and Format Guide can be viewed and printed.

Most states also have a state handbook. It is important to look at the state handbook for any competitive events guideline modifications when competing at the district/region or state level.

The broader the base that is used to prepare students for competition—studying from multiple texts, coaching from experts and mentors—the better prepared the students will be. Studying from a variety of sources will provide students with greater knowledge and competency in that subject.

The following acronyms are used throughout the study guide:

- *CMH*—*Chapter Management Handbook*
- *NAP*—National Awards Program Committee
- *NLC*—National Leadership Conference

This study guide provides the following information about the various events:

- Focus of the event
- Competencies for testing and judging
- Procedures and tips for student preparation and event participation
- Sample questions, case studies, speech topics, and documents for skill events
- Resource websites (remember the URLs can change)

The National Awards Program exemplifies the range of activities and focus of Future Business Leaders of America-Phi Beta Lambda, Inc. Competitive events are based on projects developed from the goals of FBLA-PBL and the curricula of business-related programs.

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## COMPETITIVE EVENTS TIPS

1. Dress for Success—Gentlemen must wear a collared shirt with tie, dress pants, dress shoes, and socks. Consider also wearing a jacket. Young ladies should wear appropriate suits; pants or dress with a jacket, and appropriate shoes. Review the Dress Code regulations found in the *CMH*. If you question if you are properly attired, then change.
2. Read and follow explicitly the state and national competitive events guidelines. Be aware of differences between state and national guidelines.
3. Replace new guidelines each year in the *CMH*.
4. Check the status of membership dues. Students must be dues-paid members by March 1 to compete in national competition. The sooner dues are paid the sooner members will receive FBLA benefits.
5. All materials must be received by the national center by the second Friday in May. Normally the state sends these materials, but some states request the local chapters send in their reports, website URLs, programs, etc.
6. Remember, when competing at the district or state levels, materials are **not** sent to the national office.
7. Become completely familiar with the procedures to be followed for participation in each type of event at the state and national levels.
8. Determine from the rating sheets and guidelines the areas that will be judged and the weight given to each area.
9. Obtain a variety of updated information on different subject areas and provide access to students for study.
10. Contact former and current chapter members who have competed in previous years for suggestions.
11. Find mentors and other experts who can help members prepare for competition. Involve faculty, advisory committee members, businesspeople, community volunteers, and parents in study sessions and event preparation.
12. Try to recreate as realistically as possible the conditions under which the competition will take place and PRACTICE.
13. Make certain that the copies of materials to be submitted to judges are error-free and in the proper format.
14. Refer to the FBLA-PBL website for updated events, task lists, and changes. The website is <http://www.fbla-pbl.org>.

### **Letter of Application and Résumé**

The following suggestions have been collected from judges' comments and are presented to help eliminate the technical errors that can lead to lower scores and/or disqualification.

- Letters must be addressed exactly as stated in the event guidelines.
- Letters of application are limited to one page and résumés to no more than two pages.
- Photographs must **not** be submitted.
- Letters of recommendation should **not** be included with the materials.
- Letters are generally preferred in block format.
- All documents must be error-free.
- Some judges have stated their preference for résumés that list an objective.
- Résumés should emphasize the skills that contribute to the position for which one is applying.
- Materials are to be submitted in six file folders properly labeled (see *CMH for details*).

### **Suggestions for Creating a Good Résumé**

- The résumé should show a clear match between your skills, experience, and activities with the event.
- Highlight your major accomplishments.
- Information on the résumé should be listed in order of importance; e.g., for Job Interview list your work experience (paid or unpaid) first and for Future Business Leader your FBLA involvement.
- Highlight the important skills that make you stand out for the award.
- Make a good first impression—no typos or incorrect grammar.
- Information on your résumé must be truthful.
- List your extracurricular activities that relate to the event.

### **Interview Process**

- Turn off all electronic devices.
- When walking into the room, introduce yourself to the judges stating your name, school, and state.
- Don't bring in materials to the judges—they already have your résumé.
- Practice your handshake—it should be firm and not lingering.
- Speak professionally, have good eye contact, smile, and ask questions. This is your time to tell the judges why you deserve to be number one.
- Dress professionally—follow the established dress code. Conservative is better. Ladies, watch the length of your skirts and type of shoes. Gentlemen, always wear jackets. Give careful attention to personal hygiene and coordinated accessories including well-polished shoes. Keep jewelry to a minimum. Use fragrances sparingly.
- If you don't know an answer to a question, please ask the judges to restate the question,

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which will give you more time to compose an answer.

- Review the Rating Sheet found in the *CMH* to make sure you know what the judges will be rating.
- Do not present judges with thank-you notes or gifts of appreciation.

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## WRITTEN PROJECT & REPORT

*American Enterprise Project, Business Financial Plan, Business Plan, Community Service Project, Local Chapter Annual Business Report, Partnership with Business Project, and State Chapter Annual Business Report*

FBLA encourages chapters to cooperate on projects during the year; however, each chapter involved in the project must write and submit an independent report.

The same chapter project may be used for different events. Make certain, though, to focus the report on specific elements addressed by the guidelines for each event. A community service project, for instance, conducted jointly with a local business might qualify in both the Community Service Project and Partnership with Business Project events. The Community Service Project should focus on the planning, implementation, and outcomes of the service aspects of the project. The Partnership with Business Project should focus on the interactions with local businesses and the outcomes of these contacts.

### Tips

- Select a topic for your project early in the year. Be creative. Your topic should be chosen for need, not just because the chapter wants to do it. Make sure it is appropriate for the chapter report selected.
- Set up project committees. The committee members should have a variety of interests, such as organizing, writing, designing, and publishing the report. Involve as many members as possible because many talents are necessary for a winning project. The report must be prepared entirely by FBLA members, with advisers serving only as consultants.
- Develop a project time line. Post the time line on a bulletin board; include pictures of members responsible for meeting each deadline.
- Review the report rating sheet found in the *CMH* to make sure the written report covers all aspects of the rating sheets. The report should be assembled according to the categories on the rating sheet. If your report doesn't cover all the categories on the rating sheet, indicate that in the written report. This is what the judges will use to evaluate the report.
- Reports should be written on one project in detail rather than a laundry list of activities; however, the project may have many activities.
- Follow the guidelines list for report covers, table of contents, page limits, etc. Points will be deducted if the guidelines are not followed.
- If your project is not new, the report should clearly identify how the current year's version differs from the previous year's, particularly with the scope and intensity of the project.
- The length of the document is not always an indicator of quality or success. Don't make the judges read more than is necessary. The guidelines speak to a maximum page count—not a minimum.
- Fonts smaller than 11 point should not be used.
- Reports should be written in language that does not overwhelm the judges, and reports should reflect the appropriate writing style of students. Words with more syllables are not always the most impressive.
- Reports will be submitted online for the national competition.



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- American Enterprise Project, Business Financial Plan, Community Service Project, and Partnership with Business Project are limited to fifteen pages.

### **Report Presentation Tips**

- Videotape your presentations for additional review. You cannot practice too much.
- All eligible entries will compete in a preliminary seven minute performance.
- If using equipment, the school is responsible for bringing a computer and LCD projector for each event.
- Students (not advisers) have five minutes to set up the equipment. If it takes longer than five minutes, the time is deducted from the preliminary presentation. The national center provides a screen, cart, and electric power.
- If the equipment fails, be prepared to present your project.
- Review the performance rating sheet for individual events to make sure all points are covered in the presentation.
- In the oral performance presentation, visual aids and/or presentation graphics are encouraged for a more powerful delivery; however, visual aids should be relied on to assist, not to be, the presentation.
- It is important that the presenters are well acquainted with their projects, especially during the question and answer period. The judges don't know anything about your project. Don't rely on your multimedia presentation to tell your story. Be prepared to verbally tell the story of the project.
- Make eye contact with the judges, speak in a clear voice, and emphasize the important points.
- Introduce the team to the judges, giving the name of the school and project.
- All team members must contribute during the performance.

## **OBJECTIVE TEST EVENTS**

### **Study Tips**

- All objective tests are completed online and consist of 100 multiple choice questions.
- Ask your teachers to share with you the different textbooks they use as resources. Look over the end-of-chapter summary and the glossary words.
- For events such as Business Math, Business Calculations, Economics, etc. find other teachers in the school who can give you possible resources to study.

### **Test-taking Tips**

- Avoid talking to others as you enter the room.
- Instructions for online testing will be given to you in groups before sitting at a computer.
- A basic calculator will be provided or you may use the calculator function on the computer.
- If the equipment doesn't work, raise your hand until help comes.
- Go to the following websites to review test-taking tips.  
[http://www.swccd.edu/~asc/lrnglinks/tests\\_obj.html](http://www.swccd.edu/~asc/lrnglinks/tests_obj.html)  
[http://www.charliefrench.com/test\\_tips.htm](http://www.charliefrench.com/test_tips.htm)  
<http://slc.berkeley.edu/studystrategies/calren/testsubjective.html>

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## COMPUTER PRODUCTION TIPS

*Accounting II, Computer Applications, Database Design & Applications, Desktop Publishing, Spreadsheet Applications, and Word Processing*

- The FBLA-PBL Format Guide may be used for Computer Applications and Word Processing. For these events you are working for the company FBLA-PBL and this is the office style manual.
- Any software may be used to complete a production test.
- Each production event is comprised of two parts—a computer production test at a test site designated by the state and an objective test administered at the National Leadership Conference. Check the *CMH* guidelines to find out the weight for each part of the event.
- Proofread!
- All national production tests must be received at the national center by the second Friday in May.

## PERFORMANCE EVENTS Case Study & Interactive/Role Play

*Banking & Financial Systems, Business Ethics, Client Service, Help Desk, Emerging Business Issues, Entrepreneurship, Global Business, Hospitality Management, Management Decision Making, Management Information Systems, Marketing, Network Design, Sports and Entertainment Management, and Parliamentary Procedure*

### Tips for Events Involving a Case Study or an Interactive/Role Play

- Students will be given a case study and/or role play scenario for review prior to the performance. Check the *CMH* for the practice time allotted in the particular event. Time varies for the events.
- Participants will be given note cards to write on during practice, and may use the note cards in the performance room.
- Do your homework and look at the performance rating sheet for your event. The judges will be using the rating sheet to score each individual or team.
- In several case study events, the individual or team presents and then the judges have a three-minute question-answer time.
- In an interactive/role-play event, the judges will interact during the presentation and still may ask questions at the end.
- Review the Performance Indicators when reading the case study or role play scenario.
- All members must participate in the presentation.

### Sequester Procedures (final only)

- Students are sequestered in the final round of the events listed above. The preliminary round of events is not sequestered.
- Participants must report to the holding room prior to the first scheduled performance as indicated in the events guidelines.
- An individual or team is disqualified if the individual or team arrives after the first

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participant or team starts the performance.

- When sequestered, participants will be escorted from room to room.
- Students may listen to music in the holding room. No text messaging, email, Internet use, or phone calls are allowed.
- Food and drinks may be given to the event coordinator to distribute during the sequester period.
- You may not communicate with outside individuals.
- The above infringements may lead to disqualification.

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## SPEAKING EVENTS Impromptu & Public Speaking

### Tips for Speaking Events

- Check the *CMH* for time allowed and penalty deduction if you go under or over the allowed time. Penalty points are given if speech is under or over the time limit as indicated in the *CMH*.
- Practice, practice, practice.
- If possible, time your speech.
- Eye contact is important.
- Do not read from your notes.
- When developing your speech topic (Public Speaking), make sure the speech reflects at least one of the FBLA-PBL Goals.
- Impromptu Speaking students will be given a prompt to develop and then present.
- FBLA-PBL Goals
  - Develop competent, aggressive business leadership.
  - Strengthen the confidence of students in themselves and their work.
  - Create more interest in and understanding of the American business enterprise.
  - Encourage members in the development of individual projects that contribute to the improvement of home, business, and community.
  - Develop character, prepare for useful citizenship, and foster patriotism.
  - Encourage and practice efficient money management.
  - Encourage scholarship and promote school loyalty.
  - Assist students in the establishment of occupational goals.
  - Facilitate the transition from school to work.

### Remember

FBLA members and advisers must recognize the value of competitive events, maintain a professional attitude toward the events, and keep them in proper perspective. While competitive events are an important element of FBLA's overall program, events are just a portion of the many other activities and programs that build a successful organization.

**Overview**

The accurate keeping of financial records is an ongoing activity in all types of businesses. This event provides recognition for FBLA members who have an understanding of and skill in basic accounting principles and procedures. Students who have completed more than one year of accounting instruction are **not** eligible.

This is an individual online test.

**Competencies and Task Lists**

<http://www.fbla-pbl.org/docs/ct/FBLA/ACCOUNTING1.pdf>

**Website Resources**

- Accounting Handouts for Introductory Accounting  
<http://www.bboinc.com/actghome/teacher.htm>
- Bean Counter's Bookkeeping & Accounting Quizzes, Games, and Lectures  
<http://www.dwmbeancounter.com/BCTutorSite/Quizzes/BCOnlineQuiz.html>
- Beginning the Accounting Cycle:  
[http://www.dmac.edu/instructors/taprindle/welcome\\_files/301/solutions/smch03.pdf](http://www.dmac.edu/instructors/taprindle/welcome_files/301/solutions/smch03.pdf)
- Careers in Accounting  
<http://www.careers-in-accounting.com/>
- Investopedia  
<http://www.investopedia.com/>
- Principles of Accounting  
<http://principlesofaccounting.com/>
- UCD Accounting Glossary  
<http://accounting.ucdavis.edu/refs/glossary.cfm?list=alpha&alpha=a>

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**ACCOUNTING I SAMPLE QUESTIONS**

1. Each entry in the purchases journal is:
  - a. posted at the end of each week
  - b. posted daily
  - c. posted often
  - d. posted at the end of a month

**Competency:** Journalizing

2. The journal entry for a cash receipt on account is:
  - a. debit Cash; credit Accounts Payable
  - b. debit Accounts Payable; credit Accounts Receivable
  - c. debit Cash; credit Accounts Receivable
  - d. debit Accounts Payable; credit Cash

**Competency:** Journalizing

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3. A special journal used to record only sales on account is the:
- sales journal
  - purchases journal
  - cash receipts journal
  - cash journal

**Competency:** Journalizing

4. Which one of the following is **not** a closing entry for a corporation?
- closing entry for income statement accounts
  - closing entry for adjustments
  - closing entry for the dividends account
  - closing entry to record net income or net loss in the retained earnings account

**Competency:** Journalizing

5. The first digit in the account number 120 means that the account is in the \_\_\_\_ division of the general ledger.
- expense
  - asset
  - liability
  - revenue

**Competency:** Account Classification

6. A liability account that summarizes the amounts owed to all vendors is titled:
- Accounts Payable
  - Accounts Receivable
  - Purchases
  - Sales

**Competency:** Account Classification

7. Interest expense of a business is:
- a normal operations expense
  - a contra revenue account
  - an additional cost of merchandise
  - a financial expense

**Competency:** Account Classification

8. A schedule of accounts receivable is prepared:
- after all current entries are posted
  - at the beginning of the month
  - before all current entries are posted
  - before the special column totals are posted

**Competency:** Terminology, Concepts, and Practices

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9. Recording revenue from business activities and expenses associated with earning that revenue in the same accounting period is an application of the accounting concept:
- Going Concern
  - Accounting Period Cycle
  - Matching Expenses with Revenue
  - Consistent Reporting

**Competency:** Terminology, Concepts, and Practices

10. A form prepared showing the price deduction taken by the customer for returns and allowances is a:
- memorandum
  - purchases allowance
  - purchase invoice
  - debit memorandum

**Competency:** Terminology, Concepts, and Practices

11. Total sales less sales discount and sales returns and allowances is called:
- net income
  - net sales
  - net profit
  - net loss

**Competency:** Income Statement

12. An income statement reports a business's financial:
- condition on a specific date
  - progress on a specific date
  - condition over a specific period of time
  - progress over a specific period of time

**Competency:** Income Statement

13. If an analyzed item in an income statement remains the same, an increase in net sales will:
- decrease the component percentage
  - have no effect on the component percentage
  - increase the component percentage
  - cannot determine this without examining the income statement

**Competency:** Income Statement

14. A balance sheet reports all of the following **except**:
- a business owner's equity
  - a business's liabilities
  - a business's assets
  - a business's net income at the end of a fiscal year

**Competency:** Balance Sheet

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15. The extent to which current assets exceed current liabilities by:

- a. current ratio
- b. acid test ratio
- c. liquidity ratio
- d. working capital ratio

**Competency: Balance Sheet**

16. How many hours were worked by an employee who arrived at 8:29 a.m. and departed at 12:02 p.m.?

- a. 3 hours and 33 minutes
- b. 3 hours and 30 minutes
- c. 3 hours
- d. 3 hours and 15 minutes

**Competency: Worksheet**

17. Changes recorded on a worksheet to update general ledger accounts at the end of a fiscal period are:

- a. adjustments
- b. revenues
- c. financial statements
- d. retained earnings

**Competency: Worksheet**

18. A net loss is entered in the worksheet's:

- a. Income Statement Debit and Balance Sheet Credit columns
- b. Income Statement Debit and Trial Balance Credit columns
- c. Income Statement Credit and Balance Sheet Debit columns
- d. Balance Sheet Debit and Trial Balance Credit columns

**Competency: Worksheet**

19. An endorsement on the back of a check consisting only of a signature is:

- a. an incorrect endorsement
- b. a special endorsement
- c. a restrictive endorsement
- d. a blank endorsement

**Competency: Bank Reconciliation**

20. A petty cash fund is replenished:

- a. daily
- b. quarterly
- c. monthly
- d. yearly

**Competency: Bank Reconciliation**



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21. Employers must pay payroll taxes for:
- federal income, federal unemployment, and state unemployment taxes
  - social security, Medicare, and sales taxes
  - federal income, social security, and Medicare taxes
  - social security, Medicare, federal unemployment, and state unemployment taxes

**Competency: Payroll**

22. When a semimonthly payroll is paid, the credit to Cash is equal to the:
- total deductions for income tax and social security and Medicare tax
  - net pay of all employees
  - total earnings of all employees
  - total deductions

**Competency: Payroll**

23. The Accumulated Earnings column of the employee earnings record:
- shows net pay for one quarter
  - is the total earnings since the first of the year
  - shows net pay for the year
  - is the gross earnings for one quarter

**Competency: Payroll**

24. An organization with legal rights of a person and which may be owned by many persons:
- partnership
  - sole proprietorship
  - proprietorship
  - corporation

**Competency: Types of Ownership**

25. A financial statement that summarizes the changes in a corporation's ownership for a fiscal period is:
- a balance sheet
  - a distribution of net income statement
  - an income statement
  - a statement of stockholders' equity

**Competency: Types of Ownership**

26. When a plant asset is sold for more than the asset's book value:
- cash received plus accumulated depreciation equals original cost plus loss on disposal
  - cash received plus accumulated depreciation plus loss on disposal equals original cost
  - cash received plus accumulated depreciation equals original cost plus gain on disposal
  - cash received plus accumulated depreciation plus gain on disposal equals original cost plus gain on disposal

**Competency: Depreciation**

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27. The purpose of recording depreciation is to:
- a. earn revenue
  - b. earn money to replace the asset
  - c. record an expense in the periods in which the asset is used to earn revenue
  - d. recover the cash spent on plant assets

**Competency:** Depreciation

28. The total depreciation expense for a fax machine purchased for \$700.00 with an estimated salvage value of \$100.00 is:
- a. \$100.00
  - b. \$600.00
  - c. \$800.00
  - d. \$700.00

**Competency:** Depreciation

29. Ethics are:
- a. normal behavior
  - b. rules for top management
  - c. standards of moral conduct
  - d. laws that can be enforced

**Competency:** Ethics

30. An example of ethical behavior is:
- a. accepting secret business gifts
  - b. invading employee privacy
  - c. using company resources for personal use
  - d. keeping company information confidential

**Competency:** Ethics

**Overview**

The accurate keeping of financial records is a vital ongoing activity in all types of businesses. This event provides recognition for FBLA members who have demonstrated an understanding of and skill in accounting principles and procedures as applied to sole proprietorships, partnerships, and corporations.

This event consists of two parts: an objective test taken at the NLC and a skills production test taken prior to the NLC. This is an individual event.

**Competencies and Task Lists**

<http://www.fbla-pbl.org/docs/ct/FBLA/ACCOUNTING2.pdf>

**Website Resources**

- Accounting Handouts for Introductory Accounting  
<http://www.bboinc.com/actghome/teacher.htm>
- Bean Counter's Bookkeeping & Accounting Quizzes, Games, and Lectures  
<http://www.dwmbeancounter.com/BCTutorSite/Quizzes/BCOnlineQuiz.html>
- Beginning the Accounting Cycle:  
[http://www.dmacc.edu/instructors/taprintle/welcome\\_files/301/solutions/smch03.pdf](http://www.dmacc.edu/instructors/taprintle/welcome_files/301/solutions/smch03.pdf)
- Careers in Accounting  
<http://www.careers-in-accounting.com/>
- Investopedia  
<http://www.investopedia.com/>
- Principles of Accounting  
<http://principlesofaccounting.com/>
- UCD Accounting Glossary  
<http://accounting.ucdavis.edu/refs/glossary.cfm?list=alpha&alpha=a>

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**ACCOUNTING II SAMPLE QUESTIONS**

1. A proof of the equality of debits and credits in a general ledger is a(n):
  - a. ledger balance
  - b. trial balance
  - c. worksheet
  - d. balance sheet

**Competency:** Financial Statements

2. Expenses paid in one fiscal period but not reported as expenses until a later fiscal period are initially recorded as:
  - a. revenue on the Income Statement
  - b. prepaid expenses on the Balance Sheet
  - c. accrued expenses on the Balance Sheet
  - d. accumulated expenses on the Income Statement

**Competency:** Financial Statements

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3. A written application requesting permission to form a corporation is called the:
- charter
  - application for incorporation
  - stock certificate
  - articles of incorporation

**Competency:** Corporate Accounting

4. What effect would a two for one stock split have?
- The number of shares outstanding would drop in half.
  - The shareholders ownership percentage would double.
  - The stock price will drop by half and the number of shares of stock outstanding will double.
  - The stock price will double and the number of shares of stock outstanding will drop by half.

**Competency:** Corporate Accounting

5. Cole and Madison are partners who decided to liquidate the partnership. Before the liquidation, the partnership's balance sheet showed Cash \$10,000, total "other assets", \$106,000; total liabilities, \$88,000; Cole Capital, \$15,100; and Madison, Capital, \$12,900. The "other assets" were sold for \$118,000. After liabilities are paid, what is total distribution to Cole?
- \$20,000
  - \$70,000
  - \$44,000
  - \$21,100

**Competency:** Partnerships

6. Wilson invests cash of \$30,000 in the partnership. Jones invests the assets of an existing business. Jones's balance sheet shows \$8,000 in cash, \$10,000 in accounts receivable, \$500 in allowance for uncollectible accounts, \$7,000 for other current assets, \$15,000 for equipment, \$5,000 for accumulated depreciation minus equipment, and \$1,000 for accounts payable. The total capital of the partnership will be:
- \$55,000
  - \$38,000
  - \$63,500
  - \$48,000

**Competency:** Partnerships

7. Marsh Corporation has a current assets valued at \$15 million, inventory at \$12 million, and current liabilities valued at \$6 million. The cost of goods sold was \$60 million. Based on this information, its current ratio is:
- 3.0
  - 2.5
  - 0.5
  - 0.25

**Competency:** Ratios and Data Analysis

- 
8. Use horizontal analysis to compute the percentage increase in sales: In 2009 sales were \$200,000 and in 2010 sales were \$250,000. The result is:
- sales increased by 125 percent
  - sales increased by 80 percent
  - sales increased by 30 percent
  - sales increased by 25 percent

**Competency:** Ratios and Data Analysis

9. The entry to record the receipt of a note from a charge customer in settlement of the account is:
- debit Accounts Receivable; credit Notes Payable
  - debit Accounts Receivable; credit Notes Receivable
  - debit Notes Receivable; credit Accounts Receivable
  - debit Notes Payable; credit Accounts Receivable

**Competency:** Accounts Receivable and Payable

10. Using the aging method, Marsh Corporation estimates that uncollectible accounts will total \$700 this year. The Allowance for Uncollectible Accounts balance is \$490. The adjusting entry:
- debit the expense account \$1,190; credit the allowance account \$1,190
  - debit the expense account \$210; credit the allowance account \$210
  - debit the expense account \$700; credit the allowance account \$700
  - debit the expense account \$490; credit the allowance account \$490

**Competency:** Accounts Receivable and Payable

11. Which one of the following items would be included in a cash budget?
- dividends
  - accrued expenditure
  - depreciation
  - provision for doubtful debts

**Competency:** Budgeting and Cash Flow

12. Marsh Corporation reported sales of \$160,000 (20,000 units). Fixed costs amounted to \$20,000 and income for the period was \$80,000. The per-unit variable cost is:
- \$2.50
  - \$2.00
  - \$1.00
  - \$3.00

**Competency:** Budgeting and Cash Flow

13. Which one of the following accounts is **not** considered factory overhead?
- plant heating and electricity
  - supervisor's salary
  - administrative office salaries
  - factory supplies

**Competency:** Cost Accounting/Manufacturing

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14. What is the cost of raw materials used if Raw Materials Purchases is \$800,000; beginning Raw Materials Inventory is \$100,000; and, ending Raw Materials inventory is \$150,000.

- a. \$950,000
- b. \$1,050,000
- c. \$750,000
- d. \$850,000

**Competency:** Cost Accounting/Manufacturing

15. The cost of supplies used by a specific department is an example of a(n):

- a. indirect expense
- b. cost of merchandise sold
- c. revenue
- d. direct expense

**Competency:** Departmentalized Accounting

16. Three departments (A, B, C) occupy floor space of 15,000, 75,000, and 30,000 square feet respectively. How much of this year's \$225,000 rent expense will be allocated to the Department C?

- a. \$78,125
- b. \$120,000
- c. \$140,625
- d. \$56,250

**Competency:** Departmentalized Accounting

17. Allowing workers time to work for nonprofit organizations, making donations to schools, hospitals, and community projects, and sponsoring community programs such as the Special Olympics is a part of which one of the following?

- a. social responsibility
- b. research and development
- c. ethics
- d. regulations

**Competency:** Ethics

18. The principle that requires an accountant to protect information learned in the course of work is called:

- a. integrity
- b. confidentiality
- c. objectivity
- d. competence

**Competency:** Ethics

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19. The Employer's Quarterly Federal Tax Return is prepared using Form

- a. 1040
- b. 944
- c. 941
- d. 942

**Competency:** Income Tax

20. The difference between the value of a liability or an asset and the amount of tax that is due on the liability or asset is called a(n):

- a. unearned tax loss
- b. unearned tax
- c. deferred tax
- d. deferred cash

**Competency:** Income Tax

21. Find the cost assigned to ending merchandise inventory of 500 units using the weighted average method.

Beginning Inventory 100 @ \$18.00 = \$1,800.00

First Purchase 400 @ \$19.00 = 7,600.00

Second Purchase 800 @ \$18.25 = 14,600.00

Third Purchase 500 @ \$20.40 = 10,200.00

- a. \$10,200
- b. \$9,500
- c. \$10,500
- d. \$9,800

**Competency:** Inventory

22. What is estimated ending inventory using the Gross Profit method with the following data? Marsh Corporation has a gross profit rate of 35 percent of net sales. Net Sales are \$600,000 and total Merchandise Available for Sale is \$525,000.

- a. \$135,000
- b. \$ 175,000
- c. \$210,000
- d. \$390,000

**Competency:** Inventory

23. The journal entry to record the return of merchandise sold on account is:

- a. debit Sales Returns & Allowances; credit Purchases
- b. debit Sales Returns & Allowances; credit Accounts Receivable
- c. debit Sales; credit Accounts Receivable
- d. debit Accounts Receivable; credit Sales Returns & Allowances

**Competency:** Journalizing and Posting

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24. Which one of the following accounts would **not** be closed at the end of an accounting period?

- a. Dividends
- b. Capital Stock
- c. Revenue
- d. Income Summary

**Competency:** Journalizing and Posting

25. Williams earns time-and-a-half for all hours worked in excess of 8 hours per day and double time for all hours worked on Sunday. His hourly rate is \$12. During the week, his timecard recorded the following: Monday–8; Tuesday–9; Wednesday–9; Thursday–8; Friday–9; Sunday 5. Williams' gross earnings for the week are:

- a. \$564
- b. \$480
- c. \$534
- d. \$654

**Competency:** Payroll

26. Employers do **not** make deductions from employees' paychecks for:

- a. employee's share of health insurance premiums
- b. federal income taxes
- c. federal unemployment taxes
- d. social security taxes

**Competency:** Payroll

27. Using the sum of the year's digits method, calculate the depreciation for Year 3 for a plant asset with a cost of \$ 110,000, Salvage value of \$20,000, and Useful life of 5 years.

- a. \$38,000
- b. \$18,000
- c. \$30,000
- d. \$24,000

**Competency:** Plant Assets and Depreciation

28. If the modified accelerated cost recovery system (MACRS) is used to depreciate an asset for tax purposes, which one of the following statements is **correct**?

- a. Depreciation will be less for tax purposes than for financial reporting in the early years.
- b. Depreciation amounts will be the same for financial reporting purposes.
- c. Depreciation will be greater for tax purposes than for financial reporting in the early years.
- d. The tax life will exceed the financial reporting life.

**Competency:** Plant Assets and Depreciation



29. Revenues from sales are \$450,000, sales discounts are \$12,000, cost of goods sold is \$230,000, and operating expenses are \$180,000. Income before taxes is:
- \$40,000
  - \$438,000
  - \$220,000
  - \$28,000

**Competency:** Purchases and Sales

30. Marsh Corporation plans to sell security systems for \$2,500 per unit. Variable costs are \$1,500 per unit and total fixed costs are \$1,000,000. What is the break-even point in dollars?
- \$2,000,000
  - \$1,500,000
  - \$1,000,000
  - \$2,500,000

**Competency:** Purchases and Sales

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## ACCOUNTING II SAMPLE PRODUCTION TEST

### General Instructions

You have recently been hired by Marsh Corporation as an accounting technician. Your responsibility is to assist the company's CPA in the compilation and presentation of accounting financial information. You will focus on end-of-period activities.

### JOB 1: Preparing an Income Statement

Prepare an income statement for the period ending December 31, 2010 for Marsh Corporation using the accounts and balances listed below:

Beginning Merchandise Inventory	\$36,725
Ending Merchandise Inventory	18,515
Interest Expense	612
Operating Expenses	18,355
Purchases	21,335
Purchases Discounts	2,280
Purchases Returns	2,350
Sales	63,225
Sales Discounts	4,825
Sales Returns	2,615

**Print Job 1: Income Statement**

**JOB 2: Recording Payroll and Employer's Payroll Taxes**

Marsh Corporation's payroll register has the following information for the pay period ending June 15, 2011:

- Total gross earnings = \$38,000
- Federal income tax withheld = \$3,952
- Social Security tax withheld = \$2,356
- Medicare tax withheld = \$551
- Health insurance premiums = \$1,125

- a. Record the payment of the payroll in the general journal. Check 871
- b. Record the employer payroll taxes for the pay period in the general journal. Memo 1426

General Journal					Page 1
Date	Account Title	Doc No.	Post. Ref.	Debit	Credit

**Print Job 2: Payroll Journal Entries (a & b)**

**JOB 3: Recording Adjusting Entries for Uncollectible Accounts**

Marsh Corporation has the following general ledger account balances on December 31 of the current year.

- Accounts Receivable, \$16,000.00
- Allowance for Uncollectible Accounts, \$430.00
- Sales, \$ 42,000.00
- Sales Discount, \$1,400.00
- Sales Returns and Allowances, \$ 900.00

- a. Record the adjusting entry for Uncollectible Accounts calculated as 1 percent of net sales.
- b. Complete the schedule below and record the adjusting entry for Uncollectible Accounts using the Aging Method.

**Schedule of Accounts Receivable by Age**

Account Balances	Not Yet Due	1 – 30 Days	31 – 60 Days	61 – 90 Days	Over 90 Days
\$18,000.00	\$12,000.00	\$2,500.00	\$2,000.00	\$800.00	\$700.00
Percentages	0.2%	1.0%	4.0%	10.0%	40.0%
Amount	?	?	?	?	?

General Journal					Page 2
Date	Account Title	Doc No.	Post. Ref.	Debit	Credit

Print Job 3: Adjusting Entries for Uncollectible Accounts (a & b) and Schedule

**JOB 4: Preparing Depreciation Schedule and Adjusting Entry**

Part A: Complete the depreciation schedule table:

DEPRECIATION SCHEDULE			
Plant asset: Equipment		Estimated salvage value: \$500.00	
Original cost: \$12,500.00		Estimated useful life: 4 years	
Year	Straight Line Method	Double Declining Balance Method	Sum of the Years Digits Method
1			
2			
3			
4			

Part B: Record the adjusting entry using Year 3 double declining balance method.

General Journal					Page 2
Date	Account Title	Doc No.	Post. Ref.	Debit	Credit

Print Job 4: Depreciation Schedule and Adjusting Entry

**JOB 5: Calculating Ending Inventory, Gross Profit, and Turnover Ratio (20 Points)**

Marsh Corporation has the following data from its inventory records.

Beginning Inventory	150	\$ 8.00	\$ 1,200.00
First Purchase	150	10.00	1,500.00
Second Purchase	100	12.00	1,200.00
Third Purchase	200	14.00	2,800.00
Total Available	600		6,700.00
Ending Inventory	180		

**Part A:** Find the cost of the ending inventory using the LIFO, the FIFO and the Weighted Average methods

**Calculating Ending Inventory**

	First In, First Out	Last In, First Out	Weighted Average
Ending Inventory			

**Part B:** Complete the Gross Profit analysis for each method: (Net Sales is provided)

**Calculating Gross Profit**

	First In, First Out	Last In, First Out	Weighted Average
Sales	\$9,600.00	\$9,600.00	\$9,600.00
CMS			
Gross Profit			

**Part C:** Calculate the inventory turnover ratio for each method using the data above.

**Calculating Turnover Ratio**

Item	FIFO	LIFO	Weighted Average
Beginning Inventory	\$1,200.00	\$1,200.00	\$1,200.00
Ending Inventory			
Average Inventory			
Cost of Mdse. Sold			
Turnover Ratio			

**Print Job 5-A:** LIFO, FIFO, Weight Average

**Print Job 5-B:** Gross Profit Analysis

**Print Job 5-C:** Inventory Turnover

**JOB 6: Recording Journal Entries For Accounts Receivable/Notes Receivable**

2011

Oct. 4 Sold merchandise on account to Sheets and Sons; 2/10, n/30, \$1,200 (Sales Slip 6799)

Nov 3 Received \$300 as partial payment on account from Sheets and Sons and a 60-day, 10 percent note for \$900, dated November 3 (Receipt 877, Note 456)

Dec. 31 Made the adjusting entry to record the accrued interest. (use bank year to calculate interest)

General Journal					Page 1
Date	Account Title	Doc No.	Post. Ref.	Debit	Credit

**Print Job 6:** Journal Entries

**JOB 7: Preparing A Cash Flow Statement**

Prepare a statement of cash flows for May using the following data:

**Operating Activities:**

- Net Income \$ 1,800
- Increase in Supplies \$ 500
- Decrease in Accounts Payable \$ 400

**Investing Activities:**

- Purchase of equipment \$ 6,000

**Financing Activities:**

- Proceeds from issuance of common stock \$10,000
- Dividend payment 3,000

**Marsh Corporation  
Statement of Cash Flows  
May 31, 2011**

Operating Activities:	Inflow	Outflow	
Net cash flow from Operating Activities			\$
Investing Activities:			
Net cash flow from Investing Activities			\$
Financing Activities:			
Net cash flow from Financing Activities			\$
Net increase (decrease) in cash flow			\$

**Print Job 7: Statement of Cash Flows**

**Overview**

This event provides recognition for FBLA members who demonstrate an understanding of and skill in basic agribusiness concepts and procedures.

This is an individual online test.

**Competencies and Task Lists**

<http://www.fbla-pbl.org/docs/ct/FBLA/agribusiness.pdf>

**Website Resources**

- CASE: Curriculum for Agricultural Science Education  
<http://www.case4learning.org/curriculum/introduction-to-afnr/>
- National FFA Organization  
<https://www.ffa.org>

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**AGRIBUSINESS SAMPLE QUESTIONS**

1. Succession planning refers to:
  - a. planning to raise a new variety of soybeans that have not be tried before
  - b. planning for next year's success of the business
  - c. planning to move the business to the younger generation
  - d. planning to increase the size of the farm business
  
2. Calculate the depreciation of a new tractor that Fred Farmer has purchased. Purchase price is \$169,000, the salvage value is estimated to be \$44,500, and Fred expects to own the tractor for 10 years and average 650 hours per year. What is the hourly economic or management depreciation?
  - a. \$4.50
  - b. \$44.50
  - c. \$19.15
  - d. \$40.50
  
3. Which one of the following would improve profitability of a farm business?
  - a. buy more equipment to keep ahead of the neighbor
  - b. use credit cards for purchasing supplies
  - c. increase farm earnings and reduce farm costs
  - d. get another loan to have more cash
  
4. A drought in South America will:
  - a. increase the chance for rain in the United States
  - b. decrease the amount of snow that falls in the Rocky Mountains
  - c. increase demand for U.S. grain
  - d. decrease the price of U.S. grain

- 
5. Which one of the following is **not** a deductible cost to an agricultural business?
    - a. machinery depreciation
    - b. principle paid
    - c. wages paid
    - d. the value of raised livestock
  
  6. Buyers and sellers in the futures market who do **not** raise or use the commodity they are trading in are called:
    - a. forward contractors
    - b. speculators
    - c. risk managers
    - d. hedgers
  
  7. Farm Financial Standards Council promotes uniformity of farm financial records for the purpose of:
    - a. analyzing farm production characteristics
    - b. fair comparisons between all farms
    - c. fair comparisons between farms in foreign countries
    - d. analyzing competitive advantages
  
  8. A farmer purchases 750-pound feeder steers for \$1.18 per pound and plans to sell the steers at 1300 pounds. The farmer estimates the total cost of gain to be \$0.80 per pound. The nearest breakeven price when the steers are sold at 1300 pounds is (round to the nearest cent):
    - a. \$1.12/pound
    - b. \$0.92/pound
    - c. \$1.02/pound
    - d. \$1.18/pound
  
  9. What percent moisture should corn silage be harvested at for optimum feed quality?
    - a. 55–60 percent
    - b. 24–32 percent
    - c. 45–50 percent
    - d. 75–80 percent
  
  10. Which one of the following can influence the value of crop land?
    - a. interest rate of the mortgage
    - b. national gross farm income
    - c. a mortgage on the land
    - d. what it produced last year
  
  11. For every dollar spent on food in the United States how much gets back to the farmer?
    - a. \$0.67
    - b. \$0.19
    - c. \$0.07
    - d. \$0.53

- 
12. Four sections of land are how many square miles?
- 1 square mile
  - 3 square miles
  - 4 square miles
  - 2 square miles
13. If you are going to raise your own replacement heifers, when calculating a cow-calf enterprise budget you should:
- include the cost of purchased replacements, as well as the costs associated with developing the home raised heifers
  - include annual depreciation expense for raised heifers as a cost in the enterprise budget
  - exclude cull cow sales from the income section of the budget projections
  - reduce the number of heifer calves sold to reflect the number of heifers retained
14. A cost of production which varies as additional units of production are added and includes such items as seed, fertilizer, supplies, medicine is called a:
- total cost
  - opportunity cost
  - fixed cost
  - variable cost
15. Which one of the following is **true** about cooperatives?
- There is no manager in a cooperative.
  - Cooperatives are incorporated.
  - Voting is the same as other businesses.
  - There is no board of directors in a cooperative.
16. Assume that the cross-price elasticity of pork for chicken is 1.2. This cross-price elasticity indicates that:
- pork and chicken are complementary goods
  - there is no relationship between the demand for pork and the price of chicken
  - a 1.2 percent increase in the price of chicken will lead to a 1 percent increase in the price of pork
  - a 10 percent increase in the price of chicken should lead to a 12 percent increase in the demand for pork
17. By USDA definition, an operation may be classified as a "farm" if it:
- generates at least one-half of the household's income in a normal year
  - has at least 100 acres of cropland or pasture land
  - raises agricultural products (crops, livestock) in a typical year
  - has \$1,000 of agricultural sales in a normal year
18. What would you do if the cash position in a certain month indicated that there would be more expenses than income?
- Change depreciation methods of personal assets.
  - Terminate any assets causing the cash flow problem that month.
  - Move cash around various banking accounts to hide the problem.
  - Use savings, delay expenses, move sales, or borrow money.



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19. In a perfectly competitive market, which one of the following is most correct?
- Sellers cannot differentiate their products by advertising.
  - A firm's demand curve is perfectly inelastic.
  - There are many sellers but very few buyers. This means sellers have market power.
  - Sellers can increase their profits by charging a higher price for their goods.
20. For a farm business, it is important to distinguish between variable costs and fixed costs. The definition of variable costs is:
- are not used in the enterprise budget
  - include depreciation, interest, insurance, and taxes on machinery and buildings
  - represent costs that are incurred whether the farm enterprises produces a crop or not
  - represent items that will be used during one production period
21. Two good reasons for keeping farm business records are to:
- know when the farm business is making money and when it is losing money
  - know which farm enterprises are making money and which ones are losing money
  - comply with income tax reporting requirements and to assist in planning and management
  - maximize profit and minimize taxes for the farm business
22. In the long run, a farm business manager should try to cover:
- fixed costs
  - total cost
  - all costs
  - variable costs
23. Precision agriculture requires reliance upon what major technology to be successful?
- ebb and flow hydroponics
  - in vitro fertilization
  - Global Positioning Systems (GPS)
  - high-speed Internet connectivity
24. From an agricultural law perspective, there are two general kinds of property:
- land and buildings
  - owned and mortgage
  - business and personal
  - real and personal
25. The government has set a price floor for milk at \$14/cwt (cwt = 100 pounds), but market conditions indicate that the market equilibrium is \$11/cwt. What effect will the price floor have?
- stimulate establishment of new dairies
  - cause a shortage of milk in the market
  - no effect on the supply of milk
  - cause a surplus of milk in the market

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26. What would be some of the job tasks that would be expected from an accountant at an agribusiness operation?
- Conducts inventory of all business merchandise, ensuring that there is an accurate count of merchandise on hand at all times.
  - Interviews customers to determine the target price of an item or service.
  - Provides auditing services, assistance with tax preparation, litigation support, and financial advice.
  - Oversees a division of an organization, including ensuring payment, vacation time and injury benefits to employees.
27. What level of education is required for most entry level agricultural sales positions?
- an associate's degree (2-yr.)
  - a bachelor's degree (4-yr.)
  - usually there are no educational requirements
  - a high school diploma (K-12)
28. When the U.S. dollar is considered to be weak, the demand for agricultural imports:
- none are correct
  - have no change
  - increase
  - decrease
29. The "best" economic investment benefit to owning farmland is:
- great cash flow
  - that there is lots of flexibility in the investment
  - that it's a beautiful place to live
  - that the investment has long-term capital gains potential
30. To produce any product/service in the short run, which costs must be covered?
- opportunity costs
  - fixed costs
  - total costs
  - variable costs

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## AMERICAN ENTERPRISE PROJECT

### Overview

The Edward D. Miller Award recognizes FBLA chapters that develop projects within the school and/or community that increase understanding of and support for the American enterprise system by developing an information/education program.

This is a two-part event: a written project is submitted prior to the NLC to be judged, and all eligible chapters will present the project at the NLC in a preliminary round. The report must be submitted online to the national center by the second Friday in May for judging. This is a chapter event.

### Website Resources

- Bonds  
<http://www.publicdebt.treas.gov>
- Federal Deposit Insurance Corporation  
<http://www.fdic.gov>
- Internal Revenue Service  
<http://www.irs.gov>
- Small Business Administration  
<http://www.sba.gov>
- Social Security Administration  
<http://www.ssa.gov>

### Additional Resource

- *MarketPlace*—FBLA Winning Reports—1<sup>st</sup> Place; FBLA Winning Reports—2<sup>nd</sup> Place

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## BANKING & FINANCIAL SYSTEMS

### Overview

Understanding how financial institutions operate is important to successful business ownership and management. It also is valuable for personal financial success. This event provides recognition for FBLA members who have an understanding of and skills in the general operations of the various components of the financial services sector.

This is a team event composed of two or three members. This event consists of two parts: an objective test and a performance. The objective test is taken collaboratively by the a team of two or three members and the top fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/BANKINGANDFINANCIALSYSTEMS.pdf>

### Website Resources

- Basics of Banking and Saving - CNN Money  
<http://money.cnn.com/magazines/moneymag/money101/lesson3/index.htm>
- FDIC Quick Links for Consumers & Communities  
<http://www.fdic.gov/quicklinks/consumers.html>
- Federal Reserve Education Page  
<http://www.federalreserveeducation.org/>
- Equifax  
<http://www.equifax.com>
- Experian  
<http://www.experian.com>
- Transunion  
<http://www.transunion.com>

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## BANKING & FINANCIAL SYSTEMS SAMPLE QUESTIONS

1. Which one of the following agencies does **not** protect or aid consumers against unsafe products?
  - a. Federal Insurance Commission
  - b. Food and Drug Administration
  - c. Consumer Product Safety Commission
  - d. Better Business Bureau

**Competency:** Ethics

2. When approving loans for new customers, it is important to follow the following anti-discrimination law:
  - a. Equal Rights Act
  - b. Equal Pay Act
  - c. Equal Credit Opportunity Act
  - d. Equal Credit Justification Act

**Competency:** Ethics

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3. What is the most common place identity theft occurs?

- a. recycling bins
- b. grocery store
- c. Internet
- d. shopping mall

**Competency:** Ethics

4. Which one of the following is typically **not** an example of a fixed expense in a budget?

- a. electricity payment
- b. car payment
- c. insurance payment
- d. rent payment

**Competency:** Terminology

5. Which one of the following is a service provided by a bank to ensure that an account holder does **not** make a debit that exceeds the amount in his/her account?

- a. overdraft protection
- b. account protection
- c. money protection
- d. debit protection

**Competency:** Terminology

6. Identify the condition that occurs when someone's liabilities are greater than his or her assets?

- a. intestate
- b. insolvency
- c. hazard
- d. leverage

**Competency:** Terminology

7. A person's adjusted gross income less any allowable tax deductions and \_\_\_\_\_ is called taxable income.

- a. exemptions
- b. credit
- c. expenses
- d. earnings

**Competency:** Terminology

8. The following are examples of deposit-type institutions **except**:

- a. credit unions
- b. investment companies
- c. savings and loans associations
- d. commercial banks

**Competency:** Terminology

- 
9. Which one of the following is a retirement plan designed for self-employed people?
- a. 403-B
  - b. Roth IRA
  - c. Keogh Plan
  - d. 401-K

**Competency:** Terminology

10. A person with the following skills is the best candidate for the position of financial software designer:
- a. a person who has an accounting background and great analytical skills
  - b. a person who has a computer science background as well as math skills
  - c. a person who has an accounting background as well as computer science background
  - d. a person who has a computer science background and great communication skills

**Competency:** Careers in Financial Services

11. If your career goal is to become a Commercial Loan Officer, which one of the following is the least likely major you would select to obtain a bachelor's degree?
- a. finance
  - b. marketing sales and service
  - c. accounting
  - d. economics

**Competency:** Careers in Financial Services

12. Birth certificates, title deeds, and certificates of deposit should be kept in:
- a. safe-deposit boxes
  - b. computer files
  - c. home files
  - d. in a drawer in a desk

**Competency:** Concepts & Practices

13. Which one of the following is **not** a section on the Cash Flows Statement?
- a. Cash Flows from Bank Activities
  - b. Cash Flows from Operating Activities
  - c. Cash Flows from Investing Activities
  - d. Cash Flows from Financing Activities

**Competency:** Concepts & Practices

14. Most bank tellers must have a certificate from which organization before becoming a bank teller?
- a. Association of Banks and Investments (ABBI)
  - b. American Banking Association (ABA)
  - c. Bank Certification Association (BCA)
  - d. American Institute of Banking (AB)

**Competency:** Concepts & Practices

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15. Eliminating deposit insurance has the primary disadvantage of:
- reducing the Federal Reserve amounts
  - reducing the stability of the banking system causing bank runs
  - not being able to trade with foreign countries
  - not being a politically correct thing to do

**Competency: Concepts & Practices**

16. Which term is used when one person agrees to be responsible for a loan if the primary person fails to make payments?
- co-signing
  - contractual arrangement
  - collateral
  - contract with creditors

**Competency: Concepts & Practices**

17. When handling customer inquiries, the most important thing to do is:
- judge the situation and person, then offer help
  - be creative to solve the problem
  - always follow policy and procedures
  - always think of a solution even if it is not protocol

**Competency: Concepts & Practices**

18. Which combination is the best way to physically protect employees and customers at the real time location such as a bank, lending office, or credit union?
- security guards, surveillance cameras, and motion detectors
  - off duty police officers as security guards, surveillance cameras, and bullet proof glass
  - off duty police officers as security guards, surveillance cameras, and auto safe locks
  - only offer drive through services

**Competency: Government Regulation of Financial Services**

19. Which one of the following occurred in the 1990s?
- the FDIC was created
  - the Comptroller of the Currency gave the Federal Reserve Bank final authority
  - interstate banking was allowed
  - laws were passed to eliminate local banks

**Competency: Government Regulation of Financial Services**

20. Which one of the following serves as the board to standardize financial planning across the United States?
- The Certified Financial Planner Board of Standards
  - The U.S. Board of Financial Planners
  - There is not a standardization of financial planning in the United States.
  - The American Board of Certified Public Planners

**Competency: Government Regulation of Financial Services**

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- 
21. Who typically sets law or regulations regarding insurance companies?
- insurance companies only follow the same regulations as all businesses
  - the president of the National Insurance Commission
  - the state designated administrative officer such as the Commissioner of Insurance
  - insurance companies are not regulated

**Competency:** Government Regulation of Financial Services

22. Under the Federal Rules of Evidence, \_\_\_\_\_ documents created in the business environment are \_\_\_\_\_ in the court of law.
- no; admissible
  - only financial records; admissible
  - all; admissible
  - all except personal email; admissible

**Competency:** Government Regulation of Financial Services

23. With the increase of electronic financial records, what is the language that has been created to establish consistency among records?
- XBRL
  - XLAA
  - XAAL
  - EFRL

**Competency:** Impact of Technology on Financial Services

24. Which software is the most appropriate to use to create a balance sheet?
- Microsoft Access
  - Microsoft Excel
  - Microsoft Word
  - Microsoft Power Point

**Competency:** Impact of Technology on Financial Services

25. Which one of the following Java types is structured as true or false?
- Byte
  - Bit
  - Boolean
  - Long

**Competency:** Impact of Technology on Financial Services

26. In 2002, there was a six-rate tax system. The six-rates were divided into three categories. Which one of the following is **not** one of the three categories?
- heads of households
  - single taxpayers
  - married taxpayers
  - veteran taxpayers

**Competency:** Taxation



- 
27. An allowance is an adjustment to the tax withheld from your paycheck, based on your \_\_\_\_\_ and \_\_\_\_\_.
- a. marital status; number of dependents
  - b. income level; tax bracket
  - c. marital status; number of jobs
  - d. income level; number of dependents

**Competency:** Taxation

28. An example of a recent and successful tax credit is:
- a. New Employee Tax Credit
  - b. Cash for Clunkers Credit
  - c. First Time Homebuyer Tax Credit
  - d. High Income Housing Tax Credit

**Competency:** Taxation

29. The type of savings account that claims a good rate of return, low minimum deposit, and the fact that it is free from local and state taxes as benefits is a:
- a. Regular Savings Account
  - b. U.S. Savings Bond
  - c. Money Market Account
  - d. Certificate of Deposit

**Competency:** Types and Differences of Institutions

30. A credit union is different from a commercial bank because it is:
- a. nonbinding
  - b. nonprofit
  - c. always free checking
  - d. always small in terms of number of customers

**Competency:** Types and Differences of Institutions

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## **BANKING & FINANCIAL SYSTEMS SAMPLE CASE STUDY**

1. You have twenty minutes to review the case.
2. Presentation time is seven minutes. At six minutes the timekeeper will hold up a card indicating you have one minute left and at seven minutes the timekeeper will stand again.
3. The presentation is interactive with the judges who will ask questions throughout the presentation. Students will assume the role of a financial planner. The judges will play the role of the parents in the presentation and refer to the case for specifics.
4. You will be given two note cards per team member.
5. Cover all the points described in the case and be prepared to answer questions posed by the judges.
6. Have a plan in place as to which team member will answer various questions, based on that team member's area of expertise.
7. All members of the team must participate in the presentation, as well as answer the questions.

### **PERFORMANCE INDICATORS**

1. Select logical solution with positive and negative aspects of its implementation acknowledged (or presented)
2. Well organized and clearly stated thoughts and statements; appropriate business language used
3. Anticipate results based on correct reasoning
4. Demonstrate ability to effectively answer questions

### **TEAM CASE STUDY SITUATION**

You are to assume the role of a financial planner. Your clients visiting the office today are a young family with two children (ages six and eight) who recently inherited \$75,000. They want to invest their money in order to pay for their children's college education. The cost of attending college in their state is approximately \$30,000 a year. During the past five years, the cost of attending college in their state has risen 10 percent per year. They also would like to have the tax procedures for inheritance explained to them.

The two parents both have business degrees, so they have an adequate amount of knowledge about investing. The young family needs you to develop a strategy for looking at all the investment opportunities and identify all possible gain/loss risk and the potential for meeting the goal of paying for their two children to attend college. Assume that the children will attend college at age 18 and will attend college for only four years.

The parents (judges) will speak to the financial planner in the planner's office. The parents (judges) will begin by asking you what reasons you can provide that would make your investment plan the most logical for the family to follow if they would like to have enough money to send both children to college for four years. Once you have completed your presentation and

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answered the parents' (judges') questions, the parents will conclude the meeting by thanking you for your input and telling you that they will be "in touch".

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## BUSINESS CALCULATIONS

### Overview

Acquiring a high level of mathematics skill to solve business problems is a challenge for all prospective business employees. This event provides recognition for FBLA members who have an understanding of mathematical functions in business applications.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/BUSINESSCALCULATIONS.pdf>

### Website Resources

- How to Calculate Depreciation  
<http://www.assetaide.com/depreciation/calculation.html>
- Markup  
[http://www.321know.com/g84\\_max1.htm](http://www.321know.com/g84_max1.htm)
- Meters and Liters: Converting to the Metric System of Measurements  
[http://www.learner.org/interactives/dailymath/meters\\_liters.html](http://www.learner.org/interactives/dailymath/meters_liters.html)
- The Metrics International System of Units  
<http://www.wsdot.wa.gov/reference/metrics/factors.htm>

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## BUSINESS CALCULATIONS SAMPLE QUESTIONS

1. There are several methods of calculating depreciation. One method allows you to claim depreciation over a fixed number of years depending on the class life of the property. What is this method?
  - a. declining balance method
  - b. modified accelerated cost recovery system
  - c. sum of the years digits method
  - d. straight line method

**Competency:** Depreciation

2. An oven costing \$1,200 will be used for five years and then traded in for an estimated \$750. Using the sum-of-the-years-digits method, find the book value of the oven at the end of the second year.
  - a. \$750
  - b. \$930
  - c. \$1,000
  - d. \$1,030

**Competency:** Depreciation

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3. The Brown Trucking Company purchased a truck for \$19,000. They use the MACRS method of depreciation. What is the asset's value at the end of year three if the rate of depreciation is 20 percent for Year 1, 32 percent for Year 2, and 19.2 percent for Year 3?
- \$5,472.00
  - \$13,528.00
  - \$2,188.00
  - \$6,080.00

**Competency: Depreciation**

4. All Sports Trophies made this deposit: 6 hundreds; 14 fifties; and checks for \$85, \$23.50, \$45, \$17.50, \$17.27, \$32.35, \$65. They got cash back of 50 one dollar bills, 20 five dollar bills, 10 ten dollar bills, and 8 twenty dollar bills. Find the total deposit.
- \$1,585.62
  - \$890.00
  - \$1,175.62
  - \$410.00

**Competency: Bank Records**

5. What are Chelsea's outstanding deposits if she has a statement balance of \$648.35, outstanding checks of \$44.89 and an adjusted balance of \$794.83?
- \$1398.29
  - \$101.59
  - \$794.83
  - \$191.37

**Competency: Bank Records**

6. Which one of the following services is **not** typically available to customers with online banking?
- virus and security software downloads
  - pay bills electronically instead of through the mail
  - transfer money between accounts
  - account access 24 hours a day, 7 days a week

**Competency: Bank Records**

7. Samuel bought a new car with a purchase price of \$35,340. He is charged a 6.5 percent sales tax on the purchase price. What is the total price with sales tax?
- \$37,637.10
  - \$2,297.10
  - \$33,042.90
  - \$40,776.92

**Competency: Consumer Credit**

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8. The Wards bought a house at its market value of \$82,000. They made a 5 percent down payment and paid these closing costs: legal fees, \$550; property survey, \$310; title insurance, \$275; inspection fees, \$240; and points, \$1,558. What is the total of the closing costs?
- \$4,100
  - \$7,033
  - \$1,558
  - \$2,933

**Competency: Consumer Credit**

9. Sonja borrowed \$1,575 and made 18 payments of \$105.25. How much did she pay in interest?
- \$319.50
  - \$1,575.00
  - \$1,984.50
  - \$3,469.50

**Competency: Consumer Credit**

10. When Josie Shell received her July credit card statement she found these items listed: 7/1, previous balance, \$281.59; 7/7, purchase, \$168.99; 7/10, purchase \$57.98 and 7/25, payment, \$200. Josie's credit card company uses a 1.8 percent monthly periodic rate. Find the finance charge if Josie's card company uses the average daily balance excluding new purchases.
- \$5.55
  - \$7.45
  - \$9.15
  - \$4.26

**Competency: Consumer Credit**

11. Kenny Lee's credit card statement for May showed a previous balance of \$289.16, new purchases of \$107.99, a membership fee of \$35, a finance charge of \$5.96, and a payment of \$100. What is his new balance?
- \$326.16
  - \$338.11
  - \$538.11
  - \$389.16

**Competency: Consumer Credit**

12. Donna works in a marketing department of a printing company. In a meeting with her supervisors, Donna wants to demonstrate that a marketing campaign she designed has resulted in increased sales over the last four months. What type of graphic illustration should Donna use to illustrate her campaign's success?
- four color word graph
  - line graph
  - bar graph
  - circle graph

**Competency: Data Analysis and Reporting**

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13. Which one of the following do you **not** need to know to calculate the breakeven point?
- a. variable costs for manufacturing each unit of the product
  - b. a competitor's price for the same product
  - c. fixed costs for manufacturing each unit of the product
  - d. expected selling price of each unit of the product

**Competency:** Data Analysis and Reporting

14. What would Chelsea's premium have been for the first year if she had purchased \$250,000 whole life when she was 20?
- a. \$369.50
  - b. \$2,462.50
  - c. \$241.25
  - d. \$2,412.50

**Competency:** Insurance

15. Rose pays for a general health plan, a dental health plan, and a vision health plan through her employer. The monthly premiums are general health, \$299; dental health, \$265; and vision health, \$59. Her employer's share of these plans is: general health, 35 percent; dental health, 45 percent; and vision health, 75 percent. What is Rose's total monthly premium for all plans and what is her employer's share?
- a. \$623.00; \$73.59
  - b. \$354.85; \$268.15
  - c. \$268.15; \$185.00
  - d. \$623.00; \$354.85

**Competency:** Insurance

16. Hailey Kaufman borrowed \$1,000 at 6 percent for 85 days. The bank determined the interest she will pay based on a 360 day year. What interest method did the bank use?
- a. rule of 72 method
  - b. exact interest method
  - c. ordinary interest method
  - d. rule of 78 method

**Competency:** Interest Rates

17. An investor earned \$1,170 interest on funds invested at 9.75 percent annual simple interest for four years. How much was invested?
- a. \$3,500.00
  - b. \$2,870.00
  - c. \$3,000.00
  - d. \$3,250.00

**Competency:** Interest Rates

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18. Jane borrows \$120,000 at 9.5 percent per annum interest compounding quarterly. She pays regular installments to the bank at the end of each quarter and intends to pay off the loan within four years. What quarterly installment does Jane pay the bank?
- \$11,234.68
  - \$9,102.70
  - \$10,105.62
  - \$9,000.00

**Competency:** Interest Rates

19. From January through June, Superior Advertising took three inventories of merchandise: \$88,000, \$188,200, and \$124,600. The cost of merchandise sold during the six-month period was \$601,200. What was the turnover rate for these six months?
- 1.67
  - 4.50
  - 9.00
  - 2.50

**Competency:** Inventory

20. Amy O'Brien is comparing her retirement benefits at age 62 and 65. If she retires at age 65, her monthly benefit will be \$2,754. If she retires at age 62, her monthly benefit will be reduced by 20 percent. What is her monthly benefit at age 62?
- \$3,442.50
  - \$550.80
  - \$2,303.20
  - \$2,203.20

**Competency:** Investments

21. Find the total investment in 100 shares of stock bought at 24 when the purchase is handled by a full service broker who charges \$17 plus 1.3 percent of the transaction amount?
- \$2,548.20
  - \$2,431.20
  - \$31.20
  - \$2,448.20

**Competency:** Investments

22. A retailer ordered eight dozen jackets for \$14.50 each. The list price of the jacket is \$25.00. What will be the amount of the invoice when it is received?
- \$2,400.00
  - \$1,392.00
  - \$116.00
  - \$1,008.00

**Competency:** Mark-ups and Discounts



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23. Caroline purchased a new car with the purchase price of \$32,230. The manufacturer offers a \$1,500 rebate. Sales tax is 5 percent of the purchase price. What is the purchase price after the rebate and the tax is calculated?
- a. \$33,841.50
  - b. \$32,341.50
  - c. \$1,611.50
  - d. \$30,745.00

**Competency:** Mark-ups and Discounts

24. A retailer wants to sell 200 electronic toys at its after Christmas sale. The toys cost the store \$15 each. The store's overhead related to the toys is \$5,000. Before Christmas the toys sold for \$55 each. What markup was earned on each toy that sold at the pre-Christmas price?
- a. \$45
  - b. \$50
  - c. \$35
  - d. \$40

**Competency:** Mark-ups and Discounts

25. A company pays their sales staff a monthly commission of 4 percent on the first \$15,000 of sales, 6 percent on the next \$20,000 of sales, and 7.5 percent on all sales above \$35,000. What amount would Tony Crenshaw earn if his sales for a month were \$41,000?
- a. \$3,075
  - b. \$2,625
  - c. \$2,250
  - d. \$2,550

**Competency:** Payroll

26. Yvonne works for \$14.35 an hour and gets paid time-and-a-half for overtime hours and double-time for weekend hours. This week Yvonne worked 40 regular hours and 11 overtime hours. Last week Yvonne worked 35 regular hours and 11 weekend hours. Which week did she earn more in wages and by how much?
- a. this week, \$7.17
  - b. this week, \$7.22
  - c. last week, \$7.22
  - d. last week, \$7.17

**Competency:** Payroll

27. Social Security tax is 6.2 percent per dollar up to \$87,900 of annual earnings. Roy Potter has year to date earnings of \$83,215 and current monthly earnings of \$4,700. What is the amount of Social Security to withhold for the current monthly earnings?
- a. \$0
  - b. \$5,159.33
  - c. \$290.47
  - d. \$291.40

**Competency:** Payroll

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28. A department store has current assets of \$320,750 and current liabilities of \$198,545. What is the store's current ratio, to the nearest tenth?

- a. 2.0
- b. 2.5
- c. 1.0
- d. 1.6

**Competency:** Ratios and Proportions

29. Bill ships books in 25 lb. boxes. Twelve boxes cost \$180 to ship. Bill wants to cut his shipping costs by 15 percent. How much less would his cost be per box?

- a. \$1.25
- b. \$2.50
- c. \$2.25
- d. \$1.75

**Competency:** Ratios and Proportions

30. Redmond's property is assessed at \$92,700. The school rate in his district is 1.52 cents per \$1. What is Redmond's school tax?

- a. \$1,409.04
- b. \$6,098.68
- c. \$140,904.00
- d. \$60.98

**Competency:** Taxes

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## BUSINESS COMMUNICATION

### Overview

Learning to communicate in a manner that is clearly understood by the receiver of the message is a major task of all businesspeople. This event provides recognition for FBLA members who work toward improving their business communication skills of writing, speaking, and listening.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/BUSINESSCOMMUNICATION.pdf>

### Website Resources

- Dale Carnegie Training  
<http://www.dalecarnegie.com/>
- Get It Write  
<http://www.getitwriteonline.com/archive/tips.htm>
- Webgrammar  
<http://www.webgrammar.com/>
- Your Dictionary - Education Articles & Resources  
<http://education.yourdictionary.com/>

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## BUSINESS COMMUNICATION SAMPLE QUESTIONS

1. Forms of communication are best described by:
  - a. selecting messages by type and channel
  - b. realizing that communication is rarely permanent
  - c. taking communication to a higher level of critical thinking
  - d. stating that communication can be expressed verbally and nonverbally

**Competency:** Communication Concepts

2. In business the role of letters is defined as being a(n):
  - a. method that has little legal value in a lawsuit
  - b. effective method of communicating with an external or internal audience
  - c. secondary message system after instant messaging
  - d. method that is easily written with little advance planning

**Competency:** Communication Concepts

3. What is the correct response regarding meetings?
  - a. While holding an important meeting, ask the staff to put through calls so you won't seem unapproachable.
  - b. The location selected for face-to-face communication is an important factor to minimize interruptions.
  - c. Where furniture is placed in a small office has no impact on open communication.
  - d. When meeting in a restaurant, select a spot that will allow good public views to avoid any secret conversations.

**Competency:** Communication Concepts

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4. Steps taken before keying words on the computer or writing them on paper are:
    - a. establishing the primary purpose
    - b. analyzing the purpose
    - c. analyzing the receiver
    - d. planning the message

**Competency:** Written and Report Applications

5. Memos are usually an internal document that:
  - a. are used to communicate from supervisors to supervisors only
  - b. are less formal and shorter than letters
  - c. should not be used for important messages
  - d. can only be sent to one or two receivers

**Competency:** Written and Report Applications

6. Planning to write directions, instructions, or descriptions requires the writer to first:
  - a. locate a good place for a meeting for the launch lunch
  - b. analyze the situation to identify the audience and the purpose
  - c. send an instant message to management to confirm the order
  - d. prepare all the graphs and charts

**Competency:** Written and Report Applications

7. Readability formulas are important for analyzing messages:
  - a. that a receiver uses to follow directions
  - b. to put them in electronic format
  - c. to decrease the vocabulary level
  - d. to surprise the readers when they calculate the formula

**Competency:** Reading Comprehension

8. Businesses often require the writing of summaries:
  - a. to sharpen the communication skills of the reader
  - b. to instill the concept of fair use in the reader
  - c. to lessen the effect of the technical data
  - d. such as those of an article, a proposal, a project, or report

**Competency:** Reading Comprehension

9. Normally, what does a table created using Word show?
  - a. numeric comparisons
  - b. no value if placed in a report
  - c. no titles or subtitles
  - d. comparisons of definitions of terms or concepts

**Competency:** Reading Comprehension

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10. Identify the underlined words as parts of speech: Betty asked for a raise.

- a. noun and active voice
- b. subject, and state of being verb
- c. noun and verb
- d. noun and preposition

**Competency:** Grammar

11. Identify the type of verb in the following sentence:

The employees made suggestions to the manager.

- a. transitive
- b. intransitive
- c. linking
- d. helping

**Competency:** Grammar

12. Three degrees of comparison such as positive, comparative, and superlative refer to the degrees of a(n):

- a. conjunction
- b. pronoun
- c. adverb
- d. adjective

**Competency:** Grammar

13. Select the correct structure below:

- a. Larry set and talked and talked to his self.
- b. Taken the medicine is good.
- c. Larry drove the car in to the bus.
- d. Larry has the answer to that question.

**Competency:** Editing and Proofreading

14. Select the sentence that contains a dangling modifier:

- a. Sitting idly at the light, the bus shut off its motor.
- b. The driver shut off the motor while sitting idly at the light.
- c. At the light, the motor of the bus was shut down by the driver.
- d. The motor of the bus was shut off by the driver while waiting at the light.

**Competency:** Editing and Proofreading

15. Which sentence below contains a split infinitive?

- a. The government elected the judge to officially represent the department.
- b. The tuna turned to swim away.
- c. To write correctly is a needed skill for all employees.
- d. John waited and then started to sing loudly.

**Competency:** Editing and Proofreading

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16. Identify which sentence below has correct spelling, grammar, and punctuation.
- Have you ever cruise on a large, passenger boat?
  - The cruise ship has three dining rooms; it has over 14 decks above water.
  - The cruise ship advertises a main dinner, a supplemental dinner and several Buffets.
  - The ship will stop in Rome Italy and then in Barcelona Spain.

**Competency:** Editing and Proofreading

17. Physical distractions, such as \_\_\_\_\_ can be a barrier to listening.
- jargon or slang
  - temperature or noise
  - high pitched voices or low pitched voices
  - laziness or biases

**Competency:** Oral and Nonverbal Communications

18. Research indicates that senior managers spend about \_\_\_\_ percent of their time in various settings just listening.
- 80
  - 85
  - 90
  - 100

**Competency:** Oral and Nonverbal Communications

19. A major aspect of your voice is volume, which means the:
- inflection of your voice
  - intensity of sound
  - speed of your oral communication
  - tone and emphasis you place in your voice

**Competency:** Oral and Nonverbal Communications

20. What is the purpose of using a period at the end of a sentence?
- is rarely used in formal writing
  - signals the end of a declarative or imperative sentence
  - is never used for a polite request
  - signals the end of a quoted question

**Competency:** Word Definition and Usage

21. What does a question mark ask for?
- an exclamation from the reader or listener
  - a limited number of sentences
  - a definite response
  - primary internal punctuation

**Competency:** Word Definition and Usage

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22. You should use a(n) \_\_\_\_\_ to form possessives and contractions.

- a. comma
- b. dash
- c. apostrophe
- d. hyphen

**Competency:** Word Definition and Usage

23. In which one of the following sentences are the numbers correctly written?

- a. 6 people lost their footing on the ledge.
- b. Ten apples were left on the tree.
- c. 13 stamps for \$.44 cents each were sold.
- d. 20 and 5/8 are the answers.

**Competency:** Word Definition and Usage

24. Which sentence is correct?

- a. He eats alot of hamburgers and friest
- b. The trainer tried to keep the angry stallions a part.
- c. The book that I bought was very difficult to understand.
- d. The preacher made an illusion to a modern movie.

**Competency:** Spelling

25. Noah Webster wrote the first \_\_\_\_\_ in 1806.

- a. thesaurus
- b. CD-ROM dictionary
- c. dictionary
- d. electronic dictionary

**Competency:** Spelling

26. Which sentence is correct?

- a. I don't know weather you can do that play.
- b. We want to see the building in the capital.
- c. Marcia had a lot of shoes in her closet.
- d. The school principle goes to every football game.

**Competency:** Spelling

27. There are consequences of violating copyright laws. All of the following are punishments **except**:

- a. monetary damages according to the loss caused by the violation
- b. a written public apology published in the legal section of a local newspaper
- c. for "innocent infringement," the range of statutory damages is \$200 to \$150,000 per work; in "willful infringement," the range of statutory damages is \$750 to \$300,000 per work
- d. if a violator is found guilty, there is a fine of up to \$500,000 or imprisonment of up to five years for a first offense

**Competency:** Digital Communications (e-mail, messaging, netiquette, etc.)

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28. Studies indicate that email:

- a. represents an expensive method of exchanging messages
- b. can be used only as a stand-alone device in offices
- c. has surpassed the telephone as the tool of choice in the workplace
- d. become a method of informal communication between friends only

**Competency:** Digital Communications

29. Today, technology has:

- a. given users less opportunity for communicating effectively
- b. finally slowed down and no innovations are likely
- c. advanced beyond the mere use of the Internet to allow users to access many applications even by cell phones
- d. taken the role of job search away from human resources

**Competency:** Digital Communications

30. What is the auto response feature of email?

- a. automatically answers all emails and provides detailed answers
- b. makes the subject line of an email meaningful
- c. lets email senders know that you will respond later
- d. makes the message more inviting

**Competency:** Digital Communications



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## BUSINESS ETHICS

### Overview

Ethical decision making is essential in the business world and the workplace. This team event recognizes FBLA members who demonstrate the ability to present solutions to ethical situations encountered in the business world and the workplace.

### Topic

The topic for Business Ethics changes every year. Refer to the Guidelines section in the *Chapter Management Handbook* to find the current topic for the event or look at competitive events under the FBLA tab at [www.fbla-pbl.org](http://www.fbla-pbl.org).

Students are responsible for researching an ethical case based on the given topic and must submit six copies of a written synopsis no longer than 500 words on the case selected. Copies must be submitted in six labeled, unbound folders to the national center by the second Friday in May. All students will present at the NLC.

This event is a team of two or three members.

### Performance Competencies

- Make ethical business decisions in the business world and workplace
- Provide a rationale for ethical decisions presented
- Critical thinking and problem solving
- Have outstanding verbal communication skills
- Effectively answer questions

### Web Site Resources

- [http://www.mindtools.com/pages/main/newMN\\_TED.htm](http://www.mindtools.com/pages/main/newMN_TED.htm)
- <http://www.scu.edu/ethics/practicing/decision/framework.html>
- <http://efmenquin.wordpress.com/tag/public-speaking/>
- <http://www.josephsoninstitute.org/>
- <http://www.web-miner.com/busethics.htm>
- <http://www.scu.edu/ethics/practicing/focusareas/business/>
- [http://management.about.com/od/businessethics/Business\\_Ethics.htm](http://management.about.com/od/businessethics/Business_Ethics.htm)

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## BUSINESS FINANCIAL PLAN

### Overview

Business financial planning is paramount to the success of any business enterprise. This event is designed to recognize FBLA members who possess the knowledge and skills needed to establish and develop a complete financial plan for a business venture.

This is a two-part event: a written project is submitted prior to the NLC to be judged, and all eligible chapters will present the project at the NLC in a preliminary round. The report must be submitted online to the national center by the second Friday in May for judging.

This is an individual or team event.

### Website Resources

- Ameriprise Financial  
<http://www.ameriprise.com>
- Business Plans & Financial Statements Gallery - SCORE  
<http://www.score.org/resources/business-plans-financial-statements-template-gallery>
- Charles Schwab  
<http://www.Schwab.com>
- Formatting the Financial Plan Section of a Business Plan  
<http://www.allbusiness.com/business-planning-structures/business-plans/2527-1.html>
- Lincoln Financial Group  
<http://www.LFG.com>
- Merrill Lynch  
<http://www.ml.com>

### Additional Resources

- MarketPlace—FBLA Winning Reports—1<sup>st</sup> Place; FBLA Winning Reports—2<sup>nd</sup> Place

**Overview**

This event provides recognition for FBLA members who are familiar with specific legal areas that most commonly affect personal and business relationships.

This is an individual online test.

**Competencies and Task Lists**

<http://www.fbla-pbl.org/docs/ct/FBLA/BUSINESSLAW.pdf>

**Website Resources**

- American Bar Association - Business Law Today, Online Resources  
<http://www.abanet.org/buslaw/blt/index.html>
- Law for Business or Personal  
<http://lawxtra.swlearning.com/>
- Law Check  
<http://www.lawchek.com/>
- Law Guru  
<http://www.lawguru.com/>
- Legal Definitions & Legal Terms Defined  
<http://definitions.uslegal.com/>
- Legal Information Institute  
<http://www.law.cornell.edu/>
- SBA - Business Law & Regulations  
<http://www.sba.gov/category/navigation-structure/starting-managing-business/managing-business/business-law-regulations>
- USA Laws and Regulations - General Reference Resources  
<http://www.usa.gov/Topics/Reference-Shelf/Laws.shtml>

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**BUSINESS LAW SAMPLE QUESTIONS**

1. Employment relationship whereby the employee may be discharged at any time because no agreement was made about length of employment.
  - a. employment at will
  - b. contract employment
  - c. venture agreement
  - d. duty of reasonable performance

**Competency:** Agency and Employment Law

2. \_\_\_\_ occurs when an employee is fired in retaliation for reporting violations of law by the company.
  - a. Wrongful discharge
  - b. Duty of reasonable performance
  - c. Duty of obedience
  - d. Employment at will

**Competency:** Agency and Employment Law

- 
3. What do whistleblower laws protect workers from?
- government intervention
  - lawsuits against their employer
  - company liability
  - job loss

**Competency:** Agency and Employment Law

4. \_\_\_ occurs when a worker agrees to perform a dangerous job.
- Coercion
  - Genuine consent
  - Negligence
  - Assumption of risk

**Competency:** Agency and Employment Law

5. The partner whose potential liability is restricted to his or her investment in the partnership is a(n):
- active partner
  - limited partner
  - silent partner
  - secret partner

**Competency:** Business Organization

6. A \_\_\_ is the association of two or more to do business as co-owners for profit.
- cooperative
  - venture
  - partnership
  - corporation

**Competency:** Business Organization

7. The \_\_\_ has liability restricted by the amount of their investment in the partnership.
- general partner
  - dormant partner
  - silent partner
  - limited partner

**Competency:** Business Organization

8. Which one of the following are the rules for the internal organization and management of a corporation?
- Constitution
  - Charter
  - Bylaws
  - Articles of Incorporation

**Competency:** Business Organization

- 
9. \_\_\_ are business crimes that do **not** involve force or violence.
- a. Felonies
  - b. Civil offenses
  - c. White-collar crimes
  - d. Misdemeanors

**Competency:** Computer Law

10. \_\_\_ is law that is intended to govern the use of computers in e-commerce and the Internet.
- a. Cyber law
  - b. Civil law
  - c. Technology law
  - d. Commercial law

**Competency:** Computer Law

11. \_\_\_ involves sending bulk emails (that were **not** requested) to thousands of potential customers through the Internet.
- a. Blogging
  - b. Hacking
  - c. Spamming
  - d. Surfing

**Competency:** Computer Law

12. Token consideration which bears **no** relation to the real value of the contract is:
- a. nominal consideration
  - b. future consideration
  - c. past consideration
  - d. binding consideration

**Competency:** Contracts and Sales

13. Refraining from doing what one has a right to do is called:
- a. estoppel
  - b. statute of limitations
  - c. forbearance
  - d. restraint

**Competency:** Contracts and Sales

14. Giving back what you have received under a contract and requesting the return of what you gave is called:
- a. ratification
  - b. disaffirmance
  - c. emancipation
  - d. retroaction

**Competency:** Contracts and Sales

- 
15. \_\_\_ is the voiding of a marital contract.
- a. Divorce
  - b. Void marriage
  - c. Annulment
  - d. Voidable marriage

**Competency:** Domestic/Personal Law

16. \_\_\_ is a legal contract resolving property and other claims that might result from a marriage.
- a. Prenuptial agreement
  - b. Marriage
  - c. Marital consortium
  - d. Common-law marriage

**Competency:** Domestic/Personal Law

17. The \_\_\_ is a legal vehicle used to transfer the immediate control of property to another party.
- a. estate
  - b. will
  - c. deed
  - d. trust

**Competency:** Domestic/Personal Law

18. Caveat emptor means \_\_\_ when conducting business transactions.
- a. the buyer is not responsible
  - b. the buyer should be aware
  - c. the buyer is liable
  - d. the buyer is not liable

**Competency:** Consumer Protection, Product/Personal Liability

19. \_\_\_ is an improper business practice involving luring buyers to the store with an understocked, low-priced good and then redirecting them to a more expensive product.
- a. Disclaimer
  - b. Puffing
  - c. Bait and switch
  - d. High balling

**Competency:** Consumer Protection, Product/Personal Liability

20. \_\_\_ permits a party to a contract to recover money or property (or the value of) given to the other party.
- a. Punitive action
  - b. Government sanction
  - c. Class action
  - d. Restitution

**Competency:** Consumer Protection, Product/Personal Liability

- 
21. The court **cannot** enforce a contract between two parties when the:
- a. agreement is oral and not written
  - b. offer and acceptance occur simultaneously
  - c. agreement purpose is unlawful
  - d. parties act with reasonable care

**Competency:** Legal System

22. \_\_\_ is the doctrine requiring lower courts to adhere to existing case law in making decisions.
- a. Stare decisis
  - b. Case law
  - c. Ordinance
  - d. Jurisdiction

**Competency:** Legal System

23. A \_\_\_ is a private or civil wrong for which the law grants a remedy.
- a. tort
  - b. crime
  - c. code
  - d. statute

**Competency:** Legal System

24. The \_\_\_ is a court in which an accurate, detailed report of what went on at trial is made.
- a. appellate court
  - b. specialized court
  - c. court of record
  - d. writ of certioria

**Competency:** Legal System

25. \_\_\_ is an unconditional written promise or order to pay money.
- a. Note
  - b. Draft
  - c. Commercial paper
  - d. Traveler's check

**Competency:** Negotiable Instruments, Insurance, Secured Transactions, and Bankruptcy

26. What is the person called who executes a promissory note?
- a. payee
  - b. maker
  - c. cashier
  - d. teller

**Competency:** Negotiable Instruments, Insurance, Secured Transactions, and Bankruptcy

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27. \_\_\_ is a written instrument acknowledging a bank's receipt of money and promising to repay it at a definite future time.

- a. Certificate of deposit
- b. Cashier's check
- c. Money order
- d. Promissory note

**Competency:** Negotiable Instruments, Insurance, Secured Transactions, and Bankruptcy

28. \_\_\_ is the party who accepts possession and control of another's personal property.

- a. Bailor
- b. Carrier
- c. Lien holder
- d. Bailee

**Competency:** Property Laws

29. \_\_\_ gives the government power to take private property for public use upon payment of the fair market price.

- a. Private domain
- b. Public domain
- c. Public transfer
- d. Eminent domain

**Competency:** Property Laws

30. The \_\_\_ is the legal document used to transfer ownership of real property.

- a. will
- b. contract
- c. lease
- d. deed

**Competency:** Property Laws



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## BUSINESS MATH

### Overview

The ability to solve common business mathematical problems is a basic skill required by all prospective business employees. This event provides recognition for FBLA members who have an understanding of basic math functions needed in business.

This event is an individual objective test and only for members in *grades 9 and 10*.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/BUSINESSMATH.pdf>

### Website Resources

- How to Calculate Depreciation  
<http://www.asselaide.com/depreciation/calculation.html>
- Markup  
[http://www.321know.com/g84\\_max1.htm](http://www.321know.com/g84_max1.htm)
- Meters and Liters: Converting to the Metric System of Measurements  
[http://www.learner.org/interactives/dailymath/meters\\_liters.html](http://www.learner.org/interactives/dailymath/meters_liters.html)
- The Metrics International System of Units  
<http://www.wsdot.wa.gov/reference/metrics/factors.htm>
- Top 6 Business Math Resources  
<http://math.about.com/od/businessmath/tp/businessmathtp.htm>

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## BUSINESS MATH SAMPLE QUESTIONS

1. Viola has saved \$6690. She paid her college tuition of \$2,988 for the first semester using her savings. What is Viola's savings account balance?
  - a. \$3,002
  - b. \$3,702
  - c. \$3,007
  - d. \$3,072

**Competency:** Basic Math Concepts

2. Multiply \$71.21 by 10.25 yields a value of:
  - a. \$792.90
  - b. \$729.90
  - c. \$722.89
  - d. \$799.90

**Competency:** Basic Math Concepts

- 
3. A weekly payroll register shows that Sarah Barnskey had total wages of \$251.25. She had deductions of \$21.00 for FICA tax, \$32 for federal income tax, and \$20 for medical insurance. Compute Sarah's net pay.
- \$117.08
  - \$178.25
  - \$170.08
  - \$107.08

**Competency:** Basic Math Concepts

4. The difference between the subtrahend 34 and the minuend 87 is:
- positive 35
  - positive 53
  - negative 35
  - negative 53

**Competency:** Basic Math Concepts

5. The product of multiplier .13 and multiplicand 7.0905 is:
- .921765
  - 1.821765
  - 1.921765
  - 1.192176

**Competency:** Basic Math Concepts

6. The quotient 13 can be achieved with the:
- divisor 79 and dividend 6
  - divisor 6 and dividend 78
  - divisor 7 and dividend 69
  - divisor 9 and dividend 77

**Competency:** Basic Math Concepts

7. Is  $\frac{4}{4}$  less than, greater than, equal to, or not equal to 1.
- not equal
  - less than
  - greater than
  - equal to

**Competency:** Basic Math Concepts

8. If the monthly interest rate is 3 percent, what is the APR?
- 36 percent
  - 10 percent
  - 15 percent
  - 30 percent

**Competency:** Consumer Credit

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9. The sales tax is 5.5 percent. Compute the sales tax on \$325.

- a. \$10.70
- b. \$178
- c. \$17.88
- d. \$1.78

**Competency:** Consumer Credit

10. Calculate simple interest on a principal of \$1,525 at 19.5 percent at the end of the year.

- a. \$29.73
- b. \$297.38
- c. \$2,973.80
- d. \$2,777

**Competency:** Consumer Credit

11. The sales tax is 3 percent. Compute the sales tax on \$690.

- a. \$2.70
- b. \$20.70
- c. \$270
- d. \$207

**Competency:** Consumer Credit

12. Joann purchased a used automobile for \$1,500. Southwest Banks finances the car for one year at 12.5 percent. Compute the total payment at the end of the year.

- a. \$187.50
- b. \$1,587.50
- c. \$1,887.50
- d. \$1,687.50

**Competency:** Consumer Credit

13. Find the mode of 0,1,2,2,3,4,4,8,2.

- a. 2.5
- b. 4
- c. 3
- d. 2

**Competency:** Consumer Credit

14. The weighted average for the data set.

Scores 4 9 6 8 1

Number of occurrences 4 2 6 1 1

- a. 3.93
- b. 2.54
- c. 5
- d. 12

**Competency:** Data Analysis and Probability

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15. Determine the average of the 2, 5, 7, 10.

- a. 5
- b. 6
- c. 10
- d. 7

**Competency: Data Analysis and Probability**

16. Round 4888.262 to the nearest hundredth.

- a. 488
- b. 488.26
- c. 500
- d. 4888.26

**Competency: Decimals**

17. Multiply  $4.2 \times 2.2$ .

- a. 12
- b. 7.24
- c. 20
- d. 9.24

**Competency: Decimals**

18. Mary found an old piggy bank. 4 twenty dollar bills, 7 ones, and 90 pennies were in the piggy bank. How much currency did Mary have?

- a. \$89.00
- b. \$47.00
- c. \$87.90
- d. \$80.70

**Competency: Decimals**

19. Sue received a 30 percent discount on a blouse retailed for \$79.00. What is the sale price of the blouse?

- a. \$5.30
- b. \$55.30
- c. \$59.99
- d. \$69.99

**Competency: Discounts**

20. Jake's printing gives its customers a series of chain discounts including 15 percent, 5 percent, and 5 percent. Calculate the net selling price on printing orders of \$900.

- a. \$690.41
- b. \$6,600
- c. \$69.41
- d. \$6,006

**Competency: Discounts**

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21. Bob received a 10 percent discount on a shirt retailed for \$49.99, how much was Bob's discount?

- a. \$20.00
- b. \$5.00
- c. \$30.00
- d. \$10.00

**Competency: Discounts**

22. Bob received a 10 percent discount on a shirt retailed for \$49.99. What is the sale price of the shirt?

- a. \$19.99
- b. \$29.99
- c. \$39.99
- d. \$44.99

**Competency: Discounts**

23. Subtract  $\frac{1}{4}$  from 12.

- a. 11
- b. 15
- c. 5
- d.  $8\frac{3}{4}$

**Competency: Fractions**

24. Divide  $\frac{1}{2}$  by  $\frac{1}{4}$ .

- a. 6
- b. 2
- c. 8
- d. 4

**Competency: Fractions**

25. Convert  $\frac{1}{2}$  to a decimal.

- a. .5
- b. .50
- c. 10
- d. .20

**Competency: Fractions**

26. Convert  $\frac{14}{7}$  to a whole number.

- a. 2
- b. 20
- c. 7
- d. 14

**Competency: Fractions**

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27. Dawn made a \$10,000 down payment on a home financed at 8 percent. What is the cost of the home?

- a. \$85,000
- b. \$125,000
- c. \$80,000
- d. \$8,000

**Competency: Percentages**

28. Fourth of July decorations were marked down 20 percent. What is the cost of decorations that originally sold for \$100.00.

- a. \$20.00
- b. \$8.00
- c. \$25.00
- d. \$80.00

**Competency: Percentages**

29. The total sales of Max's Guitar Store were \$40,000. Twenty percent comes from the sale of guitar supplies. What amount does Max's Guitar Store collect from guitar supplies?

- a. \$80
- b. \$8,000
- c. \$8,500
- d. \$800

**Competency: Percentages**

30. Maggie's Coffee Shop makes \$2000 in sales from Vanilla Mochas from the total coffee sales of \$4000. What percent of Vanilla Mochas are of Maggie's Coffee Shop total sales?

- a. 20 percent
- b. 25 percent
- c. 37 percent
- d. 50 percent

**Competency: Percentages**

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## BUSINESS PLAN

### Overview

This event recognizes FBLA members who demonstrate an understanding and mastery of the process required to develop and implement a new business venture.

This is a two-part event: a written project is submitted prior to the NLC to be judged, and all eligible chapters will present the project at the NLC in a preliminary round. The report must be submitted online to the national center by the second Friday in May for judging.

This is an individual or team event.

### Project Purpose

The business plan must describe a proposed business venture. The business venture also must be currently viable and realistic and must not have been in operation for a period exceeding twelve months before the NLC.

### Website Resources

- A Standard Business Plan Outline  
<http://articles.bplans.com/writing-a-business-plan/a-standard-business-plan-outline/29>
- Business Planning - Creating Plans  
<http://www.businesstown.com/planning/creating.asp>
- Business Plan Outline  
<http://www.business-plan.com/outline.html>
- Business Plans - Web Resources  
<http://www.hbs.edu/entrepreneurship/resources/businessplan.html>
- Technology Ventures Corporation  
[http://techventures.org/resources/docs/Outline for a Business Plan.pdf](http://techventures.org/resources/docs/Outline%20for%20a%20Business%20Plan.pdf)
- TeenVestor: Writing a Business Plan  
<http://www.teenvestor.com/entrepreneurs/Bizplans/bizplans.htm>
- Templates for Your Business  
[http://www.score.org/template\\_gallery.html](http://www.score.org/template_gallery.html)

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## BUSINESS PRESENTATION

### Overview

This event provides recognition for FBLA members who demonstrate the ability to deliver an effective business presentation while using multimedia presentation technology.

This is an individual performance event and all participants present at the NLC.

### Topic

The topic for the Business Presentation changes every year. Refer to the Guidelines section in the *Chapter Management Handbook* to find the current topic or look at competitive events under the FBLA tab at [www.fbla-pbl.org](http://www.fbla-pbl.org).

This is an individual or team event.

### Website Resources

- 8 Secrets to a Knockout Business Presentation  
<http://sbinformation.about.com/od/sales/a/presentationtip.htm>
- Better Communication with Employees and Peers  
<http://www.inc.com/guides/growth/23032.html>
- Business Presentations for Success  
[http://presentationsoft.about.com/od/powerpointinbusiness/a/business\\_success.htm](http://presentationsoft.about.com/od/powerpointinbusiness/a/business_success.htm)
- Copyright and Fair Use  
<http://fairuse.stanford.edu/>
- Toastmasters International  
<http://www.toastmasters.org>



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## BUSINESS PROCEDURES

### Overview

This event provides recognition for FBLA members who possess knowledge of basic skills and procedures and the ability to make intelligent business decisions.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/BUSINESSPROCEDURES.pdf>

### Website Resources

- Basic Business Letters  
<http://owl.english.purdue.edu/owl/resource/653/01/>
- Communication Skills  
<http://www.khake.com/page66.html>
- Tech Terms Dictionary  
<http://www.techterms.com/>

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## BUSINESS PROCEDURES SAMPLE QUESTIONS

1. To work effectively in a team, employees:
  - a. should not worry about obstacles to achieving the team's goals
  - b. should set clear goals for the team
  - c. should avoid considering the strengths of individuals because all work will be done as a team
  - d. need not consider how the success of the team will be measured

**Competency:** Human Relations

2. During a brainstorming session:
  - a. the meeting leader should offer most of the ideas
  - b. only interesting or realistic ideas are recorded
  - c. criticism of ideas offered is welcomed
  - d. explanations and combinations of ideas are encouraged

**Competency:** Human Relations

3. To help bring about change in your personality:
  - a. acknowledge your strengths but do not consider your weaknesses
  - b. be honest with yourself about your behavior and beliefs
  - c. understand that you do not share many of the wants and needs of others
  - d. acknowledge your weaknesses but do not consider your strengths

**Competency:** Human Relations

- 
4. An organization's communications network that is meant for the use of its employees or members is called:
- an intranet
  - a mobile office
  - the Internet
  - an extranet

**Competency:** Technology Concepts

5. A computer that stores data and application software for all PC workstations in a single building or building complex is called a:
- bus
  - browser
  - server
  - search engine

**Competency:** Technology Concepts

6. Which statement is **false** about modems?
- A modem can be placed inside or outside a computer.
  - A modem is not an electronic device.
  - A modem can send data over phone lines.
  - A modem can send data over cable.

**Competency:** Technology Concepts

7. What does it mean to enunciate properly?
- thinking before you speak
  - using informal words and phrases
  - saying each word carefully
  - using appropriate facial expressions and gestures

**Competency:** Communications Skills

8. A well-written business message:
- should not contain polite expressions such as please or thank you
  - is clear, concise, courteous, complete, and correct
  - should always be three paragraphs in length
  - is expected to contain only one or two errors

**Competency:** Communications Skills

9. The primary purpose of editing a document is to:
- determine the purpose of the message
  - determine the response the writer desires from the reader
  - develop an understanding of the audience for the document
  - make sure the message is accurate and conveys what the writer intended

**Competency:** Communications Skills

- 
10. The process of accomplishing goals of an organization through the effective use of people and other resources is:
- planning
  - supervision
  - implementation
  - management

**Competency:** Decision Making/Management

11. The best way to determine the problem after a symptom has been identified is to:
- ask questions
  - determine alternative solutions
  - guess
  - analyze solutions

**Competency:** Decision Making/Management

12. Once a problem has been identified, a manager should:
- list possible solutions
  - make a decision
  - solve it
  - analyze the problem

**Competency:** Decision Making/Management

13. A U.S. government publication that discusses the major occupations in the country is:
- The Atlantic Monthly*
  - The Labor Review*
  - The Occupational Outlook Handbook*
  - The Jobs Guide*

**Competency:** Career Development

14. Your desired achievements related to work such as jobs, education, and work experience are:
- career goals
  - career strategies
  - performance evaluations
  - benchmarks

**Competency:** Career Development

15. When striving for continuous improvement in your job, you should:
- always complete your most difficult task first
  - eliminate needless steps in doing tasks
  - think of "getting organized" as a separate, special activity
  - keep all the information you receive related to your work

**Competency:** Career Development

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16. An official U.S. document that grants citizens permission to travel outside the United States is a:

- a. visa
- b. consulate
- c. itinerary
- d. passport

**Competency: Business Operations**

17. When you keep a record of items you expect to receive under separate cover, by special postal services, or by private mail services, you are:

- a. annotating a letter
- b. routing a letter
- c. creating an expected mail log
- d. referring a letter

**Competency: Business Operations**

18. Which class of domestic mail would you use for a ten-pound package when delivery in three days or less is **not** necessary?

- a. standard mail
- b. first-class
- c. parcel post
- d. priority mail

**Competency: Business Operations**

19. A personal information management program:

- a. can be used to schedule appointments and tasks and to hold contact information
- b. can be used to sell information to marketing firms
- c. can be used to hold contact information but not to schedule appointments and tasks
- d. can be used to schedule appointments and tasks but not to hold contact information

**Competency: Database/Information Management**

20. Microfiche is a type of:

- a. magnetic storage medium
- b. paper storage medium
- c. microfilm storage medium
- d. optical storage medium

**Competency: Database/Information Management**

21. Which one of the following is **not** one of the common responsibilities of supervisors?

- a. keep employee complaints and concerns from top management to prevent problems
- b. encourage employees to do their best work
- c. control costs and use resources efficiently
- d. communicate goals and directions to employees

**Competency: Database/Information Management**

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22. Which one of the following provides income for eligible persons who have been dismissed from their jobs?

- a. Civil Rights Act
- b. Social Security Act
- c. Fair Labor Standards Act
- d. unemployment insurance

**Competency: Ethics/Safety**

23. Which one of the following provides retirement benefits for eligible workers?

- a. Fair Labor Standards Act
- b. Civil Rights Act
- c. Social Security Act
- d. unemployment insurance

**Competency: Ethics/Safety**

24. To avoid strain and fatigue, an office worker should:

- a. use antiglare filters to avoid repetitive strain injuries
- b. avoid focusing his or her eyes away from the computer monitor
- c. use good posture
- d. put your feet up when you get tired

**Competency: Ethics/Safety**

25. Short-term debts owed to a company by others, such as its customers, are:

- a. vouchers
- b. accounts payable
- c. credit
- d. accounts receivable

**Competency: Finance**

26. A report used to compare bank and company account records is called:

- a. a bank reconciliation
- b. an endorsement
- c. an accounts receivable report
- d. a petty cash form

**Competency: Finance**

27. Which one of the following are found on a projected balance sheet?

- a. expenses
- b. liabilities
- c. income
- d. petty cash records

**Competency: Finance**

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28. The process in which a software program searches for significant patterns in data is referred to as:

- a. data mining
- b. data demographics
- c. data system
- d. data input

**Competency:** Information Processing

29. Information processing involves input, processing, output, and which one of the following?

- a. copying
- b. storage
- c. data
- d. keying

**Competency:** Information Processing

30. Making decisions and recommendations based on information studied is an example of:

- a. creating or analyzing information
- b. searching for information
- c. processing information
- d. managing information

**Competency:** Information Processing

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## CLIENT SERVICE

### Overview

This event provides members with an opportunity to develop and demonstrate skills in interacting with internal and external clients to provide an outstanding client service experience. The client service consultant engages clients in conversation regarding products, handles inquiries, solves problems, and uncovers opportunities for additional assistance. Participants develop speaking ability and poise through presentation as well as critical-thinking skills.

This is an individual performance/role play event.

### Website Resources

- 8 Rules For Good Customer Service  
<http://sbinfoCanada.about.com/od/customerservice/a/custservrules.htm>
- Best Customer-Service Practices  
[http://www.inc.com/guides/cust\\_service/23036.html](http://www.inc.com/guides/cust_service/23036.html)
- Customer Service And Customer Loyalty  
[http://sbinfoCanada.about.com/od/customerservice/Customer\\_Service\\_And\\_Customer\\_Loyalty.htm](http://sbinfoCanada.about.com/od/customerservice/Customer_Service_And_Customer_Loyalty.htm)
- Seven Steps to Remarkable Customer Service  
<http://www.joelonsoftware.com/articles/customerservice.html>
- Solving Your Customers' Problems  
<http://www.businessknowhow.com/marketing/solveprob.htm>
- Top Traits for Excellent Customer Service: Problem Solving  
<http://blog.workingsolutions.com/top-traits-for-excellent-customer-service-problem-solving/>

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### Role Play Scenario

You work for America's Bank (AB) as a Customer Care Representative for bill payments in one of its Customer Care centers. AB is one of the largest banks in the United States and has offices throughout the country. AB has recently acquired Juniper Bank and its 50,000 credit card accounts.

There have been several mailings to customers from both Juniper Bank and America's Bank about the acquisition. New America's Bank credit cards were issued and mailed to all Juniper account holders.

You will be fielding a call from a customer (judge). You should "answer the call" with the following greeting:

*"America's Bank, this is \_\_\_\_\_ (your name). How may I help you?"*

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## COMMUNITY SERVICE PROJECT

### Overview

This event recognizes FBLA chapters that successfully implement community service projects to serve the citizens of their communities.

This is a two-part event: a written project (no more than fifteen pages) is submitted prior to the NLC to be judged, and all eligible chapters will present the project at the NLC in a preliminary round. The report must be submitted online to the national center by the second Friday in May for judging.

This is a chapter event.

### Website Resources

- 10 Community Service Ideas for High School Students  
<http://voices.yahoo.com/10-community-service-ideas-high-school-students-8923047.html>
- 366 Community Service Ideas  
<http://lancaster.unl.edu/4h/serviceideas.shtml>
- Community Service Projects  
[http://www.ehow.com/list\\_6540325\\_high-school-community-service-projects.html](http://www.ehow.com/list_6540325_high-school-community-service-projects.html)
- Community Service Ideas for Kids all Ages  
<http://www.kidactivities.net/post/Community-Service-Ideas-for-Kids.aspx>
- Do Something.org  
<http://www.dosomething.org/>
- True Hero  
<http://www.truehero.org/>

### Additional Resource

- MarketPlace—FBLA Winning Reports—1<sup>st</sup> Place; FBLA Winning Reports—2<sup>nd</sup> Place



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## COMPUTER APPLICATIONS

### Overview

This event provides recognition for FBLA members who can most efficiently demonstrate computer application skills.

This event consists of two parts: an objective test taken at the NLC and a skills production test taken prior to the NLC. This is an individual event.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/COMPUTERAPPLICATIONS.pdf>

### Website Resources

- Certiport  
<http://www.certiport.com>
- Jan's Illustrated Computer Literacy 101  
<http://www.jegsworks.com/lessons/lessonintro.htm>
- Microsoft Word Mail Merge Tutorials  
<http://mistupid.com/technical/mailmerge>
- Quia - How Computers Work  
<http://www.quia.com/pages/solcomputers.html>
- Webopedia  
<http://www.pcwebopedia.com/>

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## COMPUTER APPLICATIONS SAMPLE QUESTIONS

1. Applied science devoted to comfort, efficiency, and safety in the workplace is called:
  - a. ergonomics
  - b. equal employment opportunity
  - c. environmental protection
  - d. employee safety protection

**Competency:** Basic Computer Terminology and Concepts

2. This is usually mounted inside the computer's system unit and is a large capacity and fast-access storage device.
  - a. hard disk
  - b. program's drive
  - c. floppy disk
  - d. thumb drive

**Competency:** Basic Computer Terminology and Concepts

- 
3. You need to set up a table of contents for your research project, what type of tabs should you use?
- left tabs
  - decimal tabs
  - center tabs
  - dot leader tabs

**Competency:** Basic Application Knowledge and Word Processing

4. Using Microsoft Word 2003 or 2007, if you wanted to find another word to replace the word "responsible" in the report you just typed, you could:
- use the "translate" feature
  - use the "thesaurus" feature
  - use the help feature
  - use the "spell check" feature

**Competency:** Basic Application Knowledge and Word Processing

5. All the parts of a simplified memo (in order) are:
- addressee, body, writer, enclosure, and reference initials
  - to, from, date, subject, body, and reference initials
  - addressee, body, writer, enclosure, and reference initials
  - date, addressee, subject, body, writer, and reference initials

**Competency:** Basic Application Knowledge and Word Processing

6. Which statement is **true** about a standard style memo?
- the body is always double spaced
  - has the writer's name typed at the bottom
  - should be centered horizontally
  - has a heading TO: FROM: DATE: SUBJECT:

**Competency:** Basic Application Knowledge and Word Processing

7. What is full justification?
- left and right margins would have straight lines
  - left margin would be jagged and the right margin would be a straight line
  - left margin would be a straight line and the right would be jagged
  - left and right margins would be jagged

**Competency:** Basic Application Knowledge and Word Processing

8. The horizontal and vertical lines on the worksheet are called:
- gridlines
  - rows
  - boxes
  - columns

**Competency:** Spreadsheet and Database Applications

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9. To enter text in a cell, the cell must first be:

- a. shaded
- b. empty
- c. active
- d. wide enough

**Competency:** Spreadsheet and Database Applications

10. The small black plus sign on the bottom right in an active cell is called the:

- a. cell reference
- b. fill handle
- c. drag and drop feature
- d. formula mode

**Competency:** Spreadsheet and Database Applications

11. The  $\Sigma$  icon is used to:

- a. add currency
- b. sum
- c. average a group of numbers
- d. decrease decimals

**Competency:** Spreadsheet and Database Applications

12. The point where a column and a row meet is the:

- a. connection
- b. table
- c. cell
- d. gridlines

**Competency:** Spreadsheet and Database Applications

13. In this view you can see and change placeholders and layouts as well as make across-the-board changes, such as adding a logo to all your slides.

- a. slide show view
- b. slide master view
- c. slide sorter view
- d. slide layout view

**Competency:** Presentation, Publishing, and Multimedia Applications

14. To have a picture appear on all slides, where do you add it?

- a. to the slide sorter
- b. to the slides you want to see it on
- c. slide master
- d. any slide

**Competency:** Presentation, Publishing, and Multimedia Applications

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15. To create handouts that are more elaborate than what you can make in Microsoft Office PowerPoint 2007, you can:

- a. print your slides and send them to a professional printer
- b. print your slides using the slide sorter in PowerPoint
- c. print your slides in outlined view
- d. print your handouts from Microsoft Office Word 2007

**Competency:** Presentation, Publishing, and Multimedia Applications

16. Use this view to deliver your presentation to your audience.

- a. presenter view
- b. outline view
- c. slide show view
- d. normal view

**Competency:** Presentation, Publishing, and Multimedia Applications

17. Provides consistency in design and color throughout an entire presentation.

- a. auto content wizard
- b. design template
- c. slide layout
- d. background slides

**Competency:** Presentation, Publishing, and Multimedia Applications

18. This type of remote conferencing allows people at different locations to talk with one another by telephone.

- a. video conference
- b. teleconference
- c. web conference
- d. fax conference

**Competency:** E-mail, Integrated, and Collaboration Applications

19. This type of remote conferencing takes place over an Internet connection.

- a. web conference
- b. video conference
- c. teleconference
- d. mobile conference

**Competency:** Email, Integrated, and Collaboration Applications

20. This provides an easy way to send electronic messages to a group of people.

- a. Bcc's
- b. distribution lists
- c. Cc's
- d. Attachments

**Competency:** Email, Integrated, and Collaboration Applications

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21. Mary made a copy of her favorite music CD and gave it to her friend as a gift. What law, if any, is she breaking?

- a. copyright software
- b. Anti-piracy software law
- c. Right To Use software law
- d. She isn't breaking any law. She can make one backup copy.

**Competency:** Email, Integrated, and Collaboration Applications

22. When someone invades someone else's computer without permission, it is called:

- a. hacking
- b. spamming
- c. phishing
- d. trolling

**Competency:** Netiquette and Legal

23. Programs offered on the Internet at no cost and are usually unreliable are called:

- a. freeware
- b. shareware
- c. right to use
- d. public domain

**Competency:** Netiquette and Legal

24. Lisa is writing a history paper. Some of the author's wording has stuck in her mind because of reading it several times. Without realizing it, she uses the wording in her paper. What just happened?

- a. she broke copyright laws
- b. she plagiarized her work
- c. she broke computer privacy laws
- d. nothing happened, because she didn't do it on purpose

**Competency:** Netiquette and Legal

25. A form of criminal activity using social engineering techniques to fraudulently acquire sensitive information, such as passwords and credit card details, by masquerading as a trustworthy person or business in an electronic communication is called:

- a. spamming
- b. phishing
- c. flaming
- d. trolling

**Competency:** Netiquette and Legal

26. This copies itself repeatedly, using up resources and possibly shutting down computers or networks.

- a. Trojan horse
- b. worm
- c. spoofing
- d. virus

**Competency:** Security

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27. How can you make your password more secure?

- a. make sure you use numbers only
- b. make it long, using letters, numbers, symbols, and capital letters
- c. make it up to eight characters or numbers long
- d. make sure your password has your name somewhere in it

**Competency: Security**

28. What is a biometric device?

- a. device that authenticates a person's identity using personal characteristics
- b. quarantines infected files that it cannot remove
- c. metric device that installs a personal firewall program on to your computer
- d. mechanical device that helps you do something that you usually can't do

**Competency: Security**

29. A security system consisting of hardware and/or software that prevents unauthorized intrusion is called:

- a. firewall
- b. encryption
- c. antivirus software
- d. intrusion security system software

**Competency: Security**

30. Unsolicited email messages sent to many recipients is called:

- a. phishing
- b. unethical mail
- c. spam
- d. instant messaging

**Competency: Security**

## COMPUTER APPLICATIONS SAMPLE PRODUCTION PROBLEMS

### JOB 1: Database

Create a database for WTD Industries to keep track of their customer information. Use the following customer information to create your database:

Customer ID	First Name	Last Name	Address	City	State	Zip	Email address	Phone Number	Amount Paid	Amount Due
HK31	Hassan	Kahn	1357 Spruce St.	Duck	NC	27949	hkahn@wtd.net	252-555-7531	\$1500.00	\$435.00
SA79	Shay	Adams	9753 Riding Place	Corolla	NC	27927	sadams@wtd.net	252-555-3579	\$650.00	\$350.00
DN10	Dwight	Norris	123 Main St.	Charlotte	NC	28277	dnorris@wtd.net	704-555-3210	\$485.00	\$200.00
AM65	Art	Miller	5678 Elm St.	Charlotte	NC	28277	amiller@wtd.net	704-555-8765	\$345.00	\$500.00
JR41	Juan	Rivera	1470 Tall Oaks Dr.	Corolla	NC	27927	jrivera@wtd.net	252-555-0741	\$1900.00	\$0.00
AB23	Ana	Black	3289 Beach Dr.	Corolla	NC	27927	ablack@wtd.net	252-555-9823	\$0.00	\$925.00

#### Job 1-A: Report Created from Table

**Directions:** Create a report from the table in landscape orientation. All of the fields should be included and the report should be sorted alphabetically by the Customer ID. Adjust the widths of the columns so that you can see all of the information. Title the report Job 1-A with your name, school, and state in the title.

**Print Job 1-A:** Report in landscape format

#### Job 1-B: Report Created from Query

**Directions:** Create a query for all customers that owe at least \$200. Include the customer's first and last name, customer ID, amount paid, and amount due fields. Save the query and create a report for the query. Title the report Job 1-B with your name, school, and state in the title.

**Print Job 1-B:** Report from Query

#### Job 1-C: Report Created from Query

**Directions:** Create a query for all customers that live in Corolla. Include the customer's first and last name, city, and phone number fields. Save the query and create a report for the query. Title the report Job 1-C with your name, school, and state in the title.

**Print Job 1-C:** Report from Query

---

**JOB 2: Mail Merge Letter**

**Directions:** Write a mail merge letter in accordance with the FBLA-PBL Format Guide. The letter is being sent from William T. Stephens, President of WTD Industries. It will be sent to all the clients in the database created in Job 1. Personalize the salutation so that it addresses each client by his or her first name.

Supply all necessary letter parts; use the current date. The body of the letter is as follows:

We would like to thank you for your business this year. It has been a very productive and successful year at WTD Industries. We have created new products and expanded our service options. In appreciation for your business this past year, we would like to offer you 10 percent off your next purchase.

We look forward to serving you in the future!

**Print Job 2-A:** Letter with Merge Field

**Print Job 2-B:** Source Document

**JOB 3: Table**

**Directions:** Create the following table with gridlines in accordance with the FBLA Format Guide.

TOP 5 GROSSING MOVIES OF ALL TIME				
Rank	Title	Year	Director	Worldwide Box Office Draw
1	Avatar	2009	James Cameron	\$2,781,505,847
2	Titanic	1997	James Cameron	\$1,835,300,000
3	The Lord of the Rings: The Return of the King	2003	Peter Jackson	\$1,129,219,252
4	Pirates of the Caribbean: Dead Man's Chest	2006	Gore Verbinski	\$1,065,896,541
5	Toy Story 3	2010	Lee Unkrich	\$1,062,984,497
Total				

Use a formula to calculate the total Worldwide Box Office Draw for all five movies.

**Print Job 3:** Table



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## JOB 4: Spreadsheet with Charts

Job 4-A: Create a spreadsheet using the information below.

**Title:** WTD Event Planners

**Subtitle:** 4<sup>th</sup> Quarter Expenses

Expense	October	November	December	Total	Average
Advertising	2800	3500	3200		
Insurance	500	500	500		
Miscellaneous	430	650	725		
Office Supplies	376	450	410		
Payroll Tax	1400	1450	1485		
Rent	5000	5000	5000		
Travel	4800	4000	4200		
Utilities	1250	1400	1375		
Salaries	12000	12250	12400		

1. Calculate the total for each expense.
2. Calculate the average for each expense.
3. Calculate the total for each month.
4. Make the title size 18 point font, bold. Center the title over all the columns.
5. Make the sub title size 16 point font, bold. Center the sub-title over all the columns.
6. Make the column headings size 14 point, bold.
7. Shade the cells containing the Title and Subtitle.
8. Change the font color of the title and subtitle.
9. Format the cells with numbers in them as currency with no dollar signs, only the advertising and total row of numbers should have dollar signs.
10. Put a bottom border in all of the cells in the salaries row.

**Print Job 4-A1:** Formatted spreadsheet in landscape format, fitting on one page

**Print Job 4-A2:** Spreadsheet with formulas in landscape format and fit on one page

### Job 4-B: 3-D Chart

Create a 3-D pie chart for the monthly expenses for November only from the data used in Job 4-A.

1. Select the pie slice for the largest expense and pull the slice out from the rest of the pie.
2. Rotate the pie chart so that the pulled slice is positioned in the lower right.
3. Add the title November Expenses to the chart,
4. Add the percentage data labels to the pie slices.

**Print Job 4-B1:** 3-D pie chart on a page by itself

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Create a 3-D column chart comparing the total for each month.

1. Recolor the October column yellow, the November column orange, and the December column red.
2. Add data labels.
3. Remove the legend.
4. Add the title **TOTAL EXPENSES** to the chart.

Print Job 4-B2: 3-D column chart on page by itself

### JOB 5: Amortization Schedule

Amount Borrowed	
Interest Rate	
Number of Payments	
Monthly Payment	

You are interested in buying a \$12,000 car. Your job is to create a spreadsheet that will calculate the monthly payments. You also will need to create an amortization schedule for the loan. The car cost is \$12,000. You are planning on a \$2,000 down payment. The interest rate is 6.5 percent and you plan to finance the car for three years.

Payment	Beginning Balance	Payment	Interest	Principal	Balance
1					

- a. Create a spreadsheet that calculates the monthly payment.
- b. Create an amortization schedule showing the fields above. Place the amortization schedule below the payment calculation.

Print 5-A: Payment and amortization schedule to fit on one page

Print 5-B: Formatted spreadsheet showing formulas for payment and amortization schedule to fit on one page

### JOB 6: Presentation

In this problem, you will create a presentation with eight slides.

- You may use any appropriate design template for the presentation.
- Use the information below to create each slide.
- Use a table layout on slide 2.
- Hyperlink each word in the table on slide 2 to its corresponding slide. (Simile to slide 3, Metaphor to slide 4, etc.)
- Add at least one appropriate image on slides 3 - 8. (Minimum of six images)
- Format the presentation appropriately.

#### Slide 1 (Title Slide)

Poetry Terms

- Your Name, School, State, and Job 6

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## Slide 2

### Poetry Terms

Simile	Metaphor
Personification	Alliteration
Onomatopoeia	Rhyme

## Slide 3

### Simile

- Compares two unlike things using "like" or "as"
  - His temper was as ferocious as a lion.
  - Her lips were like a ruby.

## Slide 4

### Metaphor

- Compares two unlike things by saying one is the other
  - The sun is a ball bouncing through the sky.

## Slide 5

### Personification

- Gives human characteristics to non-human things
  - The leaves shivering in the sun.

## Slide 6

### Alliteration

- Repetition of beginning consonant sounds
  - Creamy and crunchy
  - Seven silly salesmen saw six swans swimming
  - She sells seashells by the seashore

## Slide 7

### Onomatopoeia

- Words that imitate sounds
  - Buzz
  - Hiss
  - Moo
  - Grrr
  - Meow

## Slide 8

### Rhyme

- Repetition of sounds at the ends of words
  - Simple, Pimple
  - Take, Rake, Snake
  - Mountain, Fountain

**Print Job 6:** Presentation showing six slides

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## COMPUTER GAME & SIMULATION PROGRAMMING

### Overview

This event tests the programmer's skill in designing a functional interactive simulation/game that will both entertain and educate/inform the player.

This is a two-part event: a program is submitted by the second Friday in May to be judged, and all eligible individuals will present the program at the NLC in a preliminary round.

This is an individual or team event.

### Website Resources

- 3dTotal  
<http://www.3dtotal.com>
- All Freelance  
<http://www.allfreelance.com>
- American World Network  
<http://www.awn.com>
- Animation Arena  
<http://www.animationarena.com>
- Association for Computing Machinery's Special Interest Group on Graphics and Interactive Techniques (ACMSIGGRAPH) - Education Spotlight  
<http://education.siggraph.org/>
- CG Arena  
<http://www.cgarena.com>
- CGS (Society of Digital Artists)  
<http://www.cgsociety.org>
- Digital Media Net  
<http://www.digitalmedianet.com>
- Evolve CG (EVOLVE 3D)  
<http://www.evolve3d.net>
- Krop  
<http://www.krop.com>

### Program

The program for Computer Game & Simulation Programming changes every year. Refer to the Competitive section in the *CMH* to find the current topic for the event or look at competitive events under the FBLA tab at [www.fbla-pbl.org](http://www.fbla-pbl.org).

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## COMPUTER PROBLEM SOLVING

### Overview

This event provides recognition for FBLA members who have a broad base of knowledge and competencies in core hardware and operating system technologies including installation, configuration, diagnostics, preventative maintenance, and basic networking.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/COMPUTERPROBLEMSOLVING.pdf>

### Website Resources

- A+ Essentials Hardware Practice Questions  
<http://www.simulationexams.com/SampleQuestions/aplus-questions.htm>
- Basic Computer Terminology  
[http://www.zerocut.com/tech/c\\_terms.htm](http://www.zerocut.com/tech/c_terms.htm)
- How PCs Work  
<http://computer.howstuffworks.com/pc.htm>
- How Operating Systems Work  
<http://computer.howstuffworks.com/operating-system.htm>
- Inside the Computer Case  
<http://www.pccomputernotes.com/inside.htm>

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## COMPUTER PROBLEM SOLVING SAMPLE QUESTIONS

1. What is the most likely consequence of a sudden power outage?
  - a. lost data
  - b. monitor damage
  - c. modem damage
  - d. RAM damage

**Competency:** Personal Computer Components

2. You install a SCSI 2 Ultra host adapter with four drives. After you bring up the system you notice that only two drives are detected. What is the likely cause for this problem?
  - a. the hard drives have been configured with the same SCSI ID
  - b. both drives have failed
  - c. the host adapter has failed
  - d. the devices were not terminated

**Competency:** Personal Computer Components

3. A 3xx POST error code indicates a problem with the:
  - a. mouse
  - b. video adapter
  - c. floppy drive
  - d. keyboard

**Competency:** Personal Computer Components

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4. What is the data rate of a USB port?

- a. 12 Mbps
- b. 120 Mbps
- c. 16 Mbps
- d. 100 Mbps

**Competency:** Personal Computer Components

5. You bring up a newly installed server for the first time; however, **none** of the devices on the SCSI bus are recognized. What is the problem?

- a. One of the SCSI devices is not functioning.
- b. The SCSI host adapter was set to ID 7.
- c. The boot device was set to SCSI ID 0.
- d. The SCSI bus was not properly terminated.

**Competency:** Personal Computer Components

6. In the event of a power outage, what is an UPS designed to do?

- a. keeps computer running until power is restored
- b. allows the computer to shut down safely
- c. power notebook computer
- d. generates power

**Competency:** Personal Computer Components

7. Maximum USB cable length is:

- a. 5 meters
- b. 25 meters
- c. 18 meters
- d. 10 meters

**Competency:** Laptop and Portable Devices

8. The common 4:3 resolution found in notebook monitors that have an addressable pixel resolution of 1024 X 768 and a viewable area of 12.1 to 15 inches is known as:

- a. WXGA
- b. SXGA
- c. UXGA
- d. XGA

**Competency:** Laptop and Portable Devices

9. Which one of the following laser printer components is responsible for using heat and pressure to melt and bond the toner to the paper?

- a. transfer corona wire
- b. drum
- c. fusing unit
- d. pickup roller

**Competency:** Printers and Scanners

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10. What is the best solution to the problem of having a bi-directional driver and printer, but a uni-directional cable?

- a. disable bi-directional printing in the printer itself
- b. disable bi-directional printing in the CMOS
- c. get a bi-directional cable and install it
- d. disable bi-directional printing in the printer setup

**Competency:** Printers and Scanners

11. Whenever you install new software, XP creates a:

- a. virtual drive
- b. EULA number
- c. master boot record
- d. restore point

**Competency:** Operating Systems

12. To restore the original registry settings when you first installed Windows, from the Emergency Repair Disk, which option would you use to restore the registry?

- a. press F for fast repair
- b. press A for repair all
- c. press R for registry repair
- d. press M for manual repair

**Competency:** Operating Systems

13. What's the best way to protect your hard drive data?

- a. run chkdsk at least once a week
- b. run scandisk at least once a week
- c. regular backups
- d. run a regular diagnostic

**Competency:** Operating Systems

14. Which utility can speed up the performance of your machine?

- a. DEFRAG
- b. MSD
- c. CHKDSK
- d. SCANDISK

**Competency:** Operating Systems

15. A customer who just bought a computer from you yesterday calls frantically. He tells you the computer says he performed an illegal operation. What do you tell him?

- a. Bring the computer in for repair.
- b. Explain that he told the CPU to do something that the CPU can't do. Tell him not to do it again.
- c. Choose OK and restart the program.
- d. Tell him he's got a virus.

**Competency:** Operating Systems

- 
16. When you double click on a short cut that appears on the Windows Desktop why does the application **not** run?
- Desktop shortcuts cannot be used in this way.
  - The shortcut file is corrupt and needs to be replaced.
  - The program file for that shortcut is corrupt or deleted.
  - The short cut has a different icon from the default.

**Competency: Operating Systems**

17. The customer is complaining that the program applications being displayed on the screen are missing lines, details, and other graphics. How should you change the setting?
- increase the horizontal setting on the monitor
  - increase hardware graphics acceleration
  - reduce hardware graphics acceleration
  - decrease the vertical display settings on the monitor

**Competency: Operating Systems**

18. Which one of the following terms refers to the snapshot of the system state that is used during a system restore?
- event log
  - restore point
  - registry backup
  - system console

**Competency: Operating Systems**

19. Which component is **not** part of the Windows Security Center?
- computer Management
  - Windows Firewall
  - automatic updates
  - malware protection

**Competency: Operating Systems**

20. Which utility enables you to reset a computer's network adapter?
- network map
  - Windows Network Diagnostics
  - IPCONFIG
  - local area connection

**Competency: Operating Systems**

21. You want to speed up disk-drive access in DOS by reserving a block of RAM and using it to swap data from the hard disk to RAM. Which one of the following allows you to accomplish this?
- MSCDEX
  - DriveSpace
  - SMARTDRV
  - Virtual Memory

**Competency: Operating Systems**



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22. Which is a difference between a Search Engine and a Directory?

- a. Search engines have a search box while directories are not searchable.
- b. Search engines are free while Directories charge money for their services.
- c. Most search engines use spiders while directories do not.
- d. Webmaster can submit their resource to a search engine, but not to a directory.

**Competency: Networks**

23. ISDN stands for:

- a. Interior Sector Direct None
- b. Interior Sector Data Net
- c. Internal Select Data Nulls
- d. Integrated Services Digital Network

**Competency: Security**

24. The process that verifies that your login and password are correct is:

- a. ACL
- b. verification
- c. authentication
- d. access control

**Competency: Security**

25. How many keys are used in public key encryption to encrypt and decrypt data?

- a. four
- b. three
- c. two
- d. one

**Competency: Security**

26. The computer runs for various periods of time before giving an "out of memory" message. The possible reason is a:

- a. badly seated memory chips
- b. bad power supply
- c. virus
- d. bad hard disk

**Competency: Security**

27. The user says that after downloading a program from the Internet the computer will not boot. What is the first thing to ask the user?

- a. Were any modem errors were reported?
- b. Was the downloaded software compatible with your system?
- c. Did you scan the file for viruses before you opened it?
- d. Is the network used for Internet access?

**Competency: Security**

- 
28. Which one of the following is **not** listed by the FBI National Computer Crime Squad (NCCS) as a computer crime?
- a. installation of network monitoring software
  - b. major computer network intrusion
  - c. intrusion of the public phone system
  - d. pirated software

**Competency:** Security

29. What term defines a computer crime where one person masquerades as someone else?
- a. spoofing
  - b. identity theft
  - c. clone
  - d. sniffing

**Competency:** Security

30. When setting up a user's workstation, the angle of his/her forearm to his/her body should be at which degree?
- a. 180
  - b. 90
  - c. 45
  - d. 30

**Competency:** Safety and Environmental Issues

**Overview**

This event provides recognition for FBLA members who understand security needs for technology.

This is an individual online test.

**Competencies and Task Lists**

<http://www.fbla-pbl.org/docs/ct/FBLA/CYBERSECURITY.pdf>

**Website Resources**

- An Overview of Cryptography  
<http://www.garykessler.net/library/crypto.html>
- Cyber Security Tips - United States Computer Emergency Readiness Team  
<http://www.us-cert.gov/cas/tips/>
- How Firewalls Work  
<http://www.howstuffworks.com/firewall.htm>

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**CYBER SECURITY SAMPLE QUESTIONS**

1. \_\_\_\_\_ encompasses spyware, adware, dialers, joke programs, remote access tools, and any other unwelcome files and programs apart from viruses that are designed to harm the performance of computers on your network.
- a. Grayware
  - b. Spyware
  - c. Adware
  - d. Malware

**Competency:** Defend and Attack

2. \_\_\_\_\_ is a DNS technique used by botnets to hide phishing and malware delivery sites behind an ever-changing network of compromised hosts acting as proxies.
- a. Buffer overflow
  - b. Spamtrap
  - c. Fast flux
  - d. DNS hosting

**Competency:** Defend and Attack

3. In computer networking, a \_\_\_\_\_ is a network route (routing table entry) that goes nowhere.
- a. bottleneck route
  - b. core route
  - c. null route (blackhole route)
  - d. network route

**Competency:** Defend and Attack

- 
4. A rootkit variant called a bootkit is used predominantly to attack \_\_\_\_\_ systems, such as in the Evil Maid Attack of 2004.
- full disk encryption
  - Active Directory
  - hard drive
  - boot Sector

**Competency:** Defend and Attack

5. What is the **best** way to configure a router against a denial of service attack?
- packet sniffing
  - non-standard port management
  - default passwords
  - configure router to use WPA encryption

**Competency:** Defend and Attack

6. \_\_\_\_\_, networks of virus-infected computers, are used to send about 80 percent of spam.
- Zombie computers
  - Botnets
  - SMTP mail relays
  - Spammers

**Competency:** Defend and Attack

7. Windows Vista and Windows 7 changes to security have made it a little more difficult for spammers and hackers to send viruses, worms, spyware, and Trojans by introducing a privilege elevation system called \_\_\_\_\_, and if used properly will allow you to sign on as a standard user with only basic privileges assigned, this way you do **not** have the administrators rights to download or install malicious content from the Internet.
- User Accounts
  - Limited Account Control
  - User Account Control
  - Multi-User Account Control

**Competency:** Defend and Attack

8. \_\_\_\_\_ helps network security administrators and IT Managers for bandwidth monitoring, and Firewall Internet security events monitoring efficiently.
- Firewall Analyzer
  - Cisco PIX
  - Proxy Servers
  - Cisco IOS

**Competency:** Network Security

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9. Network security starts from \_\_\_\_\_ the user, commonly with a username and a password.

- a. authorizing
- b. authenticating
- c. allowing
- d. accessing

**Competency: Network Security**

10. Internet Explorer 8 also has developed a \_\_\_\_\_ filter potential unsafe websites you browse.

- a. SmartScreen
- b. In-Private Filtering
- c. Pop-up Blocker
- d. Caret Browsing

**Competency: Email Security**

11. Which one of the following provides secure methods for IP multihoming and mobile computing?

- a. CryptoSystems
- b. simple public key infrastructure (SPKI)
- c. Transport Format Protocol
- d. Host Identity Protocol (HIP)

**Competency: Public Key**

12. The \_\_\_\_\_ algorithms are used to create a mathematically related key pair: a secret private key and a published public key.

- a. cryptographic
- b. symmetric key
- c. asymmetric key
- d. digital signature

**Competency: Public Key**

13. Each user has a pair of \_\_\_\_\_, a public key, and a private key.

- a. digital signatures
- b. cryptographic keys
- c. symmetric keys
- d. asymmetric keys

**Competency: Public Key**

14. An analogy to public-key encryption is that of a locked \_\_\_\_\_ with a mail slot.

- a. web of trust
- b. public key infrastructure
- c. message digest
- d. mailbox

**Competency: Public Key**

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15. \_\_\_\_\_ is the process of verifying a user's identity.

- a. Requesting
- b. Timing
- c. Authorization
- d. Authentication

**Competency: Authentication**

16. \_\_\_\_\_ is a mechanism to prove that the sender really sent this message.

- a. Autoenrollment
- b. Non-repudiation
- c. Privacy
- d. Authentication

**Competency: Authentication**

17. \_\_\_\_\_ is the process of proving one's identity.

- a. Privacy
- b. Authentication
- c. Integrity
- d. Autoenrollment

**Competency: Authentication**

18. What is the maximum lifetime for a user 10 ticket?

- a. 10 hours
- b. 5 minutes
- c. 600 minutes
- d. 7 days

**Competency: Authentication**

19. What is the usual max tolerance for computer clock synchronization?

- a. 5 minutes
- b. 7 days
- c. 10 hours
- d. 600 minutes

**Competency: Authentication**

20. A credential issued by the Authentication Service that supplies valid authentication credentials. Whenever the client requires access to a new network resource, it must present its TGT to the Key Distribution Center.

- a. ticket granting tickets
- b. user certificate
- c. authentication
- d. server credential

**Competency: Authentication**

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21. Scans of unique eyeball characteristics.

- a. iris/retinal scans
- b. eye masker
- c. pupil verification
- d. pupil storage

**Competency:** Authentication

22. Disasters can be categorized into two broad categories.

- a. manmade and digital
- b. manmade and electronic
- c. natural and astronomical
- d. natural and manmade

**Competency:** Disaster Recovery

23. \_\_\_\_\_ is the process of salvaging data from damaged, failed, corrupted, or inaccessible secondary storage media when it **cannot** be accessed normally.

- a. Data recovery
- b. Data corruption
- c. Storage protocol
- d. Data digestion

**Competency:** Disaster Recovery

24. Which one of the following is a set of policies and procedures for reacting to and recovering from an IT-disabling disaster?

- a. business rules
- b. business continuity strategy
- c. protocoling
- d. IT watchmen

**Competency:** Disaster Recovery

25. Refers to backup of computer data by automatically saving a copy of every change made to that data.

- a. backup protocol
- b. continuous data protection
- c. traditional backup
- d. non-continuous data protection

**Competency:** Disaster Recovery

26. Which one of the following is a precautionary measure for preventing a disaster?

- a. all of the above
- b. fire alarms
- c. using anti-virus software
- d. HVAC controls

**Competency:** Disaster Recovery

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27. These controls are aimed at detecting or discovering unwanted events.

- a. detective measures
- b. preventive measures
- c. decided measures
- d. corrective measures

**Competency:** Disaster Recovery

28. A state-of-the-art electronic lock:

- a. is impenetrable
- b. will never fail
- c. does not exist
- d. should have a key backup

**Competency:** Physical Security

29. \_\_\_\_\_ is the science of writing in secret code and is an ancient art.

- a. Cryptography
- b. Autoenrollment
- c. Writing
- d. Networking

**Competency:** Cryptography

30. \_\_\_\_\_ uses one key for encryption and another for decryption.

- a. Secret Key Cryptography (SKC)
- b. Public Key Cryptography (PKC)
- c. Hash function
- d. Keylogger

**Competency:** Disaster Recovery



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## DATABASE DESIGN & APPLICATIONS

### Overview

This event recognizes FBLA members who demonstrate that they have acquired entry level skills for understanding database usage and development in business.

This event consists of two parts: an objective test taken at the NLC and a skills production test that must be received the second Friday of May to the national center.

This is an individual event.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/databasedesignandapplication.pdf>

### Website Resources

- Database Design  
[http://databases.about.com/od/specificproducts/Database\\_Design.htm](http://databases.about.com/od/specificproducts/Database_Design.htm)
- Datapig Access Tutorials  
<http://www.datapigtechnologies.com/AccessMain.htm>
- Function X Access 2007 Tutorial--Very Thorough  
<http://www.functionx.com/access/>
- Microsoft Access Tutorial  
[http://www.quackit.com/microsoft\\_access/tutorial/](http://www.quackit.com/microsoft_access/tutorial/)

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## DATABASE DESIGN & APPLICATIONS SAMPLE QUESTIONS

1. Which contains data about one entity or activity?
  - a. query
  - b. criteria
  - c. record
  - d. table

**Competency:** Data Definitions/Functions

2. Which command allows you to build a table?
  - a. USE
  - b. ALTER
  - c. CREATE
  - d. SELECT

**Competency:** Data Definitions/Functions

3. What command is used to retrieve specific information from a database?
  - a. FETCH
  - b. SELECT
  - c. GET
  - d. USE

**Competency:** Data Definitions/Functions

- 
4. Which command allows you to modify information contained within a table?
- USE
  - ALTER
  - SELECT
  - UPDATE

**Competency:** Data Definitions/Functions

5. What command lets you take two tables and match records by common field(s)?
- CREATE
  - ALTER
  - USE
  - JOIN

**Competency:** Data Definitions/Functions

6. When you have a nested SQL query and the inner and outer queries reference the same table, this is known as what type of JOIN?
- SELF
  - OUTER
  - RECURSIVE
  - INNER

**Competency:** Data Definitions/Functions

7. The Access query wizard allows you to create queries without using which one of the following?
- objects
  - SQL
  - templates
  - DBMS

**Competency:** Query Development

8. You have a SQL database with a single table called 'countries'. There are columns for name, area, population, and gdp. What SQL query would show the per capita gdp (gdp/population) for each country where the area is over 5,000,000 km<sup>2</sup>?
- SELECT \* FROM countries WHERE area > 5000000
  - SELECT name, population FROM countries WHERE area > 5000000
  - SELECT name, gdp/population FROM countries WHERE area > 5000000
  - SELECT name, gdp FROM countries WHERE area > 5000000

**Competency:** Query Development

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9. You have a SQL database with a single table called 'countries'. What SQL query would show the names of countries which have both a population greater than 1000000 as well as a gdp greater than 2000000?

- a. `SELECT name FROM countries WHERE population > 1000000 OR gdp > 2000000`
- b. `SELECT name FROM countries WHERE population > 1000000 AND gdp > 2000000`
- c. `SELECT name FROM countries WHERE population < 1000000 OR gdp < 2000000`
- d. `SELECT name FROM countries WHERE population < 1000000 AND gdp < 2000000`

**Competency:** Query Development

10. You have a SQL database with a single table called 'countries'. There are columns for name, area, region, population, and gdp. What SQL query would show each region only once?

- a. `SELECT DISTINCT region FROM countries`
- b. `SELECT SINGLE region FROM countries`
- c. `SELECT 1 region FROM countries`
- d. `SELECT region FROM countries (MAX=1)`

**Competency:** Query Development

11. You have a SQL database with two tables, one is called 'countries' and the other is called 'winners'. The countries table has two columns, ID and name. The ID is a country code which is referenced from the winners table. The winners table has three columns: year, name, and country. What SQL query would show the names of the countries that each winner was from?

- a. `SELECT name, country.name FROM winners JOIN countries ON (countries.country=winners.id)`
- b. `SELECT name, country.name FROM winners JOIN countries ON (winners.country=countries.id)`
- c. `SELECT name, country.name FROM country JOIN id ON (winners.id=countries.country)`
- d. `SELECT name, country.name FROM country JOIN id ON (winners.country=countries.id)`

**Competency:** Query Development

12. A(n) \_\_\_\_\_ query removes records from a table based on the criteria within a query.

- a. make
- b. update
- c. delete
- d. append

**Competency:** Query Development

---

13. Allowing a database to automatically handle records linked via referential integrity rules is established by selecting:

- a. update and delete
- b. alter and drop
- c. alter and delete
- d. cascading update and cascading delete

**Competency:** Query Development

14. Which JOIN is the most common and can be regarded as the default JOIN type?

- a. SELF
- b. NATURAL
- c. INNER
- d. OUTER

**Competency:** Table Relationship

15. Which type of JOIN retains each record even if no matching record exists?

- a. natural
- b. inner
- c. equi
- d. outer

**Competency:** Table Relationship

16. Referential integrity is imposed by adding referential \_\_\_\_\_ to table and column definitions.

- a. cells
- b. keywords
- c. keys
- d. constraints

**Competency:** Table Relationship

17. What clause in the CREATE TABLE or ALTER TABLE statement will establish a referential constraint?

- a. FOREIGN KEY
- b. CONSTRAIN
- c. PRIMARY KEY
- d. ALTER

**Competency:** Table Relationship

18. A(n) \_\_\_\_\_ is an indirect method of referencing a table, nickname, or view so that an SQL statement can be independent of the qualified name of that table or view.

- a. alias
- b. shortcut
- c. link
- d. crossjoin

**Competency:** Table Relationship

---

19. To create a report in Access you create a new object based on a:

- a. cell
- b. table
- c. row
- d. column

**Competency:** Reports and Forms

20. A \_\_\_\_\_ organizes or categorizes the records by a particular field in a report.

- a. interval
- b. footer
- c. group
- d. header

**Competency:** Reports and Forms

21. The report page \_\_\_\_\_ section prints at the top of every page.

- a. header
- b. title
- c. info
- d. topper

**Competency:** Reports and Forms

22. The \_\_\_\_\_ prints at the top of every page.

- a. detail section
- b. report header
- c. page header
- d. group header

**Competency:** Reports and Forms

23. The \_\_\_\_\_ prints at the start of each group.

- a. detail section
- b. report header
- c. group header
- d. page header

**Competency:** Reports and Forms

24. You can create simple reports by using the report:

- a. wizard
- b. assistant
- c. template
- d. easycreator

**Competency:** Reports and Forms

- 
25. To use Autoform in Access 2007, select \_\_\_\_\_ from the ribbon with your table highlighted.
- autoform
  - split form
  - Form
  - Form design

**Competency:** Form Development

26. \_\_\_\_\_ in a multiple-table query are linked by common fields.
- Primary keys
  - Tables
  - Reports
  - Forms

**Competency:** Form Development

27. You can resize a \_\_\_\_\_ in a form header or form footer by repositioning the selection handles.
- summary
  - group
  - label
  - record

**Competency:** Form Development

28. To begin using the form you create, you must switch to \_\_\_\_\_ view.
- layout
  - datasheet
  - design
  - form

**Competency:** Form Development

29. The \_\_\_\_\_ allows you to easily position items on the form.
- ruier
  - alignment
  - auto add
  - snap to grid

**Competency:** Form Development

30. A(n) \_\_\_\_\_ is a form that is inserted into another form.
- subform
  - child form
  - form include
  - embedded form

**Competency:** Form Development

## DATABASE DESIGN & APPLICATIONS SAMPLE PRODUCTION TEST

### General Information

You have been asked to create a database for a company that tracks Academy Awards, *The We Track Movies Corporation*. The company has the movie title, actor, year, score, and votes tallied for many movies stored in their database.

### JOB 1: Create a Database from Design

You are to create a database for *The We Track Movies Corporation* based on the information provided below:

1. Decide on the design of each of the tables so that you produce a proper design that will reduce data redundancy. Choose an appropriate primary key field for each table. If a primary key field is **not** readily apparent from the information provided, you should create an appropriate primary key field.
2. Relationships should ensure referential integrity through cascading rules.
3. The data should be formatted appropriately to where it is displayed as below and there is no data loss.
4. Create your tables from the data below.

Movie Title	Actor	Year	Score	Votes
Almost Famous	Kate Hudson	2000	8.6	3639
Almost Famous	Billy Crudup	2000	8.6	3639
Almost Famous	Anna Paquin	2000	8.6	3639
American Beauty	Scott Bakula	1999	8.8	32547
American Beauty	Kevin Spacey	1999	8.8	32547
American Beauty	Annette Bening	1999	8.8	32547
American Beauty	Allison Janney	1999	8.8	32547
Pulp Fiction	Samuel L. Jackson	1994	8.6	43993
Pulp Fiction	Bruce Willis	1994	8.6	43993
Pulp Fiction	Amanda Plummer	1994	8.6	43993
Pulp Fiction	Christopher Walken	1994	8.6	43993
Pulp Fiction	John Travolta	1994	8.6	43993
Pulp Fiction	Harvey Keitel	1994	8.6	43993
Pulp Fiction	Eric Stoltz	1994	8.6	43993
Schindler's List	Liam Neeson	1993	8.8	34251
Shawshank Redemption, The	Bob Gunton	1994	9	44974
Shawshank Redemption, The	Mark Rolston	1994	9	44974
Shawshank Redemption, The	Morgan Freeman	1994	9	44974
Usual Suspects, The	Chazz Palminteri	1995	8.7	35027
Usual Suspects, The	Kevin Spacey	1995	8.7	35027
Usual Suspects, The	Benicio Del Toro	1995	8.7	35027

**Print Job 1:** Table definition for each table—movies, actors, casting

---

## **JOB 2: Populate Database with Data**

The data shown in Job 1 should be entered into each of the tables created in Job 2.

**Print Job 2-A: Movies Table**

**Print Job 2-B: Actors Table**

## **JOB 3: Design Database for New Requirements**

Create a new table named *VoteScore* which displays the number of votes that a movie got as a ratio to the number of actors who won in the format votes/number of actors.

**Print Job 3: VoteScore Table**

## **JOB 4: Database Relationships**

Create all appropriate relationships and enforce referential integrity.

**Print Job 4: Database relationships**

## **JOB 5: Simple Query**

Create and save a query that shows the title of each movie, and the year it was released.

**Print Job 5: Query definition or SQL syntax**

## **JOB 6: Criteria-based Query**

Create and save a query that shows only movies released in 1994.

**Print Job 6-A: Query definition or SQL syntax**

**Print Job 6-B: Query results**

## **JOB 7: Multi-table Query**

Create and save a query that shows the title of each movie, the actors, the year, and score of the movie.

**Print Job 7-A: Query definition or SQL syntax**

**Print Job 7-B: Query results**

## **JOB 8: Calculating Query**

Create a query which shows a list of movies which have a vote/score ratio of at least 1000.

**Print Job 8-A: Query definition or SQL syntax**

**Print Job 8-B: Query results**



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**JOB 9: Multi-table Calculating Query**

Create a query which shows a list of actors who have had at least two awards.

**Print Job 9:** Calculating Query

**JOB 10: Report Building**

Create and save a report from the query results in Job 9. Name the report Gold Star Actors. List the actor name, the movie, and the year released.

**Print Job 10:** Criteria-based report

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## DESKTOP APPLICATION PROGRAMMING

### Overview

Certain types of accounting processes require that each record in the file be processed. Desktop Application Programming focuses on these procedural style processing systems. This event tests the programmer's skill in designing a useful, efficient, and effective program in the area described below.

This is a two-part event: a program is submitted by the second Friday in May to the national center to be judged and all eligible individuals will present the program at the NLC in a preliminary round.

This is an individual event.

### Website Resources

- Desktop Application Programming  
<http://www.mono-project.com/Monkeyguide>
- Web-Database Programming  
<http://infolab.stanford.edu/~ullman/fcdb/oracle/or-web.html>

### Program

The program for Desktop Application Programming changes every year. Refer to the Competitive section in the *CMH* to find the current topic for the event or look at competitive events under the FBLA tab at [www.fbla-pbl.org](http://www.fbla-pbl.org).

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## DESKTOP PUBLISHING

### Overview

This event provides recognition to FBLA members who can most effectively demonstrate skills in the areas of desktop publishing, creativity, and decision making.

This event is an individual or team of two and consists of two parts: an objective test taken at the NLC and a production problem outlined in the *CMH* and sent for judging to the national office by the second Friday in May.

This is an individual or team of two.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/DESKTOPPUBLISHING.pdf>

### Website Resources

- Examples of Desktop Publishing Assignments  
<http://www.brighthub.com/multimedia/publishing/articles/63415.aspx>
- Learning Desktop Publishing  
[http://desktoppub.about.com/lr/learning\\_desktop\\_publishing/1650476/1/](http://desktoppub.about.com/lr/learning_desktop_publishing/1650476/1/)
- What is Desktop Publishing?  
[http://desktoppub.about.com/cs/beginners/f/what\\_dtp.htm](http://desktoppub.about.com/cs/beginners/f/what_dtp.htm)

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## DESKTOP PUBLISHING SAMPLE QUESTIONS

1. A digital graphics tablet would most likely be used in desktop publishing as:
  - a. an input device for scanning images into the computer for editing
  - b. an input device for capturing handwritten data or signatures
  - c. a processing device that powers the CPU and provides color capabilities
  - d. an output device for previewing copy for appropriate color calibration before printing

**Competency:** Basic Desktop Terminology and Concepts
2. Why should logos or items that will be reused at various sizes be created as vector images?
  - a. they have a fixed resolution
  - b. they contain better color depth and more accurate color interpretation
  - c. they are resolution independent and do not appear pixilated when resized
  - d. they can easily be converted from one program to another

**Competency:** Basic Desktop Terminology and Concepts
3. The C in CMYK color process represents:
  - a. control
  - b. cyan
  - c. color
  - d. consistent

**Competency:** Basic Desktop Terminology and Concepts

- 
4. Which one of the following is an ideal way to use contrasting fonts?
- use two fonts that are in the same family, with no more than 2 pt. size difference
  - use two distinctly different fonts from different font families
  - use four different fonts that vary in style and weight
  - use the same font repeatedly in italics

**Competency:** Basic Desktop Terminology and Concepts

5. The sizes of typefaces are usually measured in:
- pixels
  - inches
  - x-height
  - points

**Competency:** Basic Desktop Terminology and Concepts

6. To provide a cross-platform viewable proof for a client, the best format to send the document would be:
- PDF
  - RAR
  - RAW
  - ZIP

**Competency:** Related Desktop Application Knowledge

7. You are working on a draft of a logo for a project. You are trying to decide whether to flatten the image or leave the document as a layered file until your client has approved the logo. Which format should you use if you anticipate further feedback and changes to the logo?
- leave the document as a layered file for any future edits or changes
  - merge the layers you like and leave the remainder in layers
  - merge only the type layers
  - flatten the image to save file space

**Competency:** Related Desktop Application Knowledge

8. A horizontal page setup is referred to as:
- landscape orientation
  - facing pages
  - reverse plane
  - portrait orientation

**Competency:** Related Desktop Application Knowledge

9. Inserting nonsense text in a document to check a layout is:
- greeking
  - bleeding
  - sketching
  - symmetry

**Competency:** Related Desktop Application Knowledge

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10. What is the best method to use a chart from a spreadsheet program in a publication intended for print?

- a. link the spreadsheet
- b. export it as an image then place it
- c. copy and paste the chart
- d. embed the spreadsheet

**Competency:** Related Desktop Application Knowledge

11. Which one of the following is **not** a good way to add more white space to a page layout?

- a. increasing space around headlines
- b. leaving more room around graphics
- c. increasing leading of paragraphs
- d. increasing page margins

**Competency:** Desktop Layout Rules and Standards

12. Which one of the following would **not** be a reason to use line in design?

- a. connecting pieces of information
- b. cropping images in a creative way
- c. creating a grid
- d. outlining a photo or setting it off from other elements

**Competency:** Desktop Layout Rules and Standards

13. Which one of the following would be a suitable style definition for body text?

- a. Arial, size 12
- b. Times New Roman, size 10, bold
- c. Script MT, size 8
- d. Comic Sans, size 16

**Competency:** Desktop Layout Rules and Standards

14. When any image or element on a page touches the edge of the page, extending beyond the trim edge, leaving no margin, it is said to:

- a. crop
- b. harmonize
- c. flow
- d. bleed

**Competency:** Desktop Layout Rules and Standards

15. 11 x 17 inch paper is referred to as:

- a. letter
- b. A3
- c. legal
- d. tabloid

**Competency:** Desktop Layout Rules and Standards

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16. Identify the misspelled word:

- a. absurd
- b. abbreviate
- c. abundence
- d. accidentally

**Competency:** Message Presentation/Accuracy and Proofreading

17. Identify the misspelled word:

- a. balloon
- b. barbarous
- c. barbecue
- d. bankrupcy

**Competency:** Message Presentation/Accuracy and Proofreading

18. Identify the misspelled word:

- a. concede
- b. cantaloupe
- c. camouflauge
- d. calendar

**Competency:** Message Presentation/Accuracy and Proofreading

19. Identify the misspelled word:

- a. exhilarate
- b. exceed
- c. embarrass
- d. equiptment

**Competency:** Message Presentation/Accuracy and Proofreading

20. Which one of the following sentences contains an error in subject-verb agreement?

- a. Working with graphics can be exhausting.
- b. Ann, along with many other DTP students, were introduced as experts in Photoshop.
- c. When you feel you can do no more, just try to do one little thing.
- d. Amy completed her Photoshop exercise with minimal assistance.

**Competency:** Message Presentation/Accuracy and Proofreading

21. Which picture element is changed when you edit a raster image?

- a. pixel
- b. point
- c. column
- d. shape

**Competency:** Digital Imaging and Graphics

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22. Artifacts in a JPG are:

- a. what make it crisp and clear
- b. designed to increase contrast in photographic images
- c. pixels that can detract from the sharpness of an image
- d. feathered edges to help it blend with surrounding images

**Competency:** Digital Imaging and Graphics

23. On a digital camera, you should use a high \_\_\_\_\_ to freeze action.

- a. f-stop
- b. shutter speed
- c. macro level
- d. capacity memory card

**Competency:** Digital Imaging and Graphics

24. Digital camera zoom that allows you to take extreme close-ups.

- a. wide angle
- b. macro
- c. optical
- d. digital

**Competency:** Digital Imaging and Graphics

25. To create an image watermark, this attribute would be changed for the watermarked object:

- a. hue
- b. contrast
- c. transparency
- d. color

**Competency:** Digital Imaging and Graphics

26. Prepared material that can be purchased and used freely is:

- a. royalty-free
- b. common use
- c. fair use
- d. public domain

**Competency:** Safety, Ethics, Legal

27. If a work is in the Public Domain, it means:

- a. the term of copyright in the work has run out
- b. you can copy it without getting permission from anyone
- c. you can find it at a public library
- d. you can get it for free online

**Competency:** Safety, Ethics, Legal

- 
28. Copyright protects the original works of authorship, including all of the following **except**:
- a. facts
  - b. novels
  - c. songs
  - d. artistic works

**Competency:** Safety, Ethics, Legal

29. Which one of the following is **not** a way to prevent virus attacks on a computer?
- a. showing caution with opening email attachments
  - b. turning off file sharing
  - c. enabling current anti-virus software
  - d. disabling user account control

**Competency:** Safety, Ethics, Legal

30. A type of binding that uses staples down the middle of folded pages, frequently used to assemble booklets, is referred to as a:
- a. plastic spiral
  - b. case binding
  - c. perfect binding
  - d. saddle stitch

**Competency:** Print Process



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## DESKTOP PUBLISHING SAMPLE PRODUCTION TEST

### General Information

You have been hired to revamp the company image for a party planning company called Fun Times. The company specializes in planning special events including graduation parties, birthday parties for all ages, and wedding/baby showers. Fun Times provides entertainment, including music/DJ services; catering, including snacks and desserts; and photography services. To attract new customers, they have asked you to develop a series of promotional items suitable for a summer marketing campaign.

Before you begin, design a logo for the company. This logo should communicate the company name, incorporate graphic elements, and include a tagline/slogan that you create. The logo should be used on all promotional items. The marketing campaign should be cohesive.

You will create the following promotional items:

- Flier: Super Summer Specials (50 points)
- Coupon for magazine (30 points)
- Newspaper advertisement (20 points)

Contact information for Fun Times is as follows:

Timothy Davidson, Manager  
1000 Dearheart Drive  
Austin, TX 73301  
(512) 388-3883

The company website address: <http://www.superfuntimes.com>

All documents should be prepared to print in color **except** for the newspaper advertisement that must be in black and white. See criteria for specific details and requirements.

Utilize sound graphic design principles in your layout, including the use of contrast, repetition, alignment, and proximity. All graphics should be high quality and **not** watermarked. Text should be clear and easy to read. The company name and pertinent contact information should be on all three documents.

### JOB 1: Flier

The following items should be part of the design:

- Website address for company: <http://www.superfuntimes.com>
- At least three images/photographs
- Use of watermark/transparency in the background
- Use of two columns on back side of flier
- Minimum of two fonts, at least one serif and one sans-serif
- Drop shadow on either text or a graphic
- Rotated text
- Use of grouped shapes
- Page border
- Logo
- Contact information
- Full color, two-sided, letter sized (8½ x 11 inch, portrait orientation)

- 
- Title: Super Summer Specials
  - General company information (what is offered; see description on previous page)
  - Three packages (create thematic package names)

**Package #1 \$500**

Duration of event: 1½ hours at your location  
Party invitations mailed two weeks in advance (12-18 participants)  
Three, one-topping pizzas  
Cake or cupcakes—choice of white or chocolate (24)  
Water/tea/lemonade  
Group photo and 30 candid shots during party  
Individual photo package (one 8 x 10 inch and two 5 x 7 inch)  
Party schedule including pony rides or dancing with DJ

**Package #2 \$1250**

Duration of event: 3 hours at your location  
Party invitations mailed three weeks in advance (25-50 participants)  
Finger foods (choose from toasted ravioli, chicken wings, mozzarella sticks, fruit tray, or veggie tray with dips)  
Cake or cupcakes—choice of red velvet, German chocolate, strawberry, or turtle (50)  
Milk and lemonade  
Group photo and 50 candid shots during party  
Individual photo package (one 11 x 17 inch, one 8 x 10 inch, and 30 wallet size)  
Party schedule including dancing with DJ and karaoke

**Package #3 \$1500**

Duration of event: 2 hours at Fun Times Banquet Room  
Party invitations mailed three weeks in advance (25-50 participants)  
Photo booth on location (150 shots included)  
Fruit and vegetable tray  
Water/tea/lemonade  
Individual photo package (one 11 x 17 inch, one 8 x 10 inch, two 5 x 7 inch, and 16 wallet size)  
Party schedule including party games, dancing with DJ, and karaoke

**Additional information (use as much or as little as desired):**

Fun Times party planning can help you to create the event you want, organize parts of it or arrange the entire occasion. Leave it in our capable hands and sit back and relax! We go that extra mile to meet all your needs and to take the stress out of your event.

Our party planners give individual attention to each event, be it large or small, grand or simple, private or corporate. Fun Times has been designing and arranging events and parties of all types and sizes since 1985. With this many years of experience, there are very few types of events in which we have not been involved. And, we take care of sending invitations and managing RSVP's to your event, so you can rest easy that your party will be handled while you are busy living your daily life. Our trained specialists know how to keep party goers happy with fun activities, enthusiasm, and professionalism.

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Most importantly, we know that the art of hosting a truly memorable event does not necessarily mean expense, but careful planning, originality, and attention to detail. Whether you are planning a child's birthday, baby shower, wedding reception, or sweet sixteen party, we have a little something for everyone and guarantee a good time. We will work with your budget, regardless of what you are able to spend. Our priority is that your event will be one to remember!

We accept cash, check, or credit card (MasterCard, Visa, or Discover) with a 50 percent deposit due at time of booking. Cancellations made at least 30 days in advance will result in refund of half of the deposit amount.

**Print Job 1: Flier**

**JOB 2: Magazine Coupon**

- Special size, 5 inches wide x 2 inches high
- Should complement flier and utilize the summer theme and company logo
- Include website and phone number for contact information
- Utilize a dashed border around coupon
- Use of only three colors (if logo or any image is more than three colors, it should be converted to grayscale or one color for use on the coupon)
- Provide a percentage off specific services
- Include a minimum of one image other than logo

**Print Job 2: Magazine Coupon**

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### **JOB 3: Newspaper Advertisement**

- Special size, 1/16 page vertical—2.375 inches wide x 4.98 inches high
- Should follow overall summer theme with custom attention-getting title
- Contact information provided
- Must be monochrome—no color (only black or grayscale)
- At least two images
- At least one shape that utilizes reverse type (light text on dark background) in some area for contrast
- Incorporation of logo
- Overall readability and impact is critical—ad should pop off the page
- Use of bullets to list services (select services from list below)

#### Party Add-ons

Pony rides (1 hour) \$200

Balloon Bouquets, individual helium-filled latex and Mylar balloons \$150

Piñata with candy \$50

Costumed Character (2 hours) \$200

Karaoke (2 hours) \$300

Themed Parties (food is separate; at your location; \$500 for party with coordinator and all supplies)

Tie Dye Party

Rockin' Karaoke Dance Party

Extreme Game Show Party

Junior Detection Party

Princess Party

Carnival Party

Mommy & Me Baby Doll Party

Hocus Pocus Magic Party

Girlie Spa Party

**Print Job 3: Newspaper Advertisement**

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## DIGITAL DESIGN & PROMOTION

### Overview

An essential part of today's business world is commercial design and promotion; therefore, the preparation of computer-based digital art is paramount to the production of quality copy used for promotional purposes.

This is an individual or team event that consists of two-parts: a project is submitted by the second Friday in May to be judged, and all eligible chapters will present the project at the NLC in a preliminary round.

This is an individual or team event.

### Website Resources

- 99 Designs  
<http://www.99designs.com>
- AIGA (American Institute for Graphic Arts)  
<http://www.aiga.org>
- All Freelance  
<http://www.allfreelance.com>
- All Graphic Design  
<http://www.allgraphicdesign.com>
- Communication Arts  
<http://www.commarts.com>
- Digital Designer's Resources  
<http://actionfx.com/>
- NAPP (National Association of Photoshop Professionals)  
<http://photoshopuser.com/>
- SGIA (Specialty Graphic Imaging Association)  
<http://www.sgia.org>
- Smashing Magazine eBooks  
<http://www.smashingmagazine.com/ebooks/>
- The Creative Group  
<http://www.thecreativegroup.com>

### Topic

The topic for the Digital Design & Promotion changes every year. Refer to the Guidelines section in the *CMH* to find the current topic for the event or look at competitive events under the FBLA tab at [www.fbla-pbl.org](http://www.fbla-pbl.org).

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## DIGITAL VIDEO PRODUCTION

### Overview

This event provides recognition to FBLA members who demonstrate the ability to create an effective video to present an idea to a specific audience.

This is an individual or team event that consists of two-parts: a project is submitted by the second Friday in May to be judged and all eligible chapters will present the project at the NLC in a preliminary round.

This is an individual or team event.

### Website Resources

- 99 Designs  
<http://www.99designs.com>
- AIGA (American Institute for Graphic Arts)  
<http://www.aiga.org>
- All Freelance  
<http://www.allfreelance.com>
- All Graphic Design  
<http://www.allgraphicdesign.com>
- Communication Arts  
<http://www.commarts.com>
- Digital Designer's Resources  
<http://actionfx.com/>
- NAPP (National Association of Photoshop Professionals)  
<http://photoshouser.com/>
- SGIA (Specialty Graphic Imaging Association)  
<http://www.sgia.org>
- Smashing Magazine eBooks  
<http://www.smashingmagazine.com/ebooks/>
- The Creative Group  
<http://www.thecreativegroup.com>
- Video Production Resource Center - Adobe Education Exchange  
<http://edexchange.adobe.com/pages/7b114780ef>

### Topic

The topic for the Digital Video Production changes every year. Refer to the Guidelines section in the *CMH* to find the current topic for the event or look at competitive events under the FBLA tab at [www.fbla-pbl.org](http://www.fbla-pbl.org).

### Overview

This event recognizes FBLA members who have developed proficiency in the creation and design of web commerce sites.

This is a two-part event: a program is submitted by the second Friday in May to the national center to be judged and all eligible individuals will present the program at the NLC in a preliminary round.

This is an individual or team event.

### Website Resources

- AnfyJava Applet Creator 1.4  
<http://www.anfyteam.com/ajdownl.html>
- ColorCop  
<http://www.datastic.com/tools/colorcop/>
- Copyright Law of the United States  
<http://www.copyright.gov/title17/circ92.pdf>
- Copyright Overview  
<http://fairuse.stanford.edu/>
- Creating Websites  
<http://www.refdesk.com/html.htm>
- How to Build Business Websites  
<http://www.build-your-website.co.uk/business-websites.htm>
- How to Make a Website  
<http://www.allaboutyourownwebsite.com/>

### Topic

The topic for the E-business changes every year. Refer to the Guidelines section in the *CMH* to find the current topic for the event or look at competitive events under the FBLA tab at [www.fbلا-pbl.org](http://www.fbلا-pbl.org).

Overview

This event provides recognition for FBLA members who can identify, understand, and apply economic principles to contemporary social, political, and ecological problems.

This is an individual online test.

**Competencies and Task Lists**

<http://www.fbla-pbl.org/docs/ct/FBLA/ECONOMICS.pdf>

**Website Resources**

- Business and Economics - The University of Chicago Library  
<http://guides.lib.uchicago.edu/busecon>
- Economics Website  
<http://www.mcwdn.org/ECONOMICS/EconMain.html>
- Economic Sample Quizzes  
<http://www.sscnet.ucla.edu/ssc/labs/cameron/e1f98/e1qz .htm>
- Monetary and Fiscal Policy  
<http://www.socialstudieshelp.com/Eco Mon and Fiscal.htm>
- tutor2u - Economics Quizzes  
<http://www.tutor2u.net/quiz/economics/default.asp>

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**ECONOMICS SAMPLE QUESTIONS**

1. The function of monetary policy is to:
- a. regulate the money supply
  - b. ensure uniform currency
  - c. determine denominations of money
  - d. encourage inflation

**Competency:** Basic Economic Concepts and Principles

2. \_\_\_\_\_ is a cost that you have already incurred and cannot recover.
- a. Negative cost
  - b. Lost cost
  - c. Sunk cost
  - d. Positive cost

**Competency:** Basic Economic Concepts and Principles

3. A \_\_\_\_ economy produces the highest standard of living for its citizens.
- a. market oriented
  - b. command
  - c. transitional
  - d. traditional

**Competency:** Basic Economic Concepts and Principles



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4. An increase in the quantity and quality of capital per worker is called:
- a. capital deepening
  - b. capital narrowing
  - c. capital interest
  - d. inflated capital

**Competency: Productivity**

5. The demand for a resource is tied to the:
- a. economic conditions
  - b. value of the output produced by that resource
  - c. latest social trends
  - d. available supply

**Competency: Productivity**

6. The demand for roofers would \_\_\_\_ if the price of shingles dropped by 50 percent.
- a. fluctuate downward
  - b. rise
  - c. not be affected
  - d. fall

**Competency: Productivity**

7. \_\_\_\_ is a form of economics that focuses on the performance of the economy as a whole, especially the national economy.
- a. Consumer economics
  - b. Microeconomics
  - c. Macroeconomics
  - d. Federal economics

**Competency: Macroeconomics**

8. Money growth and inflation generally have:
- a. an inverse relationship
  - b. a direct relationship
  - c. no relationship
  - d. a negative relationship

**Competency: Macroeconomics**

9. \_\_\_\_ measures the market value of all final goods and services produced in the United States during a given time period, usually a year.
- a. Gross Domestic Product
  - b. Consumer Price Index
  - c. Productivity
  - d. Net production

**Competency: Macroeconomics**

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10. Supply indicates how much of a good producers:

- a. have yet to sell
- b. produce
- c. are willing and able to offer
- d. have sold

**Competency:** Supply & Demand

11. Which statement is the most accurate?

- a. The elasticity of supply is typically greater with a greater quantity of products on hand.
- b. The elasticity of supply is typically diminished the longer the period of adjustment.
- c. The elasticity of supply is typically greater the longer the period of adjustment.
- d. The elasticity of supply typically is not affected by time at all.

**Competency:** Supply & Demand

12. If the government imposes a price ceiling on milk that is substantially below the market price we would expect:

- a. surpluses to become a problem
- b. a fall in milk consumers' incomes
- c. shortages to occur
- d. milk prices to move rapidly towards equilibrium

**Competency:** Supply & Demand

13. The principle of comparative advantage suggests that nations should produce goods:

- a. where they have the highest opportunity cost
- b. that require the most capital investments
- c. that require the least capital investments
- d. where they have the lowest opportunity cost

**Competency:** International Trade/Global Economics

14. What does an import quota in the United States tend to do?

- a. keep the quality of imports high
- b. raise the U.S. price above the world price
- c. lower the U.S. price below the world price
- d. benefit consumers

**Competency:** International Trade/Global Economics

15. Why has the dollar been used for many years as an international medium of exchange?

- a. it has held a relatively steady value over many years
- b. it cannot be counterfeited
- c. there is an unlimited supply of dollars in the world
- d. it can be traded for gold at the U.S. Treasury

**Competency:** International Trade/Global Economics

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16. \_\_\_\_ is an important indicator about the relative scarcity of a product or service.

- a. Market price
- b. Cost of production
- c. The "invisible hand"
- d. Product popularity

**Competency:** Market Structures and Competition

17. Competition among firms will generally lead to:

- a. lower prices and excess profits for firms
- b. higher prices and normal profits for firms
- c. higher prices and excess profits for firms
- d. lower prices and normal profits for firms

**Competency:** Market Structures and Competition

18. Which one of the following would create a barrier to entry?

- a. firms selling identical products
- b. a large number of sellers
- c. licensing requirements
- d. product differentiation

**Competency:** Market Structures and Competition

19. Banks reduce risks to savers by:

- a. diversifying their funds
- b. charging low interest rates
- c. charging high interest rates
- d. building strong vaults

**Competency:** Investments and Interest Rates

20. Which one of the following would typically be associated with higher interest rates?

- a. a high level of risk
- b. a high credit score
- c. low administrative costs
- d. a large amount of collateral

**Competency:** Investments and Interest Rates

21. If an economy reduces consumption to invest in goods used to produce other goods, this is called:

- a. capital formation
- b. the multiplier effect
- c. purchasing power parity
- d. the consumption function

**Competency:** Investments and Interest Rates

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22. Which one of the following is the best example of a public good?

- a. an anti-missile system
- b. a field of strawberries
- c. a carwash
- d. a book

**Competency:** Role of Government

23. Property taxes are used most frequently at the:

- a. international level
- b. state level
- c. national level
- d. local level

**Competency:** Role of Government

24. If the government placed a \$10 price floor on a gallon of gasoline, then we would expect:

- a. the demand for gasoline would increase
- b. shortages in the gasoline market
- c. a surplus of gasoline to develop
- d. the quantity supplied of gasoline would fall

**Competency:** Role of Government

25. Which one of the following would be most appropriate during a recession?

- a. reduce taxes
- b. reduce government spending
- c. run a budget surplus
- d. increase tariffs and quotas on imports

**Competency:** Monetary and Fiscal Policy

26. A deficit is essentially a way to:

- a. bill future taxpayers for today's spending
- b. balance the budget over the business cycle
- c. make sure all spending projects are paid for by those who benefit from them
- d. run government more effectively

**Competency:** Monetary and Fiscal Policy

27. If GDP has fallen each quarter for the past year, an appropriate fiscal policy might be to:

- a. reduce the money supply
- b. increase government spending
- c. reduce government spending
- d. increase the money supply

**Competency:** Monetary and Fiscal Policy

- 
28. Of the 25 million businesses in the United States, most:
- a. are corporations
  - b. consist of one self-employed person
  - c. are partnerships
  - d. employ more than twenty-five people

**Competency:** Types of Business/Economic Institutions

29. A not-for-profit corporation:
- a. does not pay federal income taxes
  - b. is not allowed to take cash contributions
  - c. is not allowed to pay its employees
  - d. does not have to register in the state where it is incorporated

**Competency:** Types of Business/Economic Institutions

30. In the circular flow model, goods flow from firms to households in the:
- a. input market
  - b. resource market
  - c. product market
  - d. financial market

**Competency:** Business Cycles/Circular Flow

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## ELECTRONIC CAREER PORTFOLIO

### Overview

An electronic career portfolio is a purposeful collection of work that tells the story of an applicant including achievements, growth, vision, reflection, skills, experience, education, training, and career goals. It is a tool that gives employers a complete picture of who you are—your experience, your education, your accomplishments—and what you have the potential to become; it is much more than what a mere letter of application and résumé can provide.

All participants will present at the NLC. This is an individual event.

### Website Resources

- [electronicportfolios.org](http://electronicportfolios.org)  
<http://electronicportfolios.com/>
- ePortfolio Resources  
<https://sites.google.com/site/eportfolios/How-To-Create-ePortfolios-with-GoogleApps>
- How to Do an Electronic Career Portfolio  
[http://www.ehow.com/how\\_6182228\\_do-electronic-career-portfolio.html](http://www.ehow.com/how_6182228_do-electronic-career-portfolio.html)
- Portfolio Components  
<http://www.itma.vt.edu/studio/portfolio.htm>

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## EMERGING BUSINESS ISSUES

### Overview

This event provides FBLA members with an opportunity to develop and demonstrate skills in researching and presenting an emerging business issue.

This event is comprised of a two- or three-member team. In addition to learning research skills, team participants develop speaking ability and poise through oral presentation. All teams present at the NLC.

### Topic

The topic for the Emerging Business Issues changes every year. Refer to the Guidelines section in the *CMH* to find the current topic for the event or look at competitive events under the FBLA tab at [www.fbla-pbl.org](http://www.fbla-pbl.org).

**Overview**

Owning and managing a business is the goal of many Americans. This event recognizes FBLA members who demonstrate the knowledge and skills needed to establish and manage a business.

This is a team event composed of two or three members. This event consists of two parts: an objective test and a performance. The objective test is taken collaboratively by the team members, and the top fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

**Competencies**

<http://www.fbla-pbl.org/docs/ct/FBLA/entrepreneurship.pdf>

**Website Resources**

- A Closer Look: Definition of Entrepreneur  
<http://reference.yourdictionary.com/word-definitions/Define-Entrepreneur.html>
- A Definition of Entrepreneurship  
<http://www.quickmba.com/entre/definition/>
- Introduction to Entrepreneurship  
<http://www.hbs.edu/entrepreneurship/resources/>
- The Entrepreneur's Guide - Resource Center  
<http://www.entrepreneurship.org/en/Resource-Center.aspx>

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**ENTREPRENEURSHIP SAMPLE QUESTIONS**

1. The statement of purpose in a business plan should be:
- a. however long it takes to explain the business thoroughly
  - b. no longer than one or two pages
  - c. exactly one sentence
  - d. no more than one or two paragraphs

**Competency: Business Plan**

2. The appendix to a business plan would likely include:
- a. the statement of purpose
  - b. demographics about the location for the new business
  - c. a copy of the owner's résumé
  - d. perform a financial statements

**Competency: Business Plan**

3. What type of business is the plant that manufactures polo clothing?
- a. manufacturing business
  - b. retailing business
  - c. service business
  - d. wholesaling business

**Competency: Business Plan**

- 
4. Lexi decides to open a shoe store. She is operating a \_\_\_\_ business.
- retailing
  - service
  - wholesaling
  - manufacturing

**Competency:** Business Plan

5. Things that a person owns are called:
- liabilities
  - net worth
  - equity
  - assets

**Competency:** Financial Management

6. The list of people who receive salary or wage payments from a business is called a(n):
- payroll
  - workforce
  - account payable
  - liability

**Competency:** Financial Management

7. The \_\_\_\_ is a financial statement that shows how much money is available to pay bills.
- balance sheet
  - pro forma financial statement
  - income statement
  - cash flow statement

**Competency:** Financial Management

8. Cash sales and cash payments received from customers on their credit accounts are recorded in the:
- cash receipts journal
  - subsidiary ledger
  - table of aging accounts
  - purchases journal

**Competency:** Financial Management

9. Credit card fraud is an example of:
- artificial risk
  - human risk
  - natural risk
  - economic risk

**Competency:** Initial Capital and Credit



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10. \_\_\_\_\_ is **not** one of the basic strategies for dealing with risk.
- a. Transferring the risk to another party
  - b. Assuming the risk
  - c. Avoiding the risk
  - d. Denying the risk exists

**Competency:** Initial Capital and Credit

11. An insurance agent may **not**:
- a. earn a commission of the amount of coverage he/she sells to customers
  - b. work for a single insurance company
  - c. represent many different insurance companies
  - d. earn greater commissions for less claims on policies sold

**Competency:** Initial Capital and Credit

12. \_\_\_\_\_ is **not** a risk associated with doing business in another country.
- a. High travel and shipping costs
  - b. Language barriers
  - c. Different laws, customs, and cultures
  - d. Insurance

**Competency:** Initial Capital and Credit

13. Product characteristics that will satisfy consumer needs are called:
- a. branding
  - b. labeling
  - c. features
  - d. packaging

**Competency:** Marketing Management

14. Establishing informal ties with people who can help your business grow is called:
- a. promoting
  - b. brainstorming
  - c. selling
  - d. networking

**Competency:** Marketing Management

15. Conducting a risk assessment does **not** involve:
- a. learning the risks faced by the business
  - b. designing a plan to cover risks
  - c. deciding how risks will affect the business
  - d. prioritizing the risks by the impact they will have on the business

**Competency:** Marketing Management

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16. An entrepreneur would **not** use \_\_\_\_\_ for recruiting.
- a. employment agencies
  - b. Facebook
  - c. in-store advertisements
  - d. classified advertisements

**Competency:** Personnel Management

17. Freelancers provide specialty services to businesses:
- a. on a salary
  - b. per diem
  - c. on commission
  - d. on an hourly or by the job basis

**Competency:** Personnel Management

18. The Family Medical Leave Act of 1993 requires businesses with more than fifty employees to provide employees up to \_\_\_ months of unpaid leave if a serious health condition affects the employee, the employee's child, or the employee's parent or spouse.
- a. four
  - b. three
  - c. two
  - d. six

**Competency:** Personnel Management

19. Payroll income taxes must be paid \_\_\_\_ by the employer.
- a. monthly
  - b. semi-annually
  - c. annually
  - d. quarterly

**Competency:** Taxes

20. Every month businesses must pay sales taxes to the:
- a. local and state government
  - b. county government
  - c. assessor's office
  - d. federal government

**Competency:** Taxes

21. Income tax in the United States is a \_\_\_\_\_ tax.
- a. proportional
  - b. regressive
  - c. flat
  - d. progressive

**Competency:** Taxes

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22. \_\_\_\_ state that a worker at a union company does **not** have to join the union or pay union dues to keep his or her job.

- a. Right-to-work laws
- b. Freedom to choose laws
- c. Individual commitment laws
- d. Independent contractor laws

**Competency:** Community/Business Relations

23. Union efforts to force employers to hire more workers than demanded for the task is referred to as:

- a. mediation
- b. a wildcat strike
- c. a strike
- d. featherbedding

**Competency:** Community/Business Relations

24. The biggest disadvantage of public relations is the:

- a. difficult to predict and control
- b. speed
- c. limited impact
- d. cost

**Competency:** Community/Business Relations

25. ADA was enacted to prevent discrimination when hired based upon:

- a. level of education
- b. age
- c. disabilities
- d. race

**Competency:** Government Regulations

26. \_\_\_\_ is the process of growing more ethically mature.

- a. Ethical motivation
- b. Moral sensitivity
- c. Ethical character
- d. Moral development

**Competency:** Government Regulations

27. \_\_\_\_ is the practice of advertising a product at a low price while intentionally stocking only a limited number in hopes of luring shoppers to buy more expensive items.

- a. Bait and switch
- b. False advertising
- c. Puffery
- d. Substantiation

**Competency:** Government Regulations

- 
28. Immediate transfer of ownership of goods from a seller to a buyer for a price is called a:
- business transaction
  - vendor
  - sale
  - contract agreement

**Competency:** Legal Issues

29. \_\_\_ permits a party to a contract to recover money or property given to the other party.
- Punitive damages
  - Restitution
  - Disclaimer
  - Encumbrance

**Competency:** Legal Issues

30. Co-ownership of property without the right of survivorship is called:
- tenancy in common
  - right of partition
  - limited partnership
  - partnership

**Competency:** Legal Issues

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## ENTREPRENEURSHIP SAMPLE CASE STUDY

### PARTICIPANT INSTRUCTIONS

- You have 20 minutes to review the case.
- Presentation time is seven minutes. At six minutes the timekeeper will stand and hold up a colored card indicating one minute is left and at seven minutes the timekeeper will stand and hold up a colored card indicating time is up.
- You are entrepreneurs (management team) proposing a new healthy fast-food restaurant for your community. The judges are loan officers from First Financial.
- Your team has seven minutes to present a plan to loan officers from First Financial (judges). After your seven-minute presentation, the judges have three minutes to ask questions about your plan. Each team member will be given two note cards.
- Cover all the points described in the case and be prepared to answer questions posed by the judges.
- All team members must participate in the presentation as well as answer the questions.

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## PERFORMANCE INDICATORS

- Describe economic resources available to entrepreneurs
- Identify sources of equity and debt capital for a business
- Explain how demographics influence decisions for a business

## CASE STUDY SITUATION

You have earned a Hospitality Degree from a highly recognized university. Your experience includes working in the family-owned grocery store for eight years. Working in the family business has helped you to acquire knowledge about purchasing, inventory control, human resources, and customer service.

You now have decided to open a healthy alternative fast-food restaurant in your community that has a population of 30,000 people. The community already has twelve nationally recognized fast-food restaurants. Your proposed restaurant is part of a franchise that operates throughout the United States. You have conducted research about the franchise, community, and projected profits for your proposed franchise restaurant. You now must convince the First Financial representative (judge) that your idea is worthy of the \$110,000 loan that you are requesting. You are personally investing \$90,000 from your savings and contributions from other family members.

You must explain the demographics of the city where you plan to locate your restaurant. Your presentation must describe the research that you have conducted to determine the need for a restaurant. The financial representative wants to know about your advertising campaign and how you will develop a customer base. You must describe the franchise and explain why it is a safe investment. The First Financial's representative wants assurance that you will be able to pay back the \$110,000 loan plus interest. You must explain your level of expertise in the industry and convince the investor about your willingness to put forth the required hours to be a successful entrepreneur. Your team must be prepared to explain how the restaurant will survive during uncertain economic conditions. First Financial wants to know when your restaurant will first experience real profit.

### Possible Questions to Address:

- Why are you proposing a franchise instead of a sole proprietorship for your restaurant?
- Since family members are contributing funds for the initial investment, what are their expectations from the restaurant?
- Why will your restaurant concept be successful in a community that has 30,000 people?
- What is the advantage for our financial institution to invest in your business?
- What are the demographics of the community that make you believe the restaurant will be successful?
- What economic trends should be considered when opening a new restaurant?

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## FBLA PRINCIPLES & PROCEDURES

### Overview

This event provides recognition for FBLA members who are interested in learning about the background and current information of FBLA-PBL.

This is an individual objective test and is only for members in grades 9 and 10.

### Website Resources

- FBLA-PBL  
[www.fbia-pbl.org](http://www.fbia-pbl.org)
- National Association of Parliamentarians  
<http://www.parliamentarians.org/>

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## FBLA PRINCIPLES & PROCEDURES SAMPLE QUESTIONS

1. The third FBLA-PBL Goal is:
  - a. Create more interest in and understanding of American business enterprise.
  - b. Create more interest in American business enterprise.
  - c. Create more interest in and understanding of the free enterprise system.
  - d. Create more understanding of American business enterprise.

**Competency:** FBLA Creed and National Goals

2. The second FBLA-PBL Goal is:
  - a. Strengthen the confidence of students in their work.
  - b. Strengthen the confidence of students in themselves.
  - c. Strengthen the confidence of students.
  - d. Strengthen the confidence of students in themselves and their work.

**Competency:** FBLA Creed and National Goals

3. The eighth FBLA-PBL Goal is:
  - a. Assist students in the establishment of occupational goals.
  - b. Establish occupational goals.
  - c. Encourage scholarship and promote school loyalty.
  - d. Encourage scholarship.

**Competency:** FBLA Creed and National Goals

4. The ninth FBLA-PBL Goal is:
  - a. Facilitate the transition to work.
  - b. Facilitate the conversion from school to work.
  - c. Facilitate the transition from school to work.
  - d. Facilitate the transition from high school to work.

**Competency:** FBLA Creed and National Goals

- 
5. Which one of the following is the first tenet of the Creed?
- a. I believe the future depends on mutual understanding...and cooperation among all of these groups.
  - b. I believe every person should...bring the greatest good to the greatest number.
  - c. I believe education is the right of every person.
  - d. I believe every person should actively work toward improving social...and family life.

**Competency:** FBLA Creed and National Goals

6. Which one of the following is the second tenet of the Creed?
- a. I believe every person should actively work toward improving social...and family life.
  - b. I believe the future depends on mutual understanding...and cooperation among all of these groups.
  - c. I believe education is the right of every person.
  - d. I believe every person should...bring the greatest good to the greatest number.

**Competency:** FBLA Creed and National Goals

7. Which one of the following is the fifth tenet of the Creed?
- a. I believe I have the responsibility to work efficiently...to make the world a better place for everyone.
  - b. I believe every person should actively work toward improving social...and family life.
  - c. I believe every person has the right to earn a living at a useful occupation.
  - d. I believe every person should take responsibility for carrying out assigned tasks....

**Competency:** FBLA Creed and National Goals

8. The correct wording for this tenet of the FBLA-PBL Creed is:
- a. I believe the future depends on mutual understanding and cooperation among business, labor, industry, family, religious, and educational institutions, as well as people around the world. I agree to do my utmost to bring about understanding and cooperation among all of these groups.
  - b. I believe the future depends on cooperation among business, industry, labor, religious, family, and educational institutions, as well as people around the world. I agree to do my utmost to bring about understanding and cooperation among all of these groups.
  - c. I believe the future depends on mutual understanding and cooperation among business, industry, labor, religious, family, and educational institutions, as well as people around the world. I agree to do my utmost to bring about understanding and cooperation among all of these groups.
  - d. I believe the future depends on mutual understanding and cooperation among business, industry, labor, religious, family, and educational institutions, as well as people around the world.

**Competency:** FBLA Creed and National Goals

- 
9. The correct wording for this tenet of the FBLA-PBL Creed is:
- a. I believe I have the responsibility to work efficiently and to think clearly. I promise to use my abilities to make the world a better place for everyone.
  - b. I believe I have the responsibility to work efficiently and to think clearly.
  - c. I believe I have the responsibility to think clearly and to work efficiently. I promise to use my abilities to make the world a better place.
  - d. I believe I have the responsibility to work and think clearly. I promise to use my abilities to make the world a better place for everyone.

**Competency:** FBLA Creed and National Goals

10. How many copies of the résumé must be submitted for national competition?
- a. three
  - b. one
  - c. four
  - d. six

**Competency:** FBLA Creed and National Goals

11. Which one of the following competitive events has not been retired or modified?
- a. Cyber Security
  - b. Internet Application Programming
  - c. Hospitality Management
  - d. Marketing

**Competency:** FBLA National Awards Program

12. Which one of the following all have objective tests taken online at the NLC?
- a. Computer Problem Solving, Help Desk, and Electronic Career Portfolio
  - b. Website Design, Job Interview, and Introduction to Business
  - c. Management Decision Making, Public Speaking I, and Public Speaking II
  - d. Business Law, FBLA Principles and Procedures, and Spreadsheet Applications

**Competency:** FBLA National Awards Program

13. Which one of the following requires a report or project submitted prior to the NLC?
- a. Website Design
  - b. Global Business
  - c. Client Service
  - d. Personal Finance

**Competency:** FBLA National Awards Program

14. Which event requires a presentation before judges at a conference?
- a. Digital Video Production
  - b. Local Chapter Annual Business Report
  - c. Desktop Publishing
  - d. Computer Problem Solving

**Competency:** FBLA National Awards Program



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15. National pre-published topics are provided for which events?
- Business Presentation and Computer Applications
  - Desktop Application Programming and Entrepreneurship
  - Computer Applications and Computer Game & Simulation Programming
  - Business Financial Plan and E-Business

**Competency:** FBLA National Awards Program

16. Each year at the NLC, a variety of events are offered where members can participate in one event without any prerequisites. These events are called:
- option events
  - open events
  - competitor option events
  - competitive events

**Competency:** FBLA National Awards Program

17. Each NFLC schedule includes:
- an opening session Friday evening, workshops and a social on Saturday, followed by a closing session Sunday morning
  - an opening session Friday evening followed by a social, with workshops and a closing session on Saturday
  - workshops and an opening session on Friday followed by workshops, a closing session, and a social on Saturday
  - an opening session on Friday evening followed by workshops, a closing session, and a social on Saturday

**Competency:** FBLA National Publications

18. Inappropriate attire for conferences, as listed in the Conference Guide include:
- denim clothing and t-shirts
  - denim clothing and open collared shirts
  - dress slacks with an untucked blouse or shirt
  - sneakers or sling-back shoes

**Competency:** FBLA National Publications

19. The National Leadership Conference Official Guide includes all but:
- a list of plane fares from major cities
  - a conference schedule
  - an introduction of conference guest speakers
  - a list of area tours

**Competency:** FBLA National Publications

20. The *Adviser's Hotline* has issues published for which one of the following?
- national and state officers and their advisers
  - FBLA and PBL advisers
  - Professional members
  - FBLA, Middle Level, and PBL advisers

**Competency:** FBLA National Publications

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21. The *Chapter Management Handbook* is:

- a. available in print only
- b. available on-line to advisers and state key contacts
- c. available on-line to anyone
- d. available for purchase from *The MarketPlace*

**Competency:** FBLA National Publications

22. The *MarketPlace* Catalog offers all but:

- a. winning second place reports
- b. winning first place reports
- c. competitive event topics for the current year
- d. competitive event study guides

**Competency:** FBLA National Publications

23. Which membership award is **not** announced at the National Leadership Conference?

- a. Largest Local Chapter Membership
- b. Largest State Chapter Membership Professional Division
- c. Largest Percent Increase in State Chapter Membership
- d. Local Chapter Market Share Award

**Competency:** FBLA Organization, Bylaws, and Handbook

24. A complete *Chapter Management Handbook* is:

- a. supplied for a cost of \$50
- b. updated each semester
- c. supplied only to state key contacts
- d. mailed to a chapter when the chapter is chartered

**Competency:** FBLA Organization, Bylaws, and Handbook

25. A dress code is instituted in order to:

- a. develop an awareness of the image one projects
- b. ensure safety at conferences
- c. differentiate between this organization and others
- d. make everyone in the organization appear unified

**Competency:** FBLA Organization, Bylaws, and Handbook

26. When did FBLA-PBL top 200,000 members for the first time?

- a. 1975
- b. 1987
- c. 2001
- d. 1990

**Competency:** FBLA Organization, Bylaws, and Handbook

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27. Who is the current president and CEO of FBLA-PBL?

- a. Jeannie C. Buckley
- b. Jeannie Butler
- c. Jean Baker
- d. Jean Buckley

**Competency:** FBLA Organization, Bylaws, and Handbook

28. Membership Madness honors:

- a. individual members who recruit at least five new members
- b. individual members who recruit at least ten new members
- c. chapters who increase membership by at least 25 percent
- d. chapters who increase membership by twenty-five members

**Competency:** FBLA Organization, Bylaws, and Handbook

29. The most important resource of any organization is its:

- a. membership
- b. leadership
- c. money for operations
- d. program of work

**Competency:** FBLA Organization, Bylaws, and Handbook

30. A brief summary of a newsworthy event is called a:

- a. a media blitz
- b. a LinkedIn account
- c. a press release
- d. a periodical publication

**Competency:** FBLA Organization, Bylaws, and Handbook

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## FUTURE BUSINESS LEADER

### Overview

This event honors outstanding FBLA members who have demonstrated leadership qualities, participation in FBLA, and evidence of knowledge and skills essential for successful careers in business.

This is a three part event: objective test; résumé and letter of application; and interview. This is an individual event. The résumé and letter of application must be sent in six separate folders to the national center by the second Friday in May.

### Website Resources

- Interviewing Information  
<http://www.collegegrad.com/intv/>
- Resume Guide  
<http://www.careeronestop.org/resumeguide/introduction.aspx>
- SoYouWannaAce a Job Interview?  
<http://www.soyouwanna.com/site/syws/aceinterview/aceinterview.html>
- The 150 Typical Job Interview Questions  
[http://www.quintcareers.com/interview\\_question\\_database/interview\\_questions.html](http://www.quintcareers.com/interview_question_database/interview_questions.html)

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## FUTURE BUSINESS LEADER SAMPLE QUESTIONS

1. Meetings of the National FBLA Executive Council may be called by the president or upon the written request of:
  - a. three voting members
  - b. five voting members
  - c. a majority of the council
  - d. four voting members

**Competency:** FBLA History, Programs, and Bylaws

2. If the office of National FBLA President becomes vacant, the position is filled by the:
  - a. vice president from the president's region
  - b. president elect
  - c. national board of directors
  - d. national executive council

**Competency:** FBLA History, Programs, and Bylaws

3. What are the four levels a student may obtain for the BAA awards?
  - a. Future, Business, Leader, and America
  - b. Future, Business, Service, and America
  - c. Future, Business, Leader, and Education
  - d. Future, Business, Service, and Education

**Competency:** FBLA History, Programs, and Bylaws

- 
4. What is IFL?
- a. Institution for Leaders
  - b. Institute for Learning
  - c. Institution for Leadership
  - d. Institute for Leaders

**Competency:** FBLA History, Programs, and Bylaws

5. According to the Office of Vocational and Adult Education, the FBLA organization is a:
- a. ATSO
  - b. LTSO
  - c. YTSO
  - d. CTSO

**Competency:** FBLA History, Programs, and Bylaws

6. Which event is named in honor of Hamden L. Forkner?
- a. Community Service Project
  - b. Parliamentary Procedure
  - c. American Enterprise Project
  - d. Local Chapter Annual Business Report

**Competency:** FBLA History, Programs, and Bylaws

7. The national policy on Copyright and Fair Use Information is:
- a. to post all available sources on the national website so that documentation is not necessary
  - b. to comply with educational copyright laws
  - c. to require competitors to show event monitors documentation prior to any presentation
  - d. because this is student work for competition, national does not have a policy on this issue

**Competency:** FBLA History, Programs, and Bylaws

8. The parliamentary authority used by FBLA is:
- a. *Robert's Rules of Order*
  - b. *Robert's Rules of Order In Brief*
  - c. *Robert's Rules of Order Newly Revised*
  - d. *Robert's Rules of Order, 9th edition*

**Competency:** FBLA History, Programs, and Bylaws

9. The motion to Commit or Refer:
- a. sends the main motion to a committee for study
  - b. may be done at any time during the meeting
  - c. must be approved by the individuals making and seconding the original motion
  - d. obligates the assembly to an immediate vote

**Competency:** Parliamentary Procedure

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10. The terms rules of order refers to:

- a. the written rules of parliamentary procedure adopted by an assembly or organization
- b. the order a business meeting agenda must follow
- c. the order in which members may speak for or against an agenda item
- d. the order in which items must be listed in an organization's bylaws

**Competency:** Parliamentary Procedure

11. With a limited number of exceptions, a member must:

- a. stand in order to address the assembly
- b. be able to show proof of membership in order to speak before the assembly
- c. be a two-year or longer member in order to speak before the assembly
- d. file a written request to speak before the assembly

**Competency:** Parliamentary Procedure

12. Which is the correct order of motions, from lowest to highest?

- a. amend, raise a question of privilege, fix the time to adjourn, and main motion
- b. fix the time to adjourn, main motion, raise a question of privilege, and amend
- c. main motion, amend, raise a question of privilege, and fix the time to adjourn
- d. fix the time to adjourn, main motion, amend, and raise a question of privilege

**Competency:** Parliamentary Procedure

13. How many errors are in the following sentence?

"Hole tomatoes are gorwn in dry heavy clay soil."

- a. three
- b. one
- c. two
- d. four

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

14. Big Fish Trading Corporation paid dividends of \$9,000 and had a net profit of \$32,000. With 20,000 shares of stock, the company's dividends per share would be which one of the following?

- a. \$0.63
- b. \$0.45
- c. \$1.60
- d. \$.028

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

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15. Which one of the following is **not** an ethical trait needed in the banking and financial industry?

- a. responsibility
- b. intolerance
- c. integrity
- d. honesty

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

16. A management decision style in which a manager makes a decision alone, with little or no input from subordinates is called:

- a. autocratic
- b. accommodating
- c. leading
- d. collaborative

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

17. Multinational corporations are challenged with the \_\_\_\_\_ in other countries.

- a. availability of human resources
- b. fluctuation of currency exchange rates
- c. variation in litigation procedures
- d. publication of judicial opinions

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

18. Scarcity is when:

- a. resources meet all needs
- b. there are limited resources and unlimited needs
- c. there are few products
- d. where there are few needs

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

19. \_\_\_\_\_ is an example of an exhaustible resource.

- a. Corn
- b. Cotton
- c. Timber
- d. Oil

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

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20. The group of laws that reduce anticompetitive behavior and promote competition in the marketplace where competition is desirable are known as:

- a. laws against perpetuities
- b. business ownership laws
- c. usury laws
- d. antitrust laws

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

21. Forms of communication are best described by:

- a. taking communication to a higher level of critical thinking
- b. realizing that communication is rarely permanent
- c. stating that communication can be expressed verbally and nonverbally
- d. selecting messages by type and channel

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

22. The main point of a paragraph is stated in the:

- a. coherence of each paragraph
- b. italicized parts of the paragraph
- c. transitional
- d. topic sentence

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

23. Which is **not** an advantage of operating a business as a sole proprietorship?

- a. freedom to make business decisions
- b. owner is the boss
- c. limited risks
- d. ease of starting

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology



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24. June wants to purchase new carpet for her hall and master bedroom. The hall is  $3\frac{1}{2}$ ' wide by 12' long. The master bedroom measures 11' x 14'. Carpet costs \$5/square foot. How much will June spend for these two rooms?

- a. \$ 770
- b. \$ 210
- c. \$ 980
- d. \$1,000

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

25. The most basic need in Maslow's Hierarchy of human needs is:

- a. safety
- b. food and shelter
- c. self esteem
- d. self-actualization

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

26. Any **nonpaid** communication about a product is:

- a. advertising
- b. personal selling
- c. publicity
- d. public relations

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

27. Which one of the following statements is **true** about using marketing information in business decisions?

- a. Decisions in business rarely take marketing information into account.
- b. Marketing information is the basis for many important decisions made in business.
- c. Marketing information is not as important as financial data about products.
- d. Decisions in business vary widely, marketing information sometimes is used.

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

- 
28. When sending an email to several people, one way to ensure that email addresses are protected from strangers would be to:
- insert the email addresses into the CC part of the email heading
  - insert the email addresses into the TO part of the email heading
  - insert the email addresses into the BCC part of the email heading
  - insert the email addresses into the Subject part of the email heading

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

29. If you write a paper for a class and use a quote from an Internet resource without giving proper credit to the source, this is called:
- immoral
  - bootlegging
  - plagiarism
  - breaching information

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

30. Identify the type of noun in the following sentence:  
The lawyer's brief was short and to the point.
- collective
  - compound
  - possessive
  - plural

**Competency:** General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

**Overview**

The global economy is a complex, continually flowing, and constantly changing network of information, goods, services, and cultures. Most nations rely on other nations for natural resources to supply their needs and wants. Global business also provides new markets and investment opportunities as well as promotion of better relationships.

This is a team event composed of two or three members. This event consists of two parts: an objective test and a performance. The objective test is taken collaboratively by the team members and the top fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

This is a team event.

**Competencies and Task Lists**

<http://www.fbla-pbl.org/docs/ct/FBLA/globalbusiness.pdf>

**Website Resources**

- Business Terms  
<http://www.importexporthelp.com/a/business-terms.htm>
- Conversion Tables  
<http://www.convert-me.com/en/>
- Currency Converter  
<http://www.oanda.com/converter/classic>
- Global Resource Directory  
<http://globaledge.msu.edu/Global-Resources>
- International Business Culture, Customs, and Etiquette  
<http://www.executiveplanet.com/>

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**GLOBAL BUSINESS SAMPLE QUESTIONS**

1. \_\_\_\_\_ includes all business activities needed to create, ship, and sell goods and services across national borders.
- a. Regional business
  - b. International business
  - c. Trade intervention
  - d. Domestic business

**Competency:** Basic International Concepts

2. \_\_\_\_\_ are **not** a factor of production.
- a. Human resources
  - b. Foreign resources
  - c. Natural resources
  - d. Capital resources

**Competency:** Basic International Concepts

- 
3. \_\_\_\_ is what an individual does **not** purchase in order to make another purchase.
- Economic option
  - Opportunity cost
  - Economic choice
  - Alternative purchase

**Competency:** Basic International Concepts

4. \_\_\_\_ is the belief that one's culture is better than other cultures.
- Expatriate
  - Superiority
  - Cultural baggage
  - Ethnocentrism

**Competency:** Basic International Concepts

5. Which is **not** a method for a business to get involved in international business?
- franchising
  - licensing
  - indirect importing
  - joint venture

**Competency:** Ownership and Management

6. A(n) \_\_\_\_ is an agreement between two or more companies from different countries to share a business project.
- franchise
  - independent contract
  - joint venture
  - licensed agreement

**Competency:** Ownership and Management

7. \_\_\_\_ are called intermediaries because they are links between products and sellers of products.
- Service companies
  - Manufacturing companies
  - Retailers
  - Wholesalers

**Competency:** Ownership and Management

8. \_\_\_\_ is the specific responsibility that both manufacturers and sellers have for the safety of their products.
- Common law
  - Moral obligation
  - Strict liability
  - Product liability

**Competency:** Legal Issues

- 
9. \_\_\_\_\_, also called code law, is a complete set of rules enacted as a single written system or code.
- Municipal law
  - Civil law
  - Statute
  - Common law

**Competency:** Legal Issues

10. The \_\_\_\_\_ allows a company to file a single patent application in which it names the countries in which it seeks patent coverage.
- International Copyright Agreement
  - World Trade Organization
  - World Intellectual Property Organization
  - Patent Cooperation Treaty

**Competency:** Legal Issues

11. The language that has the greatest number of speakers throughout the world is which one of the following?
- Hindi
  - Spanish
  - Chinese Mandarin
  - English

**Competency:** Communication (including culture and language)

12. Direct eye contact is important in the United States; however, looking away from the eyes of the speaker is considered respectful in which one of the following countries?
- Mexico
  - South Korea
  - England
  - France

**Competency:** Communication (including culture and language)

13. \_\_\_\_\_ is **not** part of the marketing mix.
- Entrepreneurship
  - Product
  - Distribution
  - Place

**Competency:** Marketing

14. \_\_\_\_\_ is **not** a service provided by retailers.
- Product selection
  - Storing and transportation of goods
  - Sales staff assistance
  - Consumer convenience

**Competency:** Marketing

- 
15. \_\_\_\_ means that the cost of the goods, insurance, and freight are included in the price quoted.
- a. FOB
  - b. C&F
  - c. CIF
  - d. Standard invoice

**Competency: Marketing**

16. \_\_\_\_ is a duty that a government places on imported products.
- a. Sanction
  - b. Tariff
  - c. Quota
  - d. Restriction

**Competency: Taxes and Government Regulation**

17. \_\_\_\_ occurs when the government takes control and ownership of foreign-owned assets and companies.
- a. Civil unrest
  - b. Economic nationalism
  - c. Trade sanctions
  - d. Expropriation

**Competency: Taxes and Government Regulation**

18. \_\_\_\_ is the dispute resolution method that makes use of a neutral third party to reconcile the viewpoints of the disputing parties.
- a. Arbitration
  - b. Due process
  - c. Mediation
  - d. Litigation

**Competency: Treaties and Trade Agreements**

19. A \_\_\_\_ is imposed by the government to limit the number of imported goods that can enter the country and compete with domestic goods.
- a. quota
  - b. boycott
  - c. sanction
  - d. tariff

**Competency: Treaties and Trade Agreements**

20. The \_\_\_\_ is the currency used in Japan.
- a. euro
  - b. Yuan
  - c. yen
  - d. pound

**Competency: Currency Exchange**

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21. Money is not:

- a. store of value
- b. measure of value
- c. a medium of exchange
- d. political stability

**Competency:** Currency Exchange

22. The \_\_\_\_ is a certificate that adds to or changes the coverage of an insurance policy.

- a. condition
- b. exclusion
- c. rider
- d. endorsement

**Competency:** Finance

23. Travelers visiting other countries may pay more when using a credit card instead of cash or traveler's checks because:

- a. the foreign exchange rate on credit cards is not calculated until the charges reach the credit card office
- b. credit cards have annual fees
- c. interest rates on credit cards are high
- d. credit cards always charge additional handling fees

**Competency:** Finance

24. Employers for multinational companies do **not** hire employees based on which one of the following?

- a. competence
- b. adaptability
- c. personal characteristics
- d. ethnocentrism

**Competency:** Human Resource Management

25. The \_\_\_\_ uses managers from various countries within the geographic region of a business.

- a. geocentric approach
- b. regiocentric approach
- c. polycentric approach
- d. ethnocentric approach

**Competency:** Human Resource Management

26. \_\_\_\_ are principles of right and wrong guiding personal and business decisions.

- a. Laws
- b. Values
- c. Cultural norms
- d. Ethics

**Competency:** Ethics

- 
27. \_\_\_\_\_ protect the rights to intellectual property in the United States but may **not** be honored in other parts of the world.
- a. Trademarks
  - b. Patents
  - c. Copyrights
  - d. Trade secrets

**Competency: Ethics**

28. Flying into different time zones around the world can result in:
- a. jet lag
  - b. general confusion
  - c. energy boost
  - d. medical reaction

**Competency: International Travel**

29. Individuals taking jobs in other parts of the world should:
- a. make sure that all medical vaccinations are up to date
  - b. wait to receive medical vaccinations when they arrive to their final destination
  - c. count on their employers to pay for required medical procedures
  - d. not worry about medical plagues since their company is insulated from the rest of the public

**Competency: International Travel**

30. The résumé should **not** include:
- a. a personal picture
  - b. work experience
  - c. a career objective
  - d. education

**Competency: Career Development**



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## GLOBAL BUSINESS SAMPLE CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have twenty minutes to review the case.
2. Presentation time is seven minutes. At six minutes the timekeeper will stand and hold up a colored card indicating you have one minute left and at seven minutes the timekeeper will stand and hold up a colored card indicating time is up.
3. The presentation is interactive with the judges who will ask questions throughout the presentations. You are the human resource director for College Trends (a major manufacturer of college apparel). You must describe strategies for hiring, training and development, establishing/maintaining positive cultural relations, and maintaining product quality. The judges are the owners of the company.
4. Each team member will be given two note cards.
5. Cover all the points described in the case and be prepared to answer questions posed by the judges.
6. All team members must participate in the presentation as well as answer the questions.

### PERFORMANCE INDICATORS

- Explain the importance of training and development for global employees
- Describe time-management principles to improve production for a global business
- Describe ways to motivate employees

### CASE STUDY SITUATION

You are the human resource director for a College Trends (a major manufacturer of college apparel). The manufacturing plant for College Trends is located in the United States where production and labor costs have been rising. College Trends has decided to locate a second manufacturing plant in China where labor and production costs are much lower. Since your company is entering a different culture, you are challenged to find the best employees for management and production. You must develop a plan for your company to gain a better understanding of the Chinese culture. The owner of College Trends (judge) wants to hear your plan for hiring and training employees in China. The owner's biggest concern is to maintain the quality and integrity of College Trends.

You must describe how you will recruit employees for the new location in China. Your explanation must include procedures for hiring, training and development, establishing/maintaining positive cultural relations, and maintaining product quality. The owner of College Trends understands the importance of communication for a successful business. They want to know how the communication process will work with production facilities in the United States and China, considering cultural differences. You will meet with the owner to explain a smooth transition plan for the company's new manufacturing plant in China.

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Possible Questions to Address:

- How will you select managers for the new manufacturing plant in China?
- What communication process will you incorporate to make sure to maintain product integrity?
- What employee incentives will result in high productivity?
- How will the international manufacturing process affect product deadlines?
- How will you involve the Chinese culture in management functions and training and development of employees?
- How will the two manufacturing plants located in different parts of the world communicate to maintain a consistent product and customer service?

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## HEALTH CARE ADMINISTRATION

### Overview

Health care administrators manage the business side of health services, ensuring effective use of resources to ensure the best medical care to the community. These skills include managing office activities, enhancing communication skills, identifying legal and ethical issues in healthcare practices, managing financial functions, and enhancing employability skills.

This is an individual online test.

### Competencies

[http://www.fbla-pbl.org/docs/ct/FBLA/health\\_care\\_adminstration.pdf](http://www.fbla-pbl.org/docs/ct/FBLA/health_care_adminstration.pdf)

### Website Resources

- Agency for Health Care Policy and Research  
<http://www.ahcpr.gov/>
- American Association of Healthcare Consultants  
<http://www.aahc.net/>
- American Public Health Association  
<http://www.apha.org/>
- America's Health Insurance Plans  
<http://www.aahp.org/>
- Glossary of Managed Care Terms  
<http://www.pohly.com/terms.html>
- Healthcare Financial Management Association  
<http://www.hfma.org/>
- Hospitals and Healthcare Companies  
<http://www.pohly.com/companies.html>
- Integrated Healthcare Association  
<http://www.iha.org/>
- World Health Organization  
<http://www.who.org/>

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## HEALTH CARE ADMINISTRATION SAMPLE QUESTIONS

1. Which one of the following features links several persons into one call?
  - a. toll call
  - b. conference call
  - c. protocol
  - d. emergency call

**Competency:** Managing Office Procedures

- 
2. \_\_\_\_\_ are included in the employee handbook.
- Employees' dates of hire
  - Employees' addresses
  - Employees' job descriptions
  - Employees' phone numbers

**Competency:** Managing Office Procedures

3. Mr. Anderson has health insurance. As he checks in for a routine exam, he is asked to pay a certain amount. He argues that he has insurance. What is the purpose of the upfront payment?
- copay
  - credit for future services
  - codependent service fee
  - charge for payment pending

**Competency:** Managing Office Procedures

4. All of the following are signs and symptoms of shock **except**:
- skin is cool, clammy, and pale
  - blood pressure is high
  - pulse is weak and rapid
  - breathing may be shallow and rapid

**Competency:** Medical Terminology

5. An abnormally slowed respiration rate is:
- bruits
  - bradypnea
  - bradycardia
  - bronchi

**Competency:** Medical Terminology

6. What phrase best describes humoral immunity?
- defense mechanisms stemming from birth development of bone structure
  - immunity stemming from infected humerus bone
  - immunity from inhaled contaminants from excessive laughing
  - defense mechanisms coming from antibodies in the blood

**Competency:** Medical Terminology

7. The most common complaint from patients is:
- physician emergencies
  - wait time
  - appointment scheduling
  - rescheduling

**Competency:** Communication Skills

- 
8. Identify an attitude that individuals from the same region believe are identical.
- stereotyping
  - hierarchy of needs
  - neutrality
  - white-coat syndrome

**Competency: Communication Skills**

9. Use of open-ended questions helps improve the quality of patient communication. What type of response is gained in this type of questioning?
- yes or no
  - fear of the questioning getting too personal
  - response with points of clarification
  - vagueness in response

**Competency: Communication Skills**

10. The \_\_\_\_\_ prohibits job discrimination.
- Employee Training Manual
  - Employee Federal Government Manual
  - Equal Employment Opportunity Law
  - Employee State Government Manual

**Competency: Communication Skills**

11. Which one of the following issues narcotics licenses to physicians?
- pharmacist
  - JCAHO
  - Food and Drug Administration (FD)
  - Drug Enforcement (DE)

**Competency: Communication Skills**

12. Which one of the following requires attendance under penalty?
- plaintiff
  - subpoena
  - privileged information
  - law suit

**Competency: Communication Skills**

13. Email refers to which one of the following?
- a computerized process of sending, receiving, storing, or forwarding messages
  - an internal office communication
  - a mail delivery person
  - a manual process of sending, receiving, storing, or forwarding messages

**Competency: Health Insurance**

- 
14. Health Information Management focuses on:
- healthcare facilities and managerial human resources
  - healthcare data and the management of healthcare information resources
  - healthcare facilities and patient healthcare rights
  - healthcare facilities and patient human resources

**Competency:** Health Insurance

15. What phrase best explains capitation?
- payment system that reimburses the provider a fixed dollar amount for patients enrolled
  - minimum number of people required to participate each year
  - the capital dollar amount required to have in reserves before payment can be made
  - maximum number of people allowed to participate in the plan each year

**Competency:** Health Insurance

16. The system developed to convert descriptions of medical procedures into five-digit numeric code with two-digit numeric modifiers is called:
- CPT
  - ICD-9
  - CPT-9
  - ICD-9-CM

**Competency:** Records Management

17. The electronic medical record has been mandated by the federal government for use in health care. What is a major benefit of its use?
- It requires excessive space for storage of data.
  - Single users of the medical record can maneuver through the health system with relative ease.
  - It requires no on-site assistance to properly utilize the system.
  - A patient's medical history is quickly available anywhere in an emergency.

**Competency:** Records Management

18. Dr. Rogers asked you to review and summarize all bills greater than 90 days old. What file should you review?
- accounts pending
  - wage and taxable statements
  - accounts payable
  - aging summary report

**Competency:** Records Management

19. The system developed to classify all known diseases to assist in maintaining statistical records of morbidity and mortality is called:
- CPT
  - CPT-9
  - ICD-9
  - ICD-9-CM

**Competency:** Medical History

- 
20. RMA is referred to as:
- a. registered math assistant
  - b. radiologist medical assistant
  - c. registered medical assistant
  - d. registered mandatory assistant

**Competency:** Medical History

21. What does the acronym POMR stand for?
- a. parent omission medical review
  - b. practical orientation of medical record
  - c. provision of medical resources
  - d. patient oriented medical record

**Competency:** Medical History

22. A \_\_\_\_\_ reads codes found on items in grocery and retail stores.
- a. bar device
  - b. bar drawer
  - c. bar colorer
  - d. bar code reader

**Competency:** Technology

23. Hardware that provides the workspace for data and computer instructions is called:
- a. metallic bars
  - b. memory chips
  - c. mega bonus
  - d. mega chips

**Competency:** Technology

24. \_\_\_\_\_ provides a hard copy of data on paper.
- a. Wireless
  - b. Keypad
  - c. Printer
  - d. Power cord

**Competency:** Technology

25. Health care facilities that do not pay state or federal income tax on their profits are called:
- a. charitable
  - b. nonprofit
  - c. for profit
  - d. governmental

**Competency:** Managing Financial Functions

- 
26. What statement best explains appropriate procedures for use of a petty cash fund?
- money is kept in sealed envelope
  - personal IOU's do not exceed 40 percent of the fund
  - keeper of the fund audits his own actions
  - receipts are provided for each withdrawal

**Competency: Managing Financial Functions**

27. What is an example of fixed costs in a medical practice?
- salaries
  - cost of supplies
  - cost of utilities
  - depreciation of equipment

**Competency: Managing Financial Functions**

28. When is the patient's medical chart prepared?
- on or before the day of the first visit
  - after they are seen by the doctor
  - when the appointment is made
  - on or before the day of the follow-up visit

**Competency: Records Management**

29. What is the proper procedure to use when making a correction in the medical record?
- draw a line through the error, initial, and date
  - remove the page with the error and rewrite the needed data
  - erase the error, initial, and write the correct information
  - add a new sentence to the record indicating the error

**Competency: Managing Financial Functions**

30. What process is described by the acronym P.O.M.R.?
- placement of importance medical information in a very obvious location with charting problems in a numerical order
  - placement of information according to frequency of medical problem
  - placement of problems and the subsequent charting using an objective template
  - placement of information according to source of information

**Competency: Managing Financial Functions**



**Overview**

This event provides recognition for FBLA members who demonstrate an understanding of and ability to provide technical assistance to end users. The ability to provide technical assistance to the users of computer hardware and software is essential to the success of any organization and its continued operation.

This is an individual event. This event consists of two parts: an objective test and a performance. The objective test is taken and the top fifteen individuals scoring the highest on the objective test will advance to the final round and participate in the performance component.

This is an individual event.

**Competencies and Task Lists**

[http://www.fbla-pbl.org/docs/ct/FBLA/help\\_desk.pdf](http://www.fbla-pbl.org/docs/ct/FBLA/help_desk.pdf)

**Website Resources**

- Help Desk Institute  
<http://www.ThinkHDI.com>

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**HELP DESK SAMPLE QUESTIONS**

1. A request that is beyond the capabilities of the service desk are:
  - a. terminal service request
  - b. global service request
  - c. intermediary service request
  - d. out-of-scope service request

**Competency:** Help Desk Operations

2. A set of tools and databases used to store, manage, and present information sources is:
  - a. KMS-knowledge management system
  - b. KB-knowledge base
  - c. KAA-knowledge action activator
  - d. KEDB-known errors database

**Competency:** Help Desk Operations

3. What is it called when a user interacts with a database of information by pressing keys on a telephone or speaking simple words into the telephone?
  - a. TPR-teleprompting
  - b. RAC-response administration control
  - c. IVR-interactive voice response
  - d. VQ-voice queuing

**Competency:** Help Desk Operations

- 
4. Personal computer software product that is developed and distributed commercially is known as:
- proprietary software
  - off-the-shelf software
  - integrated software
  - open source software

**Competency:** Help Desk Operations

5. A technology that transmits voice communications over the Internet rather than telephone lines is:
- digiphone
  - voice over IP
  - Wi-Fi
  - digital communications

**Competency:** Help Desk Operations

6. The diversified demand of a technical support desk lends itself to the following because the demands are too great for a single analyst.
- individuation
  - team setting
  - role playing
  - goal setting

**Competency:** Help Desk Setting

7. This device filters out noise from the service desk that the customer may hear (e.g., phone ringing, people talking nearby).
- audio cancellation monitor
  - audio defibrillator
  - noise-canceling microphone
  - noise-canceling headset

**Competency:** Help Desk Setting

8. A filtering process that helps agents identify problems and quickly respond to requests for information, often without initiating a formal incident is:
- verifying
  - qualifying
  - pre-screening
  - authenticating

**Competency:** Help Desk Setting

9. Which one of the following is **not** an electronic threat to security of computer systems?
- proliferation of malware software
  - lack of encrypted data transmission
  - keypad entry locks permitting unauthorized access
  - operating system software bugs permitting access by unauthorized users

**Competency:** Help Desk Setting

- 
10. A sequence of tasks that must be completed on time to meet a project's deadline is:
- a. task assignments
  - b. project scenario
  - c. task trafficking
  - d. critical path

**Competency:** Help Desk Setting

11. A learning method on the higher continuum of retention/performance is called:
- a. listening
  - b. observing
  - c. reading
  - d. problem solving

**Competency:** Information Component

12. A common ACD feature that sends calls to another agent queue when one queue is long or calls have been in a queue longer than a pre-defined time period is:
- a. overflow routing
  - b. call monitoring
  - c. call distribution
  - d. lost call reporting

**Competency:** Information Component

13. This refers to hardware or software that appears in ads or press releases but not yet available for sale.
- a. patches
  - b. versions
  - c. vaporware
  - d. shareware

**Competency:** Information Component

14. The continuous operation of a computer or component over a 48-72 hour period to discover obvious operational problems is known as:
- a. burn-in test
  - b. conflict identification
  - c. module analysis
  - d. proactive diagnostics

**Competency:** Information Component

15. \_\_\_\_ periodically checks a vendor's website for recommended updates to bring software up to current specifications.
- a. Update diagnosis
  - b. Software downloads
  - c. Software monitoring
  - d. Automatic updates

**Competency:** Information Component

- 
16. What is the field that studies how to design a workplace that promotes worker health, safety, and productivity?
- a. biometrics
  - b. ergonomics
  - c. economics
  - d. biologics

**Competency:** Help Desk Concepts

17. Which one of the following is **not** a common remote support technology?
- a. remote control system
  - b. remote monitoring system
  - c. self-healing system
  - d. process management system

**Competency:** Help Desk Concepts

18. Tracking and resolving incidents, such as a jammed printer or an illegal operation error message is:
- a. incident management
  - b. incident traffic management
  - c. incident queuing
  - d. incident engineering

**Competency:** Help Desk Concepts

19. What terms refer to an incident that is causing significant business impact?
- a. service request incident
  - b. trouble ticket incident
  - c. malfunction incident
  - d. major incident

**Competency:** Help Desk Concepts

20. Email response management systems:
- a. manage the queuing of incoming telephone calls
  - b. manage high-volume chat, email, and web messages
  - c. manage feasibility studies
  - d. manage needs assessments

**Competency:** Help Desk Concepts

21. When you introduce the customer and the service provider to whom you are transferring the call but you don't stay on the line, it is called:
- a. warm transfer
  - b. cold transfer
  - c. hot transfer
  - d. conference transfer

**Competency:** Help Desk Roles & Responsibilities

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22. A healthy form of stress that keeps you motivated and enables a sense of accomplishment is:

- a. ministries
- b. resistance
- c. environmental stress
- d. eustress

**Competency:** Help Desk Roles & Responsibilities

23. The act of using words to influence your thinking in a positive way is:

- a. self-recrimination
- b. self-monitoring
- c. positive self-talk
- d. self-assessment

**Competency:** Help Desk Roles & Responsibilities

24. What item is **not** a technique for staying in control as a help desk agent?

- a. specify software
- b. diffuse an angry customer
- c. stay calm under pressure
- d. learn to respond, not react

**Competency:** Help Desk Roles & Responsibilities

25. A standard set of text, questions, and behaviors particularly useful when providing technical support is called:

- a. priorities
- b. target resolutions
- c. script
- d. directives

**Competency:** Help Desk Roles & Responsibilities

26. What is it called when a person performs corrective action that repairs, replaces, or modifies the source of a help desk incident/problem?

- a. decision
- b. ticketing
- c. modification
- d. resolution

**Competency:** Help Desk Process and Procedures

27. Verify that corrective action was successful and that all incident and problem details are recorded accurately and completed is called:

- a. incident management
- b. traffic monitoring
- c. problem analysis
- d. closure

**Competency:** Help Desk Process and Procedures

- 
28. Often prepared in the form of a side-by-side comparison or balance sheet that lists costs on one side and benefits on the other is known as:
- cost benefit analysis
  - survey instrument
  - data collection report
  - prototype report

**Competency:** Help Desk Process and Procedures

29. A process that involves several paths or approaches to problem solving is:
- didactic
  - iterative
  - inductive
  - sequential

**Competency:** Help Desk Process and Procedures

30. What is it called when you try to troubleshoot a help desk problem, analyze one's thought processes, and say "Where did I go wrong solving this problem?"
- hypothesis testing
  - deductive reasoning
  - metacognition
  - creative processing

**Competency:** Help Desk Process and Procedures

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## HELP DESK SAMPLE ROLE PLAY

### PARTICIPANT INSTRUCTIONS

- You have ten minutes to review the case.
- Presentation time is five minutes. At four minutes the timekeeper will hold up a colored card indicating you have one minute left and at five minutes the timekeeper will hold up a card indicating time is up.
- The presentation is interactive with the judges who will ask questions throughout the presentations. One judge will play the role of Genevieve who is a customer. You will play the role of a help desk manager for Powell Consulting, Inc.
- You will be given two note cards to use.
- Cover all the points described in the case and be prepared to answer questions.
- The presentation is interactive with the judges who will ask questions throughout the presentation.

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## PERFORMANCE INDICATORS

- Communications skills—the ability to exchange information and ideas with others through writing, speaking, reading, or listening
- Analytical skills—the ability to derive facts from data, findings from facts, conclusions from findings, and recommendations from conclusions
- Production skills—the ability to take a concept from an idea and make it real
- Priorities/time management—the ability to determine priorities and manage time commitments

## CASE STUDY SITUATION

### Background

You are the help desk manager for Powell Consulting, Inc., a mid-size customer support center. Your company responds to telephone based service calls for several large computer manufactures.

### Situation

Genevieve, who purchased her laptop computer to do her online college courses, is having trouble with the touchpad on her computer. Often, when she moves her cursor to a position and begins typing, the placement of the text moves up or down on the screen. She has an assignment due in one of her classes tomorrow, but it is taking her so long to type her paper that she may not meet the deadline. The problem is so infuriating Genevieve that she now wants to return the unit for a refund so that she can purchase a different laptop from a competitor vendor.

### Tasks

You have received Genevieve's phone call and must decide what to do next.

Genevieve is already frustrated, upset, and is short on time when she calls and is in need of immediate assistance. You calm her down by explaining that you can fix her problem and have her machine operating today so that she will be able to submit her assignment tomorrow. You ask her to repeat and explain the steps she takes when her cursor jumps up or down on the screen. When she is finished, the text does indeed show up above or below where she wants it. What should you do next? How can you fix the problem she is having so that she will keep the unit?

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## HOSPITALITY MANAGEMENT

### Overview

Hospitality is an important aspect of business and society. This event provides recognition to FBLA members who have the ability to help other people enjoy both leisure and business-related events.

This is a team event composed of two or three members. This event consists of two parts: an objective test and a performance. The objective test is taken collaboratively by the team members, and the top fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

This event is a team event of two or three members.

### Competencies

<http://www.fbla-pbl.org/docs/ct/FBLA/HOSPITALITYMANAGEMENT.pdf>

### Website Resources

- American Hotel & Lodging Association  
<http://www.ahla.com/>
- Hospitality Management Resources  
<http://library.osu.edu/find/subjects/department-of-consumer-science/hospitality-management-resources/>
- National Restaurant Association  
<http://www.restaurant.org/>

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## HOSPITALITY MANAGEMENT SAMPLE QUESTIONS

1. \_\_\_\_\_ is **not** part of the Marriott brand.
- Springhill Suites
  - Courtyard by Marriott
  - Fairfield Inn
  - Hampton Inn

**Competency:** Current Hospitality Industry Trends

2. \_\_\_\_\_ means applying marketing principles and the components of the loyalty circle to the people who serve the customers.
- Lifetime value marketing
  - Loyalty marketing
  - Frequency program
  - Employee relationship marketing

**Competency:** Current Hospitality Industry Trends



- 
3. \_\_\_\_\_ are thoughts that we think are fact, which we derive from perceptions.
- a. Attitudes
  - b. Values
  - c. Perceptions
  - d. Beliefs

**Competency:** Types of Hospitality Markets and Customers

4. Our \_\_\_\_\_ influence(s) how we judge and react to beliefs.
- a. integrity
  - b. values
  - c. intentions
  - d. attitudes

**Competency:** Types of Hospitality Markets and Customers

5. Keeping highly motivated, service-oriented employees does **not** require:
- a. complimenting or rewarding employees frequently
  - b. maintaining regular communications with employees
  - c. large budgets for human resource management
  - d. setting clear objectives and performance standards for employees

**Competency:** Types of Hospitality Markets and Customers

6. \_\_\_\_\_ means giving employees the authority to identify and solve guest problems or complaints on the spot, and to make improvements in work processes when necessary.
- a. Delegation
  - b. Job specification
  - c. Empowerment
  - d. Modification

**Competency:** Types of Hospitality Markets and Customers

7. \_\_\_\_\_ involve buying a specific time period (one or two weeks) to spend at a vacation resort.
- a. Time shares
  - b. Duplexes
  - c. Condominiums
  - d. Resorts

**Competency:** Environmental, Ethical, and Global Issues

8. Hotel guests buy:
- a. a place to stay
  - b. safety
  - c. the expectation of a great experience
  - d. basic needs

**Competency:** Environmental, Ethical, and Global Issues

- 
9. Energy management systems save massive amounts of money by controlling and monitoring all of the following **except**:
- heating units
  - security procedures
  - air conditioning units
  - lights

**Competency:** Environmental, Ethical, and Global Issues

10. Personnel from hotels attend trade shows around the world to:
- work with the competition
  - attract new business
  - enjoy time away from the hotel
  - learn new procedures

**Competency:** Environmental, Ethical, and Global Issues

11. \_\_\_\_ management includes all the activities necessary to plan, research, implement, control, and evaluate the marketing efforts of a hospitality and travel organization.
- Property management
  - Human resource
  - Financial
  - Marketing

**Competency:** Legal Issues, Financial Management, and Budgeting

12. \_\_\_\_ is the percentage relationship of an organization's sales to total industry or sector sales.
- Efficiency ratio
  - Market share
  - Sales analysis
  - Marketing cost analysis

**Competency:** Legal Issues, Financial Management, and Budgeting

13. Which of the following is **not** used to measure sales-force efficiency?
- number of inquiries generated per ad
  - average revenue per sales call
  - average sales-call time per contact
  - average cost per sales call

**Competency:** Legal Issues, Financial Management, and Budgeting

14. Advertising efficiency is **not** based on:
- cost per inquiry
  - conversion rate
  - cost per thousand persons reached
  - percentage of sales through various distribution channels

**Competency:** Legal Issues, Financial Management, and Budgeting

- 
15. What is a multinational hotel?
- a. addresses the needs of multicultural groups
  - b. has property in more than one country
  - c. employs citizens from foreign countries
  - d. has international guests

**Competency: Human Resource Management**

16. What are the responsibilities of the human resources department in a hotel?
- a. remuneration, event planning, and maintenance
  - b. sales, job interviews, and special events
  - c. employee benefits, accounting, and reservations
  - d. recruiting, training, and employee compensation

**Competency: Human Resource Management**

17. One form of non-traditional marketing is:
- a. quality marketing
  - b. service marketing
  - c. relationship marketing
  - d. loyalty marketing

**Competency: Human Resource Management**

18. A front desk agent informs the guest of the availability of a room with better accommodations or amenities. This process is known as:
- a. promoting
  - b. discounting
  - c. facilitating
  - d. upselling

**Competency: Human Resource Management**

19. \_\_\_\_ protects businesses from losses or damage claims by customers or guests.
- a. Liability insurance
  - b. Property insurance
  - c. No fault insurance
  - d. Risk management

**Competency: Legal Issues, Financial Management, and Budgeting**

20. The hotel or other hospitality venue pays a \_\_\_\_ for insurance coverage.
- a. rider
  - b. deductible
  - c. service fee
  - d. premium

**Competency: Legal Issues, Financial Management, and Budgeting**

- 
21. The \_\_\_\_\_ environment tells restaurateurs to whom they can sell liquor and when.
- sociocultural
  - ecological/natural
  - regulatory
  - physical

**Competency:** Legal Issues, Financial Management, and Budgeting

22. Workplace safety at a hotel is regulated by:
- USDA
  - PEDA
  - OSHA
  - U.S. Lodging Association

**Competency:** Legal Issues, Financial Management, and Budgeting

23. The last step an organization should do when they run a sales promotion is:
- measure the results
  - communicate the promotion to employees
  - make sure to fulfill the demand
  - define the promotion's target market

**Competency:** Hospitality Marketing Concepts

24. What is RFM analysis?
- recentness, frequency, and monetary value
  - relationship marketing
  - the percentage of room occupancy
  - the break even analysis of the promotion

**Competency:** Hospitality Marketing Concepts

25. The component of the hospitality product that management has almost direct control over is the:
- service product
  - physical product
  - service delivery
  - service environment

**Competency:** Hospitality Marketing Concepts

26. Perishability and fixed capacity affect product:
- size
  - life span
  - availability
  - heterogeneity

**Competency:** Hospitality Marketing Concepts

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27. The plan of action set forth in a marketing plan that includes time frames and who will implement the plan describes the:

- a. implementation plan
- b. marketing action plan
- c. objective action plan
- d. segment action plan

**Competency:** Operation and Management Functions

28. Thorough data collection and analysis will allow determination of:

- a. data analysis
- b. opportunities
- c. target market
- d. competitive advantages

**Competency:** Operation and Management Functions

29. What do Mission statements indicate?

- a. community goals for a company
- b. the purpose of the company
- c. profit analysis for a company
- d. who is leading the company

**Competency:** Operation and Management Functions

30. Hospitality gaps that can be filled with property needs analysis include all of the following **except**:

- a. occupancy
- b. market share
- c. food sales
- d. property taxes

**Competency:** Operation and Management Functions

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## HOSPITALITY MANAGEMENT SAMPLE ROLE PLAY

### PARTICIPANT INSTRUCTIONS

1. You have twenty minutes to review the case.
2. Presentation time is seven minutes. At six minutes the timekeeper will stand and at seven minutes the timekeeper will stand and hold up a colored card indicating time is up.
3. The presentation is interactive with the judges who will ask questions throughout the presentations. The judges will play the roles of franchisee owners (Michael and Delaney) who operate twelve popular fast-food restaurants in Kentucky. The team's role as an outsourcing payroll company is to convince the judges to outsource their payroll to your company.
4. Each team member will be given two note cards.

- 
5. Cover all the points described in the case and be prepared to answer questions posed by the judges.
  6. All team members must participate in the presentation as well as answer the questions.

### **PERFORMANCE INDICATORS**

- Explain the advantages of outsourcing services to another business for more efficient operation
- Demonstrate the ability to make a convincing businesslike presentation
- Demonstrate an understanding of the case and explain recommendations
- Display self-confidence through knowledge of content and articulation of ideas
- Explain the rationale for outsourcing work

### **CASE STUDY SITUATION**

Your team specializes in outsourcing payroll services. Rapidly growing restaurant franchises do not have enough time to keep up with payroll issues. Some of the most challenging payroll issues include federal and state payroll taxes, garnishment of wages, health care requirements, and 401k plans.

Founded in 1979 by Michael and Delaney Anderson, McDonald's of East Kentucky, Inc. owns and operates twelve Subway restaurants in nine communities throughout the mountains of southeastern Kentucky. The franchise which prides itself on presenting quality meals and being one of the area's preferred employers has approximately 600 employees.

McDonald's of East Kentucky, Inc. is challenged to sustain employee satisfaction. While the franchisee's profit-sharing plan was a significant benefit for its full-time employees with 30 percent of its employee base participating in the plan. The 401(k) was especially cumbersome and time-consuming to administer. The consensus was a 401(k) plan would be a better benefit because it empowered employees. The big challenge faced by Michael and Delaney was administering the 401(k) plan.

One of the most important things for any employee is getting paid accurately for every minute on the job. For a business, timely and accurate paychecks help to create a culture of employee satisfaction, which leads to better employee retention. For a business, timely and accurate paychecks help to create a culture of employee satisfaction, which leads to better employee retention. "In a service business, you don't have time to process your own payroll. There are too many other things to do. Your team must convince Michael and Delaney to alleviate employment related regulatory risks by outsourcing payroll tax filing, wage garnishment, tax credit process, and health care requirements for McDonald's of East Kentucky, Inc. In addition to being responsible for filing Federal, State, county, and city payroll taxes, the franchisee also faced the time-consuming tasks associated with wage garnishment processing and complicated health care laws. Compliance with all tax laws has become overwhelming for Delaney and Michael.

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Possible Questions to Address:

- How will our employees feel assured that they will have quick resolution of payroll issues?
- What will be the management advantages associated with outsourcing our payroll to your company?
- How will changing national health care requirements be addressed by your company?
- What type of promotional campaign would you propose for domestic automobile
- Will your company provide payroll strategies in advance for our company to save money?

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## IMPROMPTU SPEAKING

### Overview

The ability to express one's thoughts without prior preparation is a valuable asset, as are poise, self-confidence, and organization of facts. This event recognizes FBLA members who develop qualities of business leadership by combining quick and clear thinking with conversational speaking.

This is an individual performance event.

### Website Resources

- Guidelines for Oral Presentations  
<http://www.auburn.edu/~burnsma/oralpres.html>
- Presentation Tips for Public Speaking  
<http://www.aresearchguide.com/3tips.html>
- Succeed in Public Speaking  
<http://www.school-for-champions.com/speaking.htm>
- Toastmasters International  
<http://www.toastmasters.org/>

### Sample Impromptu Topics

- One of the goals of FBLA is "to encourage the development of individual projects that contribute to the improvement of home, business, and community." Do you believe in the "power of one?" How can one person make a difference either at home, in business, or in our communities
- It has been said that a person who never made a mistake never accomplished anything of him/herself. In what ways can FBLA prepare you to deal with the mistakes you will make?
- You have been selected to lead a major community service project for your FBLA chapter. What techniques would you use to involve your chapter? How would these same techniques be applied to business?
- How will digital technology affect business?
- Many companies, such as McDonald's, IBM, and Nike, are highly successful. How does a company develop a strong brand identity?
- Your "good name" is a valuable asset. As a businessperson, what factors shape your reputation?



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## INSURANCE & RISK MANAGEMENT

### Overview

This event provides recognition for FBLA members who demonstrate an understanding of and skill in basic insurance and risk management principles and procedures.

Each state may enter three participants who are members from active local chapters.

This is an individual objective event.

### Competencies and Task Lists

[http://www.fbla-pbl.org/docs/ct/FBLA/insurance\\_risk\\_management.pdf](http://www.fbla-pbl.org/docs/ct/FBLA/insurance_risk_management.pdf)

### Website Resources

- The Griffith Insurance Education Foundation  
<http://www.griffithfoundation.org/cibcareer30/>.
- Public Risk Management Association.  
[http://www.primacentral.org/resources/revise\\_core\\_comps\\_08.pdf](http://www.primacentral.org/resources/revise_core_comps_08.pdf)
- Risk and Insurance Management Society, Inc.  
<http://www.rims.org/education/Documents/RMCCM.pdf>
- Office of Financial Management, State of Washington,  
<http://www.ofm.wa.gov/rmd/publications/rmbmanual.pdf>

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## INSURANCE & RISK MANAGEMENT SAMPLE QUESTIONS

1. A peril that relates to a dynamic risk is:
  - a. an increase in the consumption of cholesterol by society
  - b. death
  - c. a riot
  - d. an earthquake
  
2. A peril that involves pure risk is:
  - a. a building fire that burns one of several company owned office buildings
  - b. the purchase of a stock with a high degree of price fluctuation
  - c. a competitor's attempt to take market share from a business
  - d. betting that the Dallas Cowboys will win the Super Bowl at the beginning of the football season
  
3. A misrepresentation:
  - a. has a different legal effect from a concealment
  - b. voids a contract if it is material
  - c. always voids a contract
  - d. usually renders the contract voidable at the option of the insurer if it is material

- 
4. A life insurance company based in Canada was licensed to operate in Massachusetts. When operating in Massachusetts, the Canadian insurer would be considered a(n):
    - a. domestic insurer
    - b. alien insurer
    - c. captive insurer
    - d. foreign insurer
  
  5. Taylor Tobacco Company is concerned that the company may be held liable in a court of law and forced to pay a large damage award. The characteristics of the judicial system that increase the frequency and severity of losses is known as:
    - a. legal hazard
    - b. particular risk
    - c. moral hazard
    - d. speculative risk
  
  6. A higher deductible results in:
    - a. cancellation of the policy
    - b. tax savings
    - c. a lower premium
    - d. a higher premium
  
  7. Which method would be more useful to discover a dollar estimate of losses?
    - a. flowcharts
    - b. statistical analysis
    - c. financial statement analysis
    - d. contract analysis
  
  8. Which one of the following is **not** a way to reduce auto insurance costs?
    - a. reduce frequency of accidents
    - b. restrict payments to injured parties
    - c. build stronger cars
    - d. increase speed limits on interstate highway
  
  9. Seat belts:
    - a. are better than air bags
    - b. are very cost-effective if there is a high utilization rate
    - c. can be effective when combined with television ads designed to encourage seat belt use
    - d. are very cost-effective
  
  10. The two major categories of automobile insurance are:
    - a. no-fault and assigned-risk insurance
    - b. automobile liability insurance
    - c. medical payments and collision insurance coverage
    - d. personal injury and property damage coverage

- 
11. This type of auto insurance coverage pays for physical injuries sustained by the insured and passengers in the insured's auto.
    - a. comprehensive
    - b. transportation expense
    - c. liability
    - d. medical payments
  
  12. This type of life insurance policy provides lifetime-long insurance protection.
    - a. endowment insurance
    - b. permanent insurance
    - c. group insurance
    - d. term insurance
  
  13. This cost is to rebuild a structure or replace a piece of destroyed property.
    - a. book value
    - b. actual cash value
    - c. replacement cost
    - d. market value
  
  14. This is auto insurance coverage that compensates insured's for damages caused by someone with insufficient limits of coverage for the insured's losses.
    - a. property damage liability coverage
    - b. bodily injury liability coverage
    - c. uninsured motorist coverage
    - d. underinsured motorist coverage
  
  15. What is reinsurance?
    - a. personal insurance coverage above and beyond normal coverage
    - b. insurance for insurance companies to protect against large losses
    - c. automatic renewal of an individual's policy
    - d. the ability for an insurance company to modify an insurance contract
  
  16. COBRA is a law dealing with:
    - a. the taxation of employee benefits
    - b. employment discrimination against elderly and handicapped individuals
    - c. qualification rules for employee benefits
    - d. the continued participation of terminated employees in group plans
  
  17. An insurance agent who sells the products of only one insurance company is known as a(n):
    - a. broker
    - b. independent agent
    - c. direct writer
    - d. exclusive agent

- 
18. The doctor designated by the insured to be most directly responsible for his or her care is called:
- specialist
  - health maintenance organization
  - primary care physician
  - point-of-service organization
19. This federal retirement insurance program pays monthly benefits to eligible workers in retirement.
- Medicare
  - Medicaid
  - Unemployment
  - Social Security
20. What is a decrease in or disappearance of value?
- physical hazard
  - speculative risk
  - peril
  - loss
21. Insurance authors have traditionally defined risk as:
- any situation in which the probability of loss is zero
  - any situation in which the probability of loss is one
  - uncertainty concerning the occurrence of loss
  - the probability of a loss occurring
22. Abandoning an existing loss exposure is an example of:
- avoidance
  - noninsurance transfer
  - loss control
  - insurance transfer
23. Which one of the following statements about mutual insurers is **true**?
- They are legally organized as partnerships.
  - They are owned by their stockholders.
  - They may pay policy dividends or give rate reductions in advance.
  - They have a board of directors which is selected by state insurance departments.
24. The policy provision requiring the filing of proof of loss with the insurer is an example of a(n):
- insuring agreement
  - miscellaneous provision
  - condition
  - declaration

- 
25. When using the needs approach, several "special needs" should be considered. One special need is money to cover unexpected events, such as major car repairs, dental bills, or home repairs. Money set aside for this purpose is called a(n):
- emergency fund
  - readjustment period fund
  - mortgage redemption fund
  - estate clearance fund
26. Antonio is a claims adjuster for LMN Insurance Company. After the insurer is notified that there has been a loss, Antonio meets with the insured. The first step in the claims process that Antonio should follow is to:
- delay paying the claim if the claim is covered
  - verify that a covered loss has occurred
  - attempt to reject the claim regardless of whether he believes the claim is covered
  - determine the amount of the loss
27. Mark has been an underwriter for twenty years. An application he recently reviewed looked odd to him. The building value in the application seemed far too high, and Mark suspected the applicant might be planning to destroy the property after it is insured. Mark contacted an outside firm and hired someone to investigate the applicant and to prepare a report about the applicant. This report is called a(n):
- binder
  - physical inspection
  - agent's report
  - inspection report
28. By misrepresenting the true facts, Gretchen was able to convince a client to drop a life insurance policy with another company and to purchase a policy from the company that Gretchen represents. Gretchen has engaged in the practice of:
- twisting
  - retaliating
  - rebating
  - bait and switch
29. A false statement made by an applicant for insurance is an example of a:
- lack of offer and acceptance
  - concealment
  - misrepresentation
  - breach of warranty
30. In what career would a person develop business strategies and presentations to promote the sale of different insurance products?
- underwriter
  - customer service representative
  - risk analyst
  - marketer

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## INTRODUCTION TO BUSINESS

### Overview

This event provides recognition for FBLA members who demonstrate an understanding of the American business enterprise system and its effect on consumers, employees, and entrepreneurs.

This is an individual objective test and is only for grades 9 and 10.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/INTRODUCTIONTOBUSINESS.pdf>

### Website Resources

- 24 Concepts Every Young Person Should Know About Business  
[http://www.huffingtonpost.com/steve-mariotti/24-concepts-every-young-p\\_b\\_871767.html](http://www.huffingtonpost.com/steve-mariotti/24-concepts-every-young-p_b_871767.html)
- 27 Basic Business Terms  
<http://uniorbiz.com/27-basic-business-terms>
- Introduction to Business  
<http://glencoe.mcgraw-hill.com/sites/0078747686/>

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## INTRODUCTION TO BUSINESS SAMPLE QUESTIONS

1. The \_\_\_\_ is a name given to a product or service to distinguish it from other similar and competitive items.
  - a. brand
  - b. patent
  - c. logo
  - d. copyright

**Competency:** Consumerism

2. Comparison shoppers do not usually evaluate:
  - a. services
  - b. price
  - c. quality
  - d. endorsements by celebrities

**Competency:** Consumerism

3. When an item is not received or returned and the item is billed to the customer's credit card, the customer has \_\_\_\_ to dispute it.
  - a. 60 days
  - b. 90 days
  - c. 120 days
  - d. 30 days

**Competency:** Consumerism

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4. The warranty imposed by law and understood to apply even though it has **not** been stated is the:

- a. implied warranty
- b. statutory warranty
- c. express warranty
- d. guaranteed warranty

**Competency:** Consumerism

5. What happens each time a person makes a car payment?

- a. the net income increases
- b. the net worth is increased
- c. the liabilities decrease
- d. the disposable income increases

**Competency:** Money Management, Banking, and Investments

6. \_\_\_\_ represent an example of a variable expense.

- a. Groceries
- b. Mortgage payments
- c. Rent payments
- d. Insurance premiums

**Competency:** Money Management, Banking, and Investments

7. Since Linda writes many checks each month, the \_\_\_\_ checking account is probably the best choice for her.

- a. regular
- b. special
- c. interest-earning
- d. activity

**Competency:** Money Management, Banking, and Investments

8. The \_\_\_\_ is a type of money order typically issued by travel agencies, supermarkets, pharmacies, and convenience stores.

- a. cashier's check
- b. express money order
- c. postal money order
- d. bank money order

**Competency:** Money Management, Banking, and Investments

9. When a company has a code of ethics:

- a. it should stress forbidden actions rather than acceptable behavior
- b. employees will always know how to behave under different circumstances
- c. employees are frequently unaware of rules for using the computer at work
- d. it will more easily be able to identify proper employee behavior

**Competency:** Rights and Responsibilities of Employees, Managers, Owners, and Government

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10. Police and fire protection are usually provided by \_\_\_\_ in the United States.

- a. federal government
- b. state government
- c. corporations
- d. local government

**Competency:** Rights and Responsibilities of Employees, Managers, Owners, and Government

11. \_\_\_\_ is **not** a utility company.

- a. The gas company
- b. A gas station
- c. A telephone company
- d. The electric company

**Competency:** Rights and Responsibilities of Employees, Managers, Owners, and Government

12. Which one of the following represents a strategy of how the U.S. government gets involved in business activities?

- a. it tells businesses what they should produce and what they can charge their customers
- b. it owns the most factors of production
- c. it tells people what jobs they will pursue
- d. it attempts to prevent unfair business practices

**Competency:** Rights and Responsibilities of Employees, Managers, Owners, and Government

13. An important first step in the career planning process is:

- a. personal assessment
- b. employment market analysis
- c. career development
- d. application process

**Competency:** Career Awareness

14. What is the recommended length of a résumé?

- a. one to two pages
- b. the length necessary to include all pertinent information
- c. three pages
- d. no more than one page

**Competency:** Career Awareness

15. A mentor is a(n):

- a. peer working in the same industry
- b. supervisor
- c. experienced worker in an individual's field of interest
- d. top executive in the company

**Competency:** Career Awareness



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16. What is the type of insurance that protects a car owner against financial loss resulting from a wreck or rollover called?

- a. collision coverage
- b. uninsured motorist coverage
- c. liability coverage
- d. deductible coverage

**Competency: Insurance**

17. Bodily injury liability auto insurance does **not** cover:

- a. pedestrians
- b. the policyholder
- c. passengers riding with the policyholder
- d. people in the other cars

**Competency: Insurance**

18. \_\_\_ is **not** a type of permanent life insurance.

- a. Whole life insurance
- b. Universal life insurance
- c. Variable life insurance
- d. Term life insurance

**Competency: Insurance**

19. \_\_\_ is a type of health insurance that provides protection against the high costs of serious illnesses or injuries.

- a. Major medical insurance
- b. Hospital insurance
- c. Regular medical insurance
- d. Surgical insurance

**Competency: Insurance**

20. What does property tax revenue **not** pay?

- a. community parks
- b. police protection
- c. schools
- d. Medicare and Medicaid

**Competency: Economic Systems**

21. Government in the market economy is **not** concerned with:

- a. providing services for members of society
- b. regulating utilities and promoting competition
- c. providing information to businesses
- d. taking over private industries

**Competency: Insurance**

- 
22. The government of a particular country owns and controls all economic resources and decides how those resources will be used. This is an example of a:
- market economy
  - traditional economy
  - laissez-faire economy
  - command economy

**Competency: Insurance**

23. Which one of the following is **not** one of the major principles of the U.S. economic system?
- profit
  - freedom of choice
  - private property
  - tradition

**Competency: Insurance**

24. \_\_\_\_ is **not** an ethical violation by employees.
- Overtime
  - Wasted time at work
  - Employee theft
  - Using the workplace computer for personal email

**Competency: Ethics**

25. The \_\_\_\_ is someone hired to solve specific problems.
- evaluator
  - supervisor
  - trouble-shooter
  - whistle blower

**Competency: Ethics**

26. What is the Egoism principle?
- involves personal action for the good of the team
  - involves actions that serves the person's long-term interests
  - trades individual well-being for team well-being
  - considers the feelings of others

**Competency: Ethics**

27. The making, buying, and selling of goods and services within a country is called:
- international business
  - export business
  - world trade global dependency
  - domestic business

**Competency: Global (International) Business**

- 
28. \_\_\_\_\_ has an absolute advantage in coffee production.
- a. Canada
  - b. The United States
  - c. Brazil
  - d. Ireland

**Competency: Global (International) Business**

29. The difference between a country's total exports and total imports is called the:
- a. foreign debt
  - b. balance of trade
  - c. trade surplus
  - d. trade deficit

**Competency: Global (International) Business**

30. A tax that a government places on certain imported products is called a(n):
- a. excise tax
  - b. tariff
  - c. embargo
  - d. quota

**Competency: Global (International) Business**

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## INTRODUCTION TO BUSINESS COMMUNICATION

### Overview

Learning to communicate in a manner that is clearly understood by the receiver of the message is a major task of all businesspeople. This event provides recognition for FBLA members who demonstrate an understanding of basic communication skills and concepts.

This is an individual objective test and is only for grades 9 and 10.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/INTRODUCTIONTOBUSINESSCOMMUNICATION.pdf>

### Website Resources

- 12 Secrets of Effective Business Communication  
<http://www.noupe.com/how-tos/12-secrets-of-effective-business-communication.html>
- Dale Carnegie Training  
<http://www.dalecarnegie.com/>
- Get It Write  
<http://www.getitwriteonline.com/archive/tips.htm>
- What is Business Communication?  
[http://www.managementsstudyguide.com/business\\_communication.htm](http://www.managementsstudyguide.com/business_communication.htm)
- Your Dictionary - Education Articles & Resources  
<http://education.yourdictionary.com/>

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## INTRODUCTION TO BUSINESS COMMUNICATION SAMPLE QUESTIONS

1. Which word below is **not** one of the eight parts of speech?
  - a. subject
  - b. noun
  - c. interjection
  - d. verb

**Competency:** Grammar

2. Which sentence contains a correct verb-preposition combination?
  - a. I wish this project were over with.
  - b. Did you agree with the president's statement?
  - c. The team always argues with something in the playbook.
  - d. He felt he could not agree with that plan.

**Competency:** Grammar

3. Select the sentence below that has the correct object of the preposition.
  - a. Who did you speak to?
  - b. I did see you at the meeting with he and she.
  - c. Did you send the check to myself?
  - d. With whom did you work on the FBLA project?

**Competency:** Grammar

- 
4. Decide which sentence below represents the present tense of the verb.
- They will have moved into their new apartment by June.
  - Javier talked to Saip yesterday also.
  - Saip is talking to his brother on the computer.
  - The brothers have written to each other several times.

**Competency:** Grammar

5. Determine the sentence below that shows a **correct** infinitive usage.
- To seriously write checks to pay bills is my method.
  - Joseph needs to carefully study the rules.
  - Raymond made the decision to train for the Olympics.
  - Taking care of business means to consistently work late hours.

**Competency:** Grammar

6. A proper punctuation mark to use after a salutation in a business letter is the:
- semi-colon
  - comma
  - colon
  - dash

**Competency:** Punctuation and Capitalization

7. What is the proper use of parentheses?
- remember the parentheses emphasizes the information
  - avoid other marks of punctuation in the paragraph
  - use them in pairs, not spacing after the opening or before the closing one
  - always place a mark of punctuation in front of the opening parenthesis

**Competency:** Punctuation and Capitalization

8. Select the sentence that shows proper capitalization.
- I spent a week in the City of Rome.
  - Did you eat French Fries for lunch today?
  - She owns a house in cook county in Georgia.
  - A popular website is Google which can be accessed on the Internet.

**Competency:** Punctuation and Capitalization

9. Before the advent of computers, to show the title of a complete work such as books, \_\_\_\_\_ was (were) often used.
- dashes
  - underlining
  - quotes
  - parentheses

**Competency:** Punctuation and Capitalization

- 
10. \_\_\_\_\_ and \_\_\_\_\_ are placed inside quotation marks.
- Italics; brackets
  - Question marks; exclamation marks
  - Periods; commas
  - Semi-colons; colons

**Competency:** Punctuation and Capitalization

11. Words that end in sis form plurals by:
- changing the word to another one that is easier
  - changing sis to ses
  - hyphenating each word
  - adding an apostrophe and s

**Competency:** Spelling

12. When a word begins with a vowel sound, use:
- a before it
  - an before it
  - write it as an event
  - write it as a route

**Competency:** Spelling

13. Applying the rule of i before e except after c, select the correctly spelled word.
- recieve
  - grief
  - retreive
  - decieve

**Competency:** Spelling

14. When you are **unsure** about word pronunciation and the dictionary shows two choices:
- the first one listed is the preferred pronunciation
  - realize that all words listed may not be appropriate in the business
  - decide if you want to review the syllables and the accent marks
  - alternate the two pronunciations to give variety

**Competency:** Spelling

15. Select the sentence below that provides the qualities of clear and concise.
- The manager said he should value your document.
  - Your partner should edit, proofread, edit, proofread, and revise your document to facilitate good grammar.
  - Your partner should edit and proofread your document.
  - Getting up in the morning, putting on your clothes, setting off to breakfast, and work on the lawn are the steps you should follow.

**Competency:** Proofing & Editing

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16. The Cs of good communication are commonly known as:

- a. clear, correct, concise,
- b. complete, consistent, and courteous
- c. comprehensive
- d. computer-friendly

**Competency:** Proofing & Editing

17. If you drop flabby expressions, unnecessary introductory words, get rid of redundant expressions, and eliminate useless words, your writing will be:

- a. cautious
- b. comprehensive
- c. complete
- d. more concise

**Competency:** Proofing & Editing

18. The following phrase is usually considered trite: "Thank you in advance". Which alternate below would you use instead?

- a. Let me thank you in advance
- b. Thanking you in advance, I am
- c. Thank you for
- d. I want to take the opportunity to thank you for

**Competency:** Proofing & Editing

19. Jargon is often known as:

- a. slang
- b. words that everyone can easily understand
- c. specialized vocabulary used by a business or industry
- d. inappropriate vocabulary that is sex biased

**Competency:** Word Definition and Usage

20. Those not familiar with English may be confused by words, phrases, or sentences, namely phrases or idioms as shown below; select the most confusing.

- a. Take this form to your manager
- b. Here is your assignment.
- c. "Push the envelope"
- d. Your interview will be at 2 pm.

**Competency:** Word Definition and Usage

21. Slang can confuse many people if unfamiliar with it. Select the slang statement.

- a. Got cha, let's like burn the midnight oil.
- b. Show me the real statistics.
- c. Let's take this to the manager to sign.
- d. Let's get behind the manager on this proposal.

**Competency:** Word Definition and Usage

- 
22. Proofread carefully all names and addresses because:
- most of us immediately dislike seeing our name misspelled
  - addresses are automated by the post office
  - addresses cannot be changed except by the postal office
  - names are an impersonal part of a letter

**Competency:** Word Definition and Usage

23. Human resources refer to the criteria about discrimination and its groups as:
- discrimination criteria
  - quid pro quo
  - sexual harassment studies
  - protected groups

**Competency:** Oral Communication Concepts

24. If the receiver senses a difference between the sender's verbal and nonverbal message, the receiver:
- will believe what he or she sees
  - may file a discrimination claim
  - may ask for a clarification once
  - will believe what he or she hears

**Competency:** Oral Communication Concepts

25. The first step to prepare for a presentation is to:
- secure materials for the presentation
  - determine the purpose
  - analyze the audience
  - organize and select visual aids

**Competency:** Oral Communication Concepts

26. A listening barrier can be anything that interferes in the process such as:
- physical distractions
  - hearing clearly
  - appropriate preparation
  - analyzing the process

**Competency:** Oral Communication Concepts

27. Reports usually
- include opinions of the author
  - evaluate how people will receive the report
  - include facts based on research
  - follow an agenda

**Competency:** Reading Comprehension



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28. When presenting a feasibility study, your role is **not** to persuade the reader to accept the decision so:

- a. you will present the decision immediately
- b. look at the benefits briefly
- c. exclude the background to save time
- d. minimize any costs of the proposal

**Competency:** Reading Comprehension

29. In a report, visual aids should be acknowledged:

- a. as a source just as in other documentation of sources
- b. if the visual is a chart
- c. if the chart has a source note already on it
- d. only if the author requires it legally

**Competency:** Reading Comprehension

30. What is plagiarism?

- a. not likely to result in a lawsuit
- b. required to become a good researcher
- c. a legal option in research
- d. using someone's materials without giving credit

**Competency:** Reading Comprehension

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## INTRODUCTION TO INFORMATION TECHNOLOGY

### Overview

Successful business leaders must understand the impact of technology and knowhow to effectively harness it to drive their business success. This event recognizes FBLA members who demonstrate that they have acquired technology skills aligned with the Internet and Computing Core Certification (IC<sup>3</sup>) objectives.

This is an individual objective test for grades 9 to 10.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/INTRODUCTIONTOINFORMATIONTECHNOLOGY.pdf>

### Website Resources

- Creating Websites  
<http://www.refdesk.com/html.html>
- Database Design  
[http://databases.about.com/od/specificproducts/Database\\_Design.htm](http://databases.about.com/od/specificproducts/Database_Design.htm)
- Spreadsheet Basics  
[http://www.tutorialsforopenoffice.org/tutorial/Spreadsheet\\_Basics.html](http://www.tutorialsforopenoffice.org/tutorial/Spreadsheet_Basics.html)

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## INTRODUCTION TO INFORMATION TECHNOLOGY SAMPLE QUESTIONS

1. You want to change from manually assigning IP addresses to assigning IP addresses automatically. Which one of the following network services should you implement?
  - a. DNS
  - b. SNMP
  - c. DHCP
  - d. WINS

**Competency:** Networking Concepts

2. The acronym WAN represents:
  - a. Wide Artificial Network
  - b. Wide Area Network
  - c. World Area Network
  - d. Wide Access Network

**Competency:** Networking Concepts

- 
3. Net neutrality is a principle that:
- a. advocates neutrality between the Google and Bing search engines
  - b. advocates no restrictions by Internet service providers and governments on web content
  - c. advocates that all consumers shall have equal access to phone services
  - d. advocates that all countries shall have neutral content on the web

**Competency: Networking Concepts**

4. DIP stands for:
- a. Dual Independent Processors
  - b. Developer Induction Printer
  - c. Dual Inline Package
  - d. Durable Iconic Plastic

**Competency: Networking Concepts**

5. You are the network administrator for a large company that has many satellite offices. Your boss asks you to configure Remote Access VPN network for certain employees to work from home. You have never set this up before. By researching you find that which one of the following is the type of technology that can be used with Remote Access VPN?
- a. PPTP
  - b. EAP
  - c. MS-CHAP v2
  - d. SPAP

**Competency: Networking Concepts**

6. Who invented IP and some related Internet protocols?
- a. Vinton Cerf and Robert Kahn
  - b. Vinton Cerf and Bob Metcalfe
  - c. Bob Metcalfe and David Clark
  - d. Bob Metcalfe and Ivan Sutherland

**Competency: Operating Systems & Browsers**

7. Which one of the following is true regarding the WTLS protocol?
- a. optimized for use with high-speed broadband connections
  - b. used in 802.11x networks to provide authentication services
  - c. used to provide data encryption for WAP connections
  - d. a derivate of the SSH protocol

**Competency: Operating Systems & Browsers**

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8. What is the term used to describe the type of FTP access in which the user does **not** have permissions to list the content of directories but can access the contents if he knows the path and file name?
- Anonymous FTP
  - Secure FTP
  - Passive FTP
  - Blind FTP

**Competency:** Operating Systems & Browsers

9. You want to improve security for remote administration to several Linux Web servers on the Internet. The data as well as the authentication process needs to be encrypted. Which one of the following should you do?
- use Telnet to connect to the Linux Shell
  - install GNOME and use PC Anywhere
  - use SSH to connect to the Linux shell
  - install Windows 2000 Remote Administration

**Competency:** Operating Systems & Browsers

10. A user in your department complains about a slow Internet connection. You monitor the external interface of your company's border router and notice a huge amount of half-open TCP connections. What type of attack is your company currently a victim of?
- TCP SYN flood attack
  - Smurf attack
  - TCP Hijacking attack
  - DDOS attack

**Competency:** Operating Systems & Browsers

11. What fire suppression method should be used to extinguish an electrical fire in one of the racks in the server room?
- soda acid
  - dry powder
  - water
  - gas

**Competency:** Telecommunications

12. Which one of the following would allow you to automatically close connections or restart a server or service when a DOS attack is detected?
- Active IDS
  - Signature-based IDS
  - Network-based IDS
  - Passive IDS

**Competency:** Telecommunications

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13. Which of the following is true concerning email message encryption by using S/MIME?
- a. only the message data is encrypted
  - b. the sender uses his private key to encrypt the message
  - c. an asymmetric key algorithm is used to encrypt the data
  - d. the message data and header is encrypted

**Competency:** Telecommunications

14. What is the minimum number of volumes that a computer running Vista should have if you want to support dual-booting with Windows 7?
- a. four
  - b. three
  - c. two
  - d. one

**Competency:** Telecommunications

15. \_\_\_\_\_ command is used to execute the Registry Checker program.
- a. scanreg.exe
  - b. chkreg.exe
  - c. regchk.exe
  - d. regscan.exe

**Competency:** Telecommunications

16. Which one of the following is **not** a valid option under the "Change Settings" section of the Windows Update page for Windows 7?
- a. disable automatic downloads
  - b. download updates but let me choose whether to install them
  - c. check for updates but let me choose whether to download and install them
  - d. install updates automatically (recommended)

**Competency:** Computer Applications & Integration

17. When installing Windows 7 Ultimate edition, what is the minimum video RAM required?
- a. 256MB
  - b. 64MB
  - c. 32MB
  - d. 128MB

**Competency:** Computer Applications & Integration

18. Which new feature of Windows 7 extends drive extension to removable devices?
- a. BitLocker Portable
  - b. BitLocker Mobile
  - c. BitLocker To Go
  - d. BitLocker

**Competency:** Computer Applications & Integration

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19. Where is the driver store located at in Windows 7?

- a. systemroot\DriverStore
- b. systemroot\etc\drivers
- c. systemroot\System32\etc\drivers
- d. systemroot\System32\DriverStore

**Competency:** Computer Applications & Integration

20. The Windows System Image Manager is part of what Windows 7 tool?

- a. Windows Preinstallation Environment
- b. Windows Deployment Services
- c. Windows Automatic Installation Kit
- d. ImageX

**Competency:** Computer Applications & Integration

21. What new feature allows remote users to securely access corporate resources without establishing a VPN tunnel?

- a. SSL over HTTP
- b. Encrypting File System
- c. BranchCache
- d. DirectAccess

**Competency:** Basic Technology Concepts

22. Which one of the following is **not** an iPhone 4 feature?

- a. front facing camera
- b. 4G
- c. multitasking
- d. HD recording

**Competency:** Basic Technology Concepts

23. Which one of the below options is **not** an iPod that Apple has released?

- a. iPod Shuffle
- b. iPod Mini
- c. iPod Nano
- d. iPod Vision

**Competency:** Basic Technology Concepts

24. DHCP utilizes a four-step process to lease an IP addressing information to a DHCP client. Which one of the following is the **correct** order?

- a. DHCPRELEASE, DHCPPOFFER, DHCPREQUEST, and DHCPACK
- b. DHCPREQUEST, DHCPPOFFER, DHCPACK, and DHCPSCOPE
- c. DHCPDISCOVER, DHCPPOFFER, DHCPREQUEST, and DHCPACK
- d. DHCPSERVICE, DHCPPOFFER, DHCPREQUEST, and DHCPACK

**Competency:** Basic Technology Concepts

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25. You have been requested to create a group Policy (GPO) linked to a domain. The GPO will be applied to all users in the domain. What is the first step in creating a GPO?

- a. open Active Directory Sites and Services
- b. open Active Directory Users and Computers
- c. add the Group Policy snap-in to the MMC console
- d. open the Dispatch Policy GPO console

**Competency:** Basic Technology Concepts

26. What optical device allows printed text, handwriting, objects, and images to be converted to digital images?

- a. dye-sublimation printer
- b. plotter
- c. scanner
- d. printer

**Competency:** Computer Equipment

27. Which one of the following Environment Variables refers to the root of the partition that contains the boot.ini file?

- a. %systemdir%
- b. %windir%
- c. %systemdrive%
- d. %systemroot%

**Competency:** Computer Equipment

28. You are required to deploy Windows 7 on 30 new computers. You decide to use Windows 7 image for the deployment. Which one of the following utilities will you use to create the answer file and network shares for the image?

- a. Windows SIM
- b. Windows PE
- c. ImageX
- d. SYSPREP

**Competency:** Computer Equipment

29. Which one of the following extensions is used by Virtual Hard Disk (HDD) disk image?

- a. .vdd
- b. .vhfs
- c. .vhd
- d. .vm

**Competency:** Internet Safety

30. When a user logs into his computer, it creates a token. What is this token called?

- a. access
- b. control
- c. rights
- d. privileges

**Competency:** Internet Safety

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## INTRODUCTION TO PARLIAMENTARY PROCEDURE

### Overview

This event recognizes FBLA members who demonstrate knowledge of basic principles of parliamentary procedure along with an understanding of FBLA's organization and procedures.

This is an individual objective test and is only for grades 9 and 10.

### Website Resources

- FBLA-PBL  
<http://www.fbla-pbl.org/>
  - National Association of Parliamentarians  
<http://parliamentarians.org/index.php>
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## INTRODUCTION TO PARLIAMENTARY PROCEDURE SAMPLE QUESTIONS

1. Who can serve on the National Board of Directors?
  - a. National FBLA President
  - b. all national FBLA officers
  - c. National FBLA Parliamentarian
  - d. National FBLA President and Parliamentarian

**Competency:** FBLA Bylaws

2. When can a national officer candidate apply at the National Leadership Conference?
  - a. any candidate may apply at the NLC prior to Officer Candidate Screening
  - b. no candidates may apply at the NLC
  - c. when no candidate applies by the second deadline
  - d. when no candidate applies by the stated deadline

**Competency:** FBLA Bylaws

3. How much are FBLA dues until changed by a bylaw amendment?
  - a. a bylaw amendment is not required as the National CED sets the amount
  - b. from 1994 forward, national FBLA dues are \$5
  - c. from 1994 forward, national FBLA dues are \$6
  - d. a bylaw amendment is not required as the Board of Directors sets the amount

**Competency:** FBLA Bylaws

4. Which one of the following is **true** about National Honorary Life Members?
  - a. they are elected at the NLC for one-year recognition
  - b. they can vote, can hold office, and do pay dues
  - c. they cannot vote, cannot hold office, but they do pay dues
  - d. they cannot vote, cannot hold office, and do not pay dues

**Competency:** FBLA Bylaws



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5. The terms *rules of order* refers to:
- the order a business meeting agenda must follow
  - the written rules of parliamentary procedure adopted by an assembly or organization
  - the order in which members may speak for or against an agenda item
  - the order in which items must be listed in an organization's bylaws

**Competency:** FBLA Bylaws

6. When a count has been ordered on a motion, the secretary records in the minutes:
- only whether the motion was adopted or not
  - the votes and the abstentions
  - the number of votes on each side
  - the names of those voting for and against the motion

**Competency:** Parliamentary Procedure Principles

7. Corrections to minutes may:
- be made at any time a mistake is discovered
  - never be made after being accepted by the assembly
  - be made only immediately after they are read to the assembly
  - be made when a motion is pending

**Competency:** Parliamentary Procedure Principles

8. Viva voce is:
- a voice vote
  - being allowed a say via the voting process
  - laughter caused during a meeting
  - a loud, angry member

**Competency:** Parliamentary Procedure Principles

9. An organized society requires certain rules to:
- publish or not publish its deliberations
  - determine total members
  - establish its basic structure and manner of operation
  - eliminate distractions from outsiders

**Competency:** Parliamentary Procedure Principles

10. Pro tem means:
- a professional member of a board of directors
  - serving in a temporary position
  - the temporary suspension of the rules so an informal discussion can be held
  - to temporarily suspend the action to handle another issue

**Competency:** Parliamentary Procedure Principles

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11. Persons admitted to a mass meeting:

- a. may be limited
- b. may be required to obtain a ticket for admission
- c. may not be limited
- d. may be confined to a specific area of the meeting space

**Competency:** Parliamentary Procedure Principles

12. A main motion is one that:

- a. can be made only by an officer of the organization
- b. brings business before the assembly
- c. has to be presented to the assembly in writing
- d. is the primary reason the business meeting was called

**Competency:** Parliamentary Procedure Principles

13. A second to a motion indicates that the seconder:

- a. agrees with the content of the motion
- b. will speak to the motion during debate
- c. agrees that the motion should come before the meeting
- d. commits to vote in favor of the motion

**Competency:** Parliamentary Procedure Principles

14. When the chair rules a motion out of order, the:

- a. decision stands and the appeal is overruled
- b. decision has no appeal
- c. decision may be appealed
- d. decision must be subject to a vote with  $\frac{3}{4}$  approval

**Competency:** Parliamentary Procedure Principles

15. Which one of the following requires a majority vote?

- a. Previous question
- b. Raise a Question of Privilege
- c. Commit or Refer
- d. Limit or extend Limits of Debate

**Competency:** Parliamentary Procedure Principles

16. To encourage rejection of a pending motion, a member may:

- a. threaten to drop her membership in the assembly
- b. say that if it is defeated she will offer a different motion
- c. say that if it is adopted she will leave the assembly
- d. threaten to sue those who vote in favor of the motion

**Competency:** Parliamentary Procedure Principles

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17. If the chair, without objection, simply permits a brief pause, without a declaration of recess, a meeting is said:

- a. to be on a break
- b. to be in postponement
- c. to stand at ease
- d. to be temporarily adjourned

**Competency:** Parliamentary Procedure Principles

18. An affirmative vote by a member is expressed as:

- a. "Aye"
- b. "Nay"
- c. "Approved"
- d. "Agreed"

**Competency:** Parliamentary Procedure Principles

19. A quorum is defined as the number of members:

- a. required to transact business
- b. who must approve a motion
- c. required to create an organization
- d. required to be appointed to a committee

**Competency:** Parliamentary Procedure Principles

20. The rules of an assembly or organization are ranked, highest to lowest as:

- a. Bylaws, Constitution, Corporate Charter
- b. Bylaws, Corporate Charter, Constitution
- c. Corporate Charter, Constitution, Bylaws
- d. Constitution, Bylaws, Corporate Charter

**Competency:** Parliamentary Procedure Principles

21. ARTICLE IX of bylaws gives:

- a. the officers of the organization
- b. the process to amend the bylaws
- c. the committees of the organization
- d. the organization of the executive board of the organization

**Competency:** Parliamentary Procedure Principles

22. The local assembly of an organized society is limited to persons who:

- a. are charter members of the organization
- b. are officers of the organization
- c. are life-time members
- d. are recorded on the rolls as voting members in good standing

**Competency:** Parliamentary Procedure Principles

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23. Before a member can speak in debate, he must:

- a. obtain the floor
- b. be first in line
- c. call out, "Mr. Chairman"
- d. raise his hand

**Competency:** Parliamentary Procedure Principles

24. A person who is **not** the first to rise and address the chair may be given preference in being recognized if:

- a. he is in favor of the motion as those in favor are allowed to speak first
- b. he is against the motion as those against it are allowed to speak first
- c. he is the maker of the motion and has not spoken to the question
- d. he seconded the motion and has not spoken to the question

**Competency:** Parliamentary Procedure Principles

25. If there is a tie vote on a main motion, the result is:

- a. the motion is lost
- b. a vote must be taken as many times as needed to reach a majority
- c. the chair must vote to break the tie
- d. the motion must be restated and the vote taken again

**Competency:** Parliamentary Procedure Principles

26. The maker of a motion:

- a. can offer changes to the motion if done so immediately after it is stated by the chair
- b. can call for the question as part of the motion
- c. can withdraw it before it is stated by the chair
- d. can designate who will second the motion

**Competency:** Parliamentary Procedure Principles

27. All questions of parliamentary procedure affecting the assembly's proceedings are ruled on by:

- a. the parliamentarian
- b. the secretary after reading the appropriate section from the bylaws
- c. the chair
- d. the parliamentarian after consultation with the chair

**Competency:** Parliamentary Procedure Principles

28. When a motion is made:

- a. the maker may not make any changes but must amend her motion
- b. the maker may make a change after it has been stated by the chair and after debate begins
- c. the maker can accept an informal change in it before the questions has been stated by the chair
- d. no changes of any kind may be made

**Competency:** Parliamentary Procedure Principles

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29. A Point of Information is:

- a. a list of definitions regarding the issue under consideration
- b. an inquiry as to facts
- c. is not appropriate during a debate
- d. is a list of rules applicable to the motion

**Competency:** Parliamentary Procedure Principles

30. The motion to Commit or Refer:

- a. sends the main motion to a committee for study
- b. obligates the assembly to an immediate vote
- c. may be done at any time during the meeting
- d. must be approved by the individuals making and seconding the original motion

**Competency:** Parliamentary Procedure Principles

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## JOB INTERVIEW

### Overview

This event recognizes FBLA members who demonstrate proficiency in applying for employment in business.

This is a two part event: résumé and letter of application; a job application, and interview. Six copies of a résumé and letter of application; a job application must be received to the national center by the second Friday in May.

This is an individual event.

### Points for the Interview

- You are applying to a fictitious company, Merit Corporation.
- Look online or through the classified advertisements and find a job that you are qualified to do.
- Use this job title as the job you are seeking at Merit.
- Be able to talk about the company's purpose (make up type of company you wish to work for; e.g., technology, nonprofit, accounting, etc.)
- Must have résumé, application, and letter

### Website Resources

- Interviewing Information  
<http://www.collegegrad.com/intv/>
- Resume Guide  
<http://www.careeronestop.org/resumeguide/introduction.aspx>
- SoYouWannaAce a Job Interview?  
<http://www.soyouwanna.com/site/syws/aceinterview/aceinterview.html>
- The 150 Typical Job Interview Questions  
[http://www.quintcareers.com/interview\\_question\\_database/interview\\_questions.html](http://www.quintcareers.com/interview_question_database/interview_questions.html)

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## LIFESMARTS

### Overview

The FBLA LifeSmarts encourages FBLA members to test their skills in economics, personal finance, and consumer issues. There are two challenges during the year (spring and fall). It is sponsored by the LifeSmarts program of the National Consumers League.

Schools will register the teams at the local level. At the local level any number of teams from a school may enter in the fall and spring. Each team is comprised of two members. Fall competition usually begins in October and the spring competition usually begins in February.

The top twelve teams, one from each state in both fall and spring, will advance to the national competition. Check the *CMH* for dates of competition.

### Website Resources

- <http://www.lifesmarts.org/>

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## LOCAL CHAPTER ANNUAL BUSINESS REPORT

### Overview

The Hamden L. Forkner Award recognizes FBLA chapters that effectively summarize their year's activities. The event provides participants with valuable experience in preparing annual business reports.

This event is prejudged and all participants must register for the NLC. The report must be submitted online to the national center by the second Friday in May for judging.

This is a chapter event.

### Additional Resource

- *MarketPlace*—FBLA Winning Reports—1<sup>st</sup> Place; FBLA Winning Reports—2<sup>nd</sup> Place

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## MANAGEMENT DECISION MAKING

### Overview

Making critical decisions that provide the right direction and a winning position in today's business world is essential to good management. Business executives must make high-quality, nearly instantaneous decisions all the time. The ability to make the right decisions concerning vision, growth, resources, strengths, and weaknesses leads to a successful business. It is management's responsibility to manage for today and tomorrow, to manage for optimum efficiency, and to manage to compete in the marketplace.

This is a team event composed of two or three members. This event consists of two parts: an objective test and a performance. The objective test is taken collaboratively by the team members, and the top fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/MANAGEMENTDECISIONMAKING.pdf>

### Website Resources

- Decision Making Process In Management - Problem Solving  
<http://kalyan-city.blogspot.com/2010/06/decision-making-process-in-management.html>
- Leadership & Management  
<http://www.managementconcepts.com/Domain/tabid/326/Default.aspx?id=Leadership%20%26%20Management>
- Management  
<http://www.quickmba.com/mgmt/>
- Management Concepts - The Four Functions of Management  
<http://www.buzzle.com/articles/management-concepts-the-four-functions-of-management.html>

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## MANAGEMENT DECISION MAKING SAMPLE QUESTIONS

1. \_\_\_\_ is the theory based on the premise that employees and managers come out ahead.
  - a. Mutual Intelligence
  - b. Empowered Leadership
  - c. Secondary Reward
  - d. Mutual Reward Theory

**Competency:** Management Functions and Environment

2. \_\_\_\_ involves how group members interact and influence one another.
  - a. Group support
  - b. Group interaction
  - c. Group description
  - d. Group dynamic

**Competency:** Management Functions and Environment



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3. In return for payment of franchise fees, a franchisee is given:
- absolute independence
  - exclusive rights to sell the franchised product
  - a guaranteed profit
  - complete protection from business failure

**Competency:** Management Functions and Environment

4. A situational leader does **not**:
- make use of individual employees' strengths
  - adjust leadership to different circumstances
  - use autocratic style in all situations
  - understand the importance of flexibility

**Competency:** Business Ownership and Law

5. What type of business structure has the capability to make decisions quickly?
- corporation
  - partnership
  - franchise
  - sole proprietorship

**Competency:** Business Ownership and Law

6. To share certain information with selected people outside a company, such as suppliers and major customers, the company would use a(n):
- intranet
  - extranet
  - Internet
  - wide area network

**Competency:** Information and Communication Systems

7. A key component for negotiations is considering each stage of the interactions. Negotiations should never begin with:
- a concession
  - listening
  - a probe
  - an unrealistic offer

**Competency:** Information and Communication Systems

8. One good strategy to keep an audience of co-workers engaged during a presentation is to:
- avoid contact with specific members of the audience, focusing on a point at the rear of the room
  - avoid the use of visuals such as charts or pictures that will distract from the presentation
  - speak quickly to end the session early
  - provide handouts to guide the audience through the presentation

**Competency:** Information and Communication Systems

- 
9. When giving a news brief to the media on your organization's response to a crisis situation that has emerged, one way to avoid miscommunication is to:
- define relative words
  - use abstract terms to avoid being committal
  - use as many words as possible
  - use acronyms instead of entire organizational names

**Competency:** Strategic Management

10. \_\_\_ is a strategic planning tool that helps managers identify critical events from the external environment that will have a direct impact on their decision making.
- Environmental scanning
  - Benchmarking
  - Phishing
  - Scenario building

**Competency:** Strategic Management

11. Which one of the following is **not** a benefit of strategic fit?
- efficient utilization of the workforce
  - harmony with suppliers and distributors
  - competitive individualized work environment
  - maximum utilization of equipment

**Competency:** Information and Communication Systems

12. Management by objectives means:
- the system of management that is based on bringing together experts into a team
  - giving authority to lower management to carry out certain jobs
  - setting objectives to bring about the achievement of the corporate goals
  - the control of the organization by the top CEO

**Competency:** Human Resources Management

13. Employees paid by piecework:
- are motivated to produce greater quantities in shorter periods of time
  - receive commission for the value of the amount they produce
  - are paid the same amount no matter how much they produce
  - are inclined to produce items slowly

**Competency:** Human Resources Management

14. One advantage of recruiting outside the company is that:
- there is no need to advertise the vacancy
  - it brings in new experience and skills to the firm
  - it is cheaper than internal recruitment
  - it avoids jealousy within the firm

**Competency:** Human Resources Management

- 
15. In a company, what does delegation mean?
- a. the process of using goals as the best way of motivating managers to achieve corporate objectives
  - b. the giving of tasks by a manager to a subordinate
  - c. a system of management that relies on consulting employees before making decisions
  - d. a style of management supported by few employees

**Competency:** Ethics and Social Responsibility

16. The \_\_\_ principle is the idea that the morally right action is the action that produces the best consequences for everyone involved, **not** just for one individual.
- a. consequential
  - b. egoism
  - c. organizational
  - d. utility

**Competency:** Ethics and Social Responsibility

17. The \_\_\_ principle is the idea that the right thing for a person to do in any situation is the action that best serves the persons' own long-term interests.
- a. consequential
  - b. egoism
  - c. utility
  - d. organizational

**Competency:** Ethics and Social Responsibility

18. A stockbroker has \_\_\_ when investing the client's money.
- a. financial obligation
  - b. insider trading obligation
  - c. egoism obligation
  - d. fiduciary obligation

**Competency:** Financial Management

19. What is the usual time limit that short-term debt must be repaid to the lender with interest?
- a. one year
  - b. 30 days
  - c. 90 days
  - d. 60 days

**Competency:** Financial Management

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20. Earnings reinvested in the business to replace equipment, add new facilities, or serve as financial protection is:

- a. profits
- b. retained earnings
- c. debt capital
- d. dividends

**Competency: Financial Management**

21. Which statement is **true** about a corporation?

- a. Additional funds can be obtained through the sale of stock.
- b. Owners are personally liable for all losses if the corporation fails.
- c. The original owner cannot hold any position in the corporation.
- d. Stockholders manage the day-to-day activities of the corporation.

**Competency: Careers**

22. \_\_\_\_\_ involves dedication to the employer.

- a. Multitasking
- b. Work ethic
- c. Job loyalty
- d. Intuitive

**Competency: Careers**

23. Which one of the following is **not** a factor that producers consider when deciding which channels to select for distribution?

- a. special handling
- b. number of users
- c. perishability
- d. containerization

**Competency: Marketing**

24. The number and type of businesses in a channel of distribution are determined by the:

- a. number of consumers
- b. activities that need to be performed
- c. product assortment
- d. cost of the product

**Competency: Marketing**

25. Of the 25 million businesses in the United States, most:

- a. consist of one self-employed person
- b. will become corporations
- c. will grow into larger businesses
- d. employ more than 25 people

**Competency: Economic Concepts**

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26. The largest segment of union workers are:

- a. government workers
- b. construction workers
- c. garment workers
- d. automobile workers

**Competency:** Economic Concepts

27. In the short run, changes in the money supply:

- a. cause changes in the economy through rise and fall of interest rates
- b. cause inflation
- c. mean a lower interest rate
- d. cause deflation

**Competency:** Economic Concepts

28. The first activity in production planning is:

- a. researching the competition
- b. development of a production process
- c. hiring experts
- d. obtaining production resources

**Competency:** Business Operations

29. Which type of business operation is **not** common to almost every type of business?

- a. logistics
- b. safety and security
- c. scheduling
- d. manufacturing

**Competency:** Business Operations

30. In modern factories:

- a. supplies and parts move along conveyor belts to arrive just as they are needed
- b. customization of products has become more viable
- c. employees usually work completely on their own
- d. assembly lines are never used

**Competency:** Business Operations

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## MANAGEMENT DECISION MAKING SAMPLE CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have twenty minutes to review the case.
2. Presentation time is seven minutes. At six minutes the timekeeper will stand and hold up a colored card indicating you have one minute left and at seven minutes the timekeeper will stand and hold up a colored card indicating time is up.
3. The presentation is interactive with the judges who will ask questions throughout the presentations. You are the management team for Wellington—a major automobile manufacturer. The judges portray a major investor for a popular automobile manufacturing company. You must explain to the judges (major investors) how you are going to turn the company around in a weak economy.
4. Each team member will be given two note cards.
5. Cover all the points described in the case and be prepared to answer questions posed by the judges.

### PERFORMANCE INDICATORS

- Explain how supply and demand interact to determine price in the global marketplace
- Analyze financial trends to make management decisions
- Analyze economic trends to determine products and services to offer in the marketplace

### CASE STUDY SITUATION

You are the management team for Wellington (a major automobile manufacturer). The weak economy and strong global competition have resulted in difficult financial times for your company. Automobile sales for Wellington are down by 30 percent from last year. Your company has lost a significant market share. Five years ago your company ranked number one in American sales and now your company has dropped to fifth place in sales. Major investors (judges) for your company are highly concerned about the financial future of your company. The investors (judges) want to hear your plan for greater prosperity in the near future.

The product line for your manufacturing company consists of four automobile brands that have been around for decades. Your management team has decided to discontinue manufacturing the brand that has the weakest sales. You will be eliminating Brand X from your product line. Brand X has existed for 60 years. Currently you have 60,000 Brand X new vehicles that must be sold and 120,000 consumers are driving used Brand X vehicles. You also are introducing an electric automobile for \$42,000; the automobile travels 100 miles on electricity and then runs on gas while the electric component is recharged.

Your team must convince the investors (judges) that your strategy will increase profits for the company.

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Possible Questions to Address:

- How will you sell new Brand X automobiles with the stigma that the brand is being eliminated?
- How will you market an expensive electric automobile to a skeptical audience?
- What are your strengths, weaknesses, opportunities, and threats?
- How will you implement your marketing strategy without raising the level of concern for prospective customers?
- What will be the theme of your marketing campaign?
- What are the top automobile features demanded by customers?

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## MANANAGMENT INFORMATION SYSTEMS

### Overview

The ability to design and implement an information system solution to effectively manage vast amounts of information is a valuable skill that leads to the success of many business entities today. The use of technology to develop these information systems plays a crucial role in a business' ability to compete in today's business environment. This event provides recognition for FBLA members who demonstrate an understanding of and ability to apply these skills.

This is a team event composed of two or three members. This event consists of two parts: an objective test and a performance. The objective test is taken collaboratively by the team members, and the top fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/MANAGEMENTINFORMATIONSYSTEMS.pdf>

### Website Resources

- Association of Computing Machinery  
<http://www.acm.org/>
- Association for Information Systems  
<http://www.aisnet.org/>
- Decision Science Institute  
<http://www.decisionsciences.org/>
- eComInfoCenter  
<http://www.ecominfocenter.com/>
- IEEE - Advancing Technology for Humanity  
<http://www.ieee.org/>
- MIS Resources on the Internet  
<http://www.brint.com/>

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## MANAGEMENT INFORMATION SYSTEMS SAMPLE QUESTIONS

1. Expert Systems may use all of the following **except**:
  - a. neural networks
  - b. structured decision modeling
  - c. artificial intelligence
  - d. knowledge base

**Competency:** Systems Analysis & Design

2. Which one of the following is the acronym for the general reference to software that organizations use to make decisions?
  - a. ESS
  - b. EDSS
  - c. DSS
  - d. GDSS

**Competency:** Systems Analysis & Design



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3. Sensitivity analysis in information systems includes all of the following **except**:
- teamwork compatibility
  - more than one parameter
  - increasing or decreasing variables to determine the effect on profit
  - what-if-analysis

**Competency:** Systems Analysis & Design

4. In information systems and decision support, what are simplified representations, or abstractions of reality?
- models
  - reports
  - structured problem solving
  - artificial construct

**Competency:** Systems Analysis & Design

5. In the hierarchical model of decision making, which order does **not** correctly show the flow of decisions?
- board of directors, CEO, and executive vice presidents
  - executive, middle management, and operational level
  - department supervisors, shift supervisors, and floor employees
  - middle management, floor supervisors, and plant superintendent

**Competency:** Systems Analysis & Design

6. What was the first packet switching network?
- Pentonet
  - Internet
  - DARPAnet
  - ARPANET

**Competency:** Database Management and Modeling Concepts

7. Internet processors can be any of the following **except**:
- routers
  - protocols
  - gateways
  - switches

**Competency:** Database Management and Modeling Concepts

8. Network protocols are basically:
- switching devices
  - rules
  - advanced hubs
  - common practices

**Competency:** Database Management and Modeling Concepts

- 
9. Two information systems that support the entire organization are:
- enterprise resource planning systems and dashboards
  - enterprise resource planning systems and transaction processing systems
  - transaction processing systems and office automation systems
  - expert systems and office automation systems

**Competency:** Database Management and Modeling Concepts

10. Computer signals use voltage pulses and are in what form?
- digital
  - analog
  - optical
  - analog and digital

**Competency:** Database Management and Modeling Concepts

11. \_\_\_\_\_ is a data value or state that describes an object and helps identify one object from another of the same class.
- Object
  - Class
  - Inheritance
  - Attribute

**Competency:** Object Oriented Analysis and Design

12. One of the primary advantages of an object is that it contains:
- reusable data
  - messages
  - embedded graphics
  - reusable code

**Competency:** Object Oriented Analysis and Design

13. What is the acronym for Internet telephony?
- VoIP
  - IT
  - IP
  - WWW

**Competency:** Object Oriented Analysis and Design

14. The typical frequency of Wi-Fi wireless fidelity in bits per second is:
- 11-54 M
  - 100M
  - 10-16M
  - 100M-1G

**Competency:** Object Oriented Analysis and Design

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15. Of the following, which one supports the organization and transfer of data between nodes in the network?

- a. host-to-host transport layer
- b. network interface
- c. Internet protocol
- d. physical layer

**Competency:** Object Oriented Analysis and Design

16. In a CRM model, which phase rewards the most loyal and profitable customers?

- a. enhance
- b. acquire
- c. retain
- d. attract

**Competency:** User Interfaces

17. \_\_\_\_\_ is copyrighted software that is made available to the user at **no** cost for an unlimited period of time.

- a. Shareware
- b. Open source software
- c. Open systems
- d. Freeware

**Competency:** User Interfaces

18. Creating specific application software using an organization's own resources is called:

- a. in-house development
- b. contract software
- c. consultant-based development
- d. outsourcing

**Competency:** User Interfaces

19. The process of exchanging predetermined signals and characters to establish a telecommunications session between terminals and computers is:

- a. interconnectivity
- b. packet verification
- c. handshaking
- d. communication verification

**Competency:** User Interfaces

20. Which one of the following is **not** an input?

- a. production
- b. people
- c. energy
- d. time

**Competency:** User Interfaces

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21. \_\_\_\_\_ manage them without human intervention.

- a. Autonomic computing systems
- b. Virtualized systems
- c. Nanotechnology systems
- d. Server farms

**Competency: System Controls**

22. Arrange the following in the **correct** sequence, from smallest to largest:

- a. megabyte – kilobyte – gigabyte – terabyte – exabyte – petabyte
- b. kilobyte – megabyte – gigabyte – terabyte – petabyte – exabyte
- c. exabyte – petabyte – terabyte – gigabyte – megabyte – kilobyte
- d. petabyte – exabyte – kilobyte – gigabyte – kilobyte – terabyte

**Competency: System Controls**

23. Unlike the hardwired computers of the 1950s, modern software uses \_\_\_\_\_, where computer programs are executed in the computer's CPU.

- a. multithreading
- b. multitasking
- c. multiprogramming
- d. stored program concept

**Competency: System Controls**

24. Maslow's hierarchy of needs indicates that organizations that want to satisfy the highest level of need must do the following:

- a. offer free lunch and day care services
- b. offer the best vacation package
- c. offer the most pay per hour
- d. take time to be creative and innovative

**Competency: System Controls**

25. Who is the responsible group that maintains records for a functional area of an organization?

- a. the database analysts
- b. everyone in the organization
- c. the organization department
- d. the information system managers

**Competency: System Controls**

26. A(n) \_\_\_\_\_ is a collection of related activities that produce a product or a service of value to an organization.

- a. supply chain
- b. business process
- c. information system
- d. workflow pattern

**Competency: Defining System and Business Requirements**

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27. \_\_\_\_\_ conveys understanding, accumulated learning, and expertise as they apply to a current problem.

- a. Experience
- b. Data
- c. Knowledge
- d. Information

**Competency:** Defining System and Business Requirements

28. A set of programs that enable the hardware to process data is:

- a. a network
- b. hardware
- c. a database
- d. software

**Competency:** Defining System and Business Requirements

29. The Internet has had which one of the following impacts on the way you purchase your textbooks?

- a. The Internet gives you fewer choices.
- b. The Internet decreases your bargaining power.
- c. The Internet increases your bargaining power.
- d. The Internet provides you with less information.

**Competency:** Defining System and Business Requirements

30. When providing online services that are high quality with guaranteed satisfaction and superior customer support during and following a sale, which one of the following is the best success factor?

- a. lowest price
- b. fastest service
- c. selection and value
- d. performance and service efficiency

**Competency:** Defining System and Business Requirements

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## MANAGEMENT INFORMATION SYSTEMS SAMPLE CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have twenty minutes to review the case presentation.
2. Presentation time is seven minutes. At six and seven minutes the timekeeper will stand.
3. Each team member will be given two note cards. The note cards will be collected upon completion of the presentation.
4. Your case involves a team from the Hometown Healthcare including Dr. Matthews, the physician. Please include this information when addressing the judges as this will be part the method used to evaluate your team performance.
5. The judges will interact and ask questions throughout the presentation.
6. All members of the team must participate in the presentation, as well as answer the questions.

### PERFORMANCE INDICATORS

- Logical solution is selected with positive and negative aspects of its implementation given
- Thoughts and statements are well organized and clearly stated; appropriate business language is used
- Anticipated results are based on correct reasoning
- Possess good decision-making and problem-solving skills
- Demonstrates ability to effectively answer questions

### CASE STUDY SITUATION

Dr. Matthews is a family physician who runs her own practice called "Hometown Healthcare" or "HH". She and the staff at HH have always used paper-based records to manage her patients' information. With the new federal requirements and need for electronic records, the office manager, head nurse, and Dr. Matthews (judges) are in the process of meeting with consultants to design a new computerized system that will allow the office staff and nurses to retrieve patient personal and health history information, update patient records after visits, automatically generate a reminder call list for patients who are schedule for appointments and allow patients to schedule appointments through the Internet while maintaining the upmost security of patient information. Your team will be presenting your model and details of your computerized system to the team from the Hometown Healthcare in hopes that your team will get the contract.

Specifically, Dr. Matthews would like your team to develop a computerized system that will allow nurses and office staff to do the following:

1. Maintain patients' personal information such as name, birth date, SSN, address, phone number, email, insurance provider, and appointment history.
2. Maintain patients' basic medical information such as height, weight, blood pressure, current prescriptions, medical history including allergies, past illnesses, and family history of illnesses.

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3. Provide the ability to input new information in regards to the reason, actions, and outcomes of the patients' currently scheduled visits.
  4. Create a report that displays all of the patients with allergies with subcategories for each allergy to include in the prescription file on Dr. Matthews' computer.
  5. Create a web form that links to the Hometown Healthcare database to the Hometown Healthcare website which only allows patients to schedule appoints that fit into the current schedule of availability.
  6. Include a procedure for new patients who attempt to schedule an appointment to be directed by web form for inputting personal information and the required medical information.

After introductions, you should begin providing feedback and information to the judges who are representing the team of Hometown Healthcare as to how you recommend they deal with the current situation. The list above does not have to be all-encompassing. Feel free to add other ideas that your team thinks of during your preparation time.

Each member of your presentation team should provide some feedback and information regarding the problem.

**Overview**

This event provides recognition for FBLA members who possess knowledge of the basic principles of marketing.

This is a team event composed of two or three members. This event consists of two parts: an objective test and a performance. The objective test is taken collaboratively by the team members, and the top fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

**Competencies and Task Lists**

<http://www.fbla-pbl.org/docs/ct/FBLA/MARKETING.pdf>

**Website Resources**

- American Marketing Association  
<http://www.marketingpower.com/>
- Marketing  
<http://www.quickmba.com/marketing/>

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**MARKETING SAMPLE QUESTIONS**

1. The CEO of a production-oriented company would consider \_\_\_\_\_ a benefit to the company.
- a. coordination between marketing and engineers
  - b. emphasis on quality and safety
  - c. carefully designed product ranges to suit customer preferences
  - d. driven by understanding market forces

**Competency:** Basic Marketing Functions

2. Consumers are most likely to be involved in which business function?
- a. Accounting
  - b. Production
  - c. Marketing
  - d. Operations

**Competency:** Basic Marketing Functions

3. Which one of the following would include making improvements to existing products?
- a. marketing-information management
  - b. market planning
  - c. product and service management
  - d. pricing

**Competency:** Basic Marketing Functions



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4. What is provided by each of the elements of the marketing mix?
- Many alternatives to better satisfy a market.
  - Anything provided by the elements of the marketing mix is done so with all of them combined.
  - The marketing mix is one element.
  - A sole contribution to successful marketing.

**Competency: Basic Marketing Functions**

5. Which one of the following would **not** be a role of a marketer in the product development process?
- designing marketing strategies
  - gathering information
  - selling the product
  - conducting marketing tests

**Competency: Basic Marketing Functions**

6. In which type of distribution channel does the producer sell products to the final consumer?
- direct
  - indirect
  - pricing
  - system

**Competency: Channels of Distribution**

7. What would be the most cost effective channel of distribution for a very complex product, developed for a specific target market?
- indirect
  - personal
  - direct
  - product

**Competency: Channels of Distribution**

8. Title and ownership of goods delivered FOB (free on board), belongs to the \_\_\_\_\_ until they reach their destination.
- buyer
  - seller
  - recipient
  - shipper

**Competency: Channels of Distribution**

- 
9. This type of inventory system tracks the number of items in inventory on a constant basis.
- a. inventory counting
  - b. physical
  - c. cycle count
  - d. perpetual

**Competency:** Channels of Distribution

10. Cartels and monopolies are regulated by the:
- a. Robinson Patman Act
  - b. Sherman Antitrust Act
  - c. Federal Trade Commission Act
  - d. Food and Drug Act

**Competency:** Legal, Ethical, and Social Aspects of Marketing

11. A store that uses recycled bags is showing which one of the following?
- a. social responsibility
  - b. code of ethics
  - c. social intelligence
  - d. profit motive

**Competency:** Legal, Ethical, and Social Aspects of Marketing

12. How does the Food and Drug Administration play a role in the marketing of products?
- a. They control labeling of products.
  - b. They regulate the use of electronic contracts.
  - c. They set safety standards.
  - d. They protect small business against unfair pricing.

**Competency:** Legal, Ethical, and Social Aspects of Marketing

13. The advertising industry is most concerned with communicating information to whom?
- a. media representatives
  - b. clients
  - c. consumers
  - d. agents

**Competency:** Promotion and Advertising Media

14. Which one of the following is true about advertising?
- a. unpaid, nonpersonal communication
  - b. paid, nonpersonal communication
  - c. paid, personal communication
  - d. unpaid, personal communication

**Competency:** Promotion and Advertising Media

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15. What is a primary reason that in a free enterprise economic system, a government would regulate the content of promotional activities?

- a. to develop additional tax bases
- b. to protect consumers from deceptive advertising
- c. to facilitate an advertising program
- d. to increase competition

**Competency:** Promotion and Advertising Media

16. The physical elements that merchandisers use to project an image to customers are called:

- a. marquee
- b. visual merchandising
- c. display
- d. storefront

**Competency:** Promotion and Advertising Media

17. What is marketing research **not** used for by companies?

- a. to determine consumer attitudes
- b. to create an advertising budget
- c. to learn about competitive products
- d. to test product features

**Competency:** Marketing Information, Research, and Planning

18. What is a disadvantage of using secondary data in market research?

- a. Projections are always correct.
- b. It is the most expensive type to obtain.
- c. Data available may not be suitable for current problems.
- d. It is easily obtained.

**Competency:** Marketing Information, Research, and Planning

19. How may primary data be obtained?

- a. specialized research method
- b. government sources
- c. experimental method
- d. Internet sources

**Competency:** Marketing Information, Research, and Planning

20. Creating a marketing plan would include:

- a. a profit and loss statement
- b. market research
- c. delivery options
- d. a roadmap for a product entering the market

**Competency:** Marketing Information, Research, and Planning

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21. Which type of business-to-business e-commerce purchases make up the largest percentage of transactions?

- a. purchases of complex products
- b. routine purchases
- c. auction purchases
- d. expensive equipment

**Competency:** E-Commerce

22. \_\_\_\_\_ would be a major consideration when pricing a website.

- a. Web safe colors
- b. Ability to purchase from site
- c. Functionality
- d. Number of links

**Competency:** E-Commerce

23. An example of a marketing strategy that might be used in a recession is:

- a. focusing on the features of a product
- b. using discounting as a marketing tool
- c. larger marketing budgets
- d. marketing messages based on spending

**Competency:** Economics

24. Which characteristic would best be used to describe capital goods?

- a. man-made
- b. intellectual skills
- c. natural resources
- d. physical skills

**Competency:** Economics

25. Factors of production can be intangible. Which one of the following falls into that category?

- a. land and capital
- b. labor and entrepreneurship
- c. land and labor
- d. capital and entrepreneurship

**Competency:** Economics

26. Which one of the following best describes the term selling?

- a. eliminates customer objections
- b. matches customer needs and wants with features and benefits of a product or service
- c. establishes a relationship with a customer
- d. explains uses of a product

**Competency:** Selling and Merchandising

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27. Ethically questionable in selling would include:

- a. telling a prospective customer a product will be delivered in two weeks when they know it will be four weeks
- b. having responses for all objections
- c. using partnership selling
- d. using suggestive selling

**Competency:** Selling and Merchandising

28. Repeat business for a salesperson is generated by:

- a. order fulfillment
- b. recommending larger quantities
- c. suggestive selling
- d. service close

**Competency:** Selling and Merchandising

29. A direct close is:

- a. "Would you like to have this gift wrapped?"
- b. "You may return or exchange this as long as you have your receipt."
- c. "How would you like to pay for this?"
- d. "We offer a two-year warranty on this item."

**Competency:** Selling and Merchandising

30. This organization is charged with protecting the public from unreasonable risks of serious injury or death from consumer products under the agency's jurisdiction.

- a. Consumer Credit Protection Agency
- b. Consumer Product Safety Commission
- c. Food and Drug Administration
- d. Federal Trade Commission

**Competency:** Selling and Merchandising

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## MARKETING SAMPLE CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have twenty minutes to review the case.
2. Presentation time is seven minutes. At six minutes the timekeeper will stand and hold up a colored card indicating one minute is left and at seven minutes the timekeeper will stand and hold up a colored card indicating time is up.
3. The presentation is interactive with the judges who will ask questions throughout the presentation. The judges will play the roles of Super Brand Board of Director members (or judges may change names). You are on the marketing/management team for Super Brand and the board of directors has asked you, as team representation, to describe the public relations campaign for the retail giant.

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4. You will be given two note cards.
  5. Cover all the points described in the case and be prepared to answer questions posed by the judges.

### **PERFORMANCE INDICATORS**

- Explain the nature of effective written communication
- Explain the nature of a promotional plan
- Explain the types of promotion
- Write informational messages.
- Explain the role of promotion as a marketing function

### **CASE STUDY SITUATION**

You are to assume the role of the marketing/management team for a major national retail super store (Super Brand). Each year Super Brand sponsors a major charity to benefit the local community; this annual promotional event costs \$500,000. The Board of Directors for Super Brand has called a meeting to hear your plan for this year's Super Brand charity.

Sales for your retail giant are annually in the billions. The success and size of your company provide fuel for media criticism. Your position requires you to select, organize, and successfully manage a charity event that helps the special cause and gives the company positive public relations. Frequently the events involve the company and customers. Sometimes the store will give a percentage of sales or match contributions given by customers for the specified charity. Last year your company raised \$30 million for tornado victims in the United States.

The board of directors wants to know which charity you have chosen and why. They also want to hear all forms of publicity to kick off and publicize the campaign for the chosen charity. You must present a sample news release for all major newspapers across the United States to inform the public about the positive influence your company has in the community.

### **THINGS TO CONSIDER**

- Analyze the current needs of the community where Super Brand is located
- Understand the importance of a promotional plan
- Create publicity that sheds a favorable light on the organization
- Communicate a public relations project effectively to the community
- Consider the cost and benefit from a PR campaign
- What is the strategy to turn public perception of Super Brand from retail giant to community participant?

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## MOBILE APPLICATION DEVELOPMENT

### Overview

Mobile Applications are necessary to provide users with the ability to be productive while away from their computers.

This is a two-part event: a program is submitted by the second Friday in May to the national center to be judged and all eligible individuals will present the program at the NLC in a preliminary round.

This is an individual or team event.

The topic for the Mobile Application Development changes every year. Refer to the Guidelines section in the *CMH* to find the current topic for the event or look at competitive events under the FBLA tab at [www.fbla-pbl.org](http://www.fbla-pbl.org).

### Website Resources

- **Guidelines**  
<http://michellerafter.com/2010/06/10/6-step-guide-to-writing-mobile-apps/>
- **Creating Windows Mobile Apps**  
[http://mobiledevices.about.com/od/mobileappbasics/ss/Create-First-Application-For-Mobile-Devices\\_2.htm](http://mobiledevices.about.com/od/mobileappbasics/ss/Create-First-Application-For-Mobile-Devices_2.htm)
- **Mobile Application Languages**  
<http://mashable.com/2012/07/11/language-app/>
- **Wikipedia**  
[http://en.wikipedia.org/wiki/Mobile\\_application\\_development](http://en.wikipedia.org/wiki/Mobile_application_development)

**Overview**

The ability to evaluate the needs of an organization and then design and implement network solutions is a valuable skill in today's connected workplace. This event provides recognition for FBLA members who demonstrate an understanding of and ability to apply these skills.

This is a team event composed of two or three members. This event consists of two parts: an objective test and a performance. The objective test is taken collaboratively by the team members and the top fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

**Competencies and Task Lists**

<http://www.fbla-pbl.org/docs/ct/FBLA/NETWORKDESIGN.pdf>

**Website Resources**

- Network Design for Homes and Businesses  
[http://compnetworking.about.com/od/networkdesign/Network\\_Design.htm](http://compnetworking.about.com/od/networkdesign/Network_Design.htm)
- Network Design Manual  
<http://www.networkcomputing.com/netdesign/series.htm>
- Network Management Definitions  
<http://whatis.techtarget.com/glossary/network-management-category-.html>

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**NETWORK DESIGN SAMPLE QUESTIONS**

1. In which phase of network design does the network analyst interview users and technical personnel to gain an understanding of the business and technical goals?
- a. physical design
  - b. test, optimize, and document the design
  - c. analyze requirements
  - d. logical design

**Competency:** Network Installation - Planning and Configuration

2. Which phase of network design deals with network layer addressing and switching and routing protocols?
- a. test, optimize, and document the design
  - b. analyze requirements
  - c. logical design
  - d. physical design

**Competency:** Network Installation - Planning and Configuration

3. Which phase of network design involves investigation of service providers?
- a. test, optimize, and document the design
  - b. analyze requirements
  - c. physical design
  - d. logical design

**Competency:** Network Installation - Planning and Configuration



- 
4. Which phase of network design involves building a prototype?
- physical design
  - logical design
  - analyze requirements
  - test, optimize, and document the design

**Competency:** Network Installation - Planning and Configuration

5. What is the name given to the reflective material surrounding the glass or plastic core of a fiber optic cable?
- kevlar
  - cladding
  - sheath
  - buffer

**Competency:** Network Installation - Planning and Configuration

6. Which type wiring runs between floors in a multi-floor structure?
- patch
  - horizontal
  - vertical
  - cross-connect

**Competency:** Network Installation - Planning and Configuration

7. Which type of wiring runs from telecommunications closets to wall plates in offices?
- cross-connect
  - horizontal
  - patch
  - vertical

**Competency:** Network Installation - Planning and Configuration

8. Considering the OSI model, which one of the following would be associated with the Segment as a request for a web page leaves the source PC?
- fe80::219:b9ff:fe20:33cf
  - 192.168.23.1
  - 00-19-B9-20-33-CF
  - 3877

**Competency:** Problem Solving/Troubleshooting

9. Which one of the following is a low-level operating system commonly used for testing and troubleshooting on a Cisco router?
- ROMMON
  - BIOS
  - bootstrap
  - POST

**Competency:** Problem Solving/Troubleshooting

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10. Which UNIX command will display the IP address and other configuration information about your host's connection to the network?

- a. ifconfig
- b. finger
- c. echo ip
- d. ipconfig

**Competency:** Problem Solving/Troubleshooting

11. Which Windows utility allows a user to query the configured name server to resolve a given host name?

- a. nbtstat
- b. netstat
- c. ipconfig
- d. nslookup

**Competency:** Problem Solving/Troubleshooting

12. What Windows command will display the contents of the locally cached DNS entries?

- a. ipconfig -dns
- b. ifconfig
- c. ipconfig /all
- d. ipconfig /displaydns

**Competency:** Problem Solving/Troubleshooting

13. Which one of the following is the result of attaching the name of a host to a domain name with a period in between them?

- a. socket address
- b. resource index
- c. fully qualified domain name
- d. A-type record

**Competency:** Network Administrator Functions

14. Which one of the following is **not** a component of the Network Security Wheel used for security policy compliance?

- a. test
- b. secure
- c. monitor
- d. budget

**Competency:** Network Administrator Functions

15. Which one of the following terms describes reducing the size of a file?

- a. file decompression
- b. file indexing
- c. file encryption
- d. file compression

**Competency:** Network Administrator Functions

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16. Which one of the following practices creates a starting point for ongoing evaluation of your network's health?

- a. asset management
- b. fault management
- c. base lining
- d. change management

**Competency:** Network Administrator Functions

17. Which one of the following practices describes recording the operating system version which is installed on all switches and routers on your network?

- a. configuration management
- b. asset management
- c. systems management
- d. change management

**Competency:** Network Administrator Functions

18. Which one of the following is **not** a private IP address?

- a. 172.31.40.23
- b. 192.168.40.23
- c. 10.0.40.23
- d. 172.32.40.23

**Competency:** Network Administrator Functions

19. Which NAT addressing term is used to refer to a host on the local network?

- a. inside local
- b. inside global
- c. outside global
- d. outside local

**Competency:** Configuration of Internet Resources

20. Which term describes the security policy that permits access through all ports **except** those explicitly denied?

- a. permissive
- b. restrictive
- c. authorized
- d. open

**Competency:** Configuration of Internet Resources

21. Which protocol allows P2P applications to search for shared resources on peers across the Internet?

- a. FindMe
- b. Gnutella
- c. Pickles
- d. Xterra

**Competency:** Configuration of Internet Resources

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22. Which term is used to describe fiber optic cable that is **not** in use or has **not** been terminated?

- a. white fiber
- b. dark fiber
- c. free fiber
- d. open fiber

**Competency:** Configuration of Internet Resources

23. Which subnet mask is used to identify the range of class B private IP addresses?

- a. 255.255.0.0
- b. 255.240.0.0
- c. 255.0.0.0
- d. 255.255.255.0

**Competency:** Configuration of Internet Resources

24. Which one of the following statements best describes the backup process?

- a. copying data to media that is stored on the same device
- b. copying data to media that is not stored on the device
- c. moving data to media that is not stored on the same device
- d. moving data to media that is stored on the same device

**Competency:** Backup and Disaster Recovery

25. Which type backup process archives all selected files that have changed since the last full or incremental backup and does **not** reset the archive bit?

- a. full
- b. incremental
- c. differential
- d. copy

**Competency:** Backup and Disaster Recovery

26. Which one of the following terms describes a specialized storage device or group of storage devices that provides a centralized fault-tolerant data storage for a network?

- a. Fiber-Channel Storage
- b. Storage Area Networks
- c. Local Attached Storage
- d. Network Attached Storage

**Competency:** Backup and Disaster Recovery

27. Which one of the following describes data storage redundancy through a process involving writing data across multiple disks and using an error correction code (parity) stored on a single disk?

- a. RAID level 1
- b. RAID level 3
- c. RAID level 5
- d. RAID level 2

**Competency:** Backup and Disaster Recovery

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28. Which type backup process archives all selected files and folders and resets the archive bit?
- a. differential
  - b. copy
  - c. full or normal
  - d. incremental

**Competency:** Backup and Disaster Recovery

29. Which one of the following is **not** a step in the DHCP messaging process?
- a. DHCP offer
  - b. DHCP request
  - c. DHCP decline
  - d. DHCP discover

**Competency:** Configuration Network Resources & Services

30. The DHCP request message is sent as a broadcast. What is the purpose of it being a broadcast rather than a unicast?
- a. to let all DHCP servers know which IP address is being accepted by the client
  - b. to let all DHCP servers and all other DHCP clients know which IP address is being accepted by the client
  - c. because the address of the DHCP server is unknown
  - d. to let all DHCP clients know which IP address is being accepted

**Competency:** Configuration Network Resources & Services

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## NETWORK DESIGN SAMPLE CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have twenty minutes to review the case.
2. Presentation time is seven minutes. At six minutes the timekeeper will stand and hold up a colored card indicating one minute is left and at seven minutes the timekeeper will stand and hold up a colored card indicating time is up. Five points are deducted if presentation goes over seven minutes.
3. The judges will have a three-minute question and answer period following the presentation.
4. Each team member will be given two note cards. A flip chart also will be available.
5. All members of the team must participate in the presentation, as well as answer the questions.

### PERFORMANCE INDICATORS

- Select and present logical solution with positive and negative aspects of its implementation given
- Recognized alternatives with pros and cons stated and evaluated
- Well organized and clearly stated thoughts and statements; appropriate business language is used
- Demonstrate ability to effectively answer questions

### CASE STUDY SITUATION

You have been hired by Roman Motor Company to design and implement a networking solution for their main office and for two satellite offices in different parts of town. Their main office is located approximately 10 miles from each of the satellite offices in opposite directions. The main office is provided with Internet access from the local telephone company in the form of a shared T1 line. Roman Motor Company plans to add at least one new satellite office within the next five years, providing that the business continues to grow as forecasted. At present, employees at the satellite offices have their own computer and networking systems that are completely separate from the main office, and manually take their backups to the main office, which is becoming very cumbersome. You must determine the best way to connect the satellite offices back to the main office. Upon initial planning, the following network requirements have been identified:

- Purchase and setup the proper networking equipment (including an IP addressing solution) within each satellite office in order for a secure, highly-available connection back to the main office. The inventory and sales systems in place in the satellite locations are consistent with the main office.
- Provide kiosks in the satellite locations where customers can have Internet access to look up CARFAX® information and do price comparisons with other car dealers in the area. These kiosk machines should not be able to access any of the other network resources in the offices, but should have the ability to print out information.

- 
- Provide for additional capacity as the new satellite office is brought 'online'
  - Provide for centralized printing for invoicing and financial documentation for sales
  - Provide for limited downtime
  - Provide for centralized management and control of the computers in the two offices, as well as those in the main office, so that you can maintain the network from off-site
  - Provide for long-term cost effectiveness
  - Provide a suite of software tools for the employees to effectively communicate with each other at all locations

The company does **not** have any networking equipment at the satellite locations, but does have one computer at each of the satellite offices where the sales personnel can access the same sales software that is used at the main office, although it is not tied to the main office. Your plan should include a complete network system that meets these requirements and allows for future expansion plans.

One of the satellite locations is located within a suburban area that has current technological infrastructures and related technology offerings. The other location currently does **not** have access to the phone company network or the local cable company broadband network.

Complete your proposal including costs for computing equipment for the kiosks, network infrastructure, network servers, printers, and related hardware, software, and accessories. Include as much detail as possible as well as justification as to your selections. Diagram and explain your physical network and computer design as well as the logical network design (server installation, domain layout, etc.). As you are working for a small business, cost is a major factor and should be minimized.

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## NETWORKING CONCEPTS

### Overview

Acquiring a high level of familiarization and proficiency in working with networks is essential in today's connected workplace. This event provides recognition for FBLA members who have an understanding of network technologies.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/NETWORKINGCONCEPTS.pdf>

### Website Resources

- Networking  
<http://www.pctechguide.com/29network.htm>
- Network Topologies  
[http://www.webopedia.com/Networks/Network\\_Topologies/](http://www.webopedia.com/Networks/Network_Topologies/)

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## NETWORKING CONCEPTS SAMPLE QUESTIONS

1. The process of distributing network traffic across numerous servers is called:
  - a. Multiloading
  - b. Fault Tolerance
  - c. Load Balancing
  - d. Distribution

**Competency:** General Network Terminology and Concepts

2. Which network is confined to a relatively small space?
  - a. LAN
  - b. WAN
  - c. WIMAX
  - d. GSM

**Competency:** General Network Terminology and Concepts

3. The process of determining the path a packet will take on a network is known as:
  - a. segmentation
  - b. routing
  - c. construction
  - d. reassembly

**Competency:** General Network Terminology and Concepts



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- 
4. How does a proxy server improve web performance for clients on a private LAN?
- It enables users to save frequently used bookmarks in a shared location.
  - It expedites incoming data to clients because it replaces client IP addresses.
  - It enables incoming requests to bypass the firewall.
  - It holds web requests in a cache so that subsequent requests for those pages can be fulfilled locally.

**Competency:** General Network Terminology and Concepts

5. Where in Netscape Communicator could you enter the IP address of a proxy server?
- Edit, Preferences, Advanced, and Proxies
  - Edit, Preferences, Advanced, and Cache
  - Tools, Internet Options, Connections, and Settings
  - Tools, Internet Options, and Proxy Server

**Competency:** General Network Terminology and Concepts

6. A model for computing where some computers request services and other computers respond to requests for services is called:
- request/response
  - host/response
  - thin client
  - client/server

**Competency:** General Network Terminology and Concepts

7. All IIS information on a Windows server is stored in the:
- hive
  - .Conf file
  - index
  - metabase

**Competency:** General Network Terminology and Concepts

8. The process of configuring numerous servers to functions as one is called:
- Domaining
  - Multiloading
  - Clustering
  - Balancing

**Competency:** General Network Terminology and Concepts

9. Why would it be necessary to include details about an organization's service agreements with telecommunications carriers in disaster recovery plans?
- The carriers also may be affected by the disaster and may owe the organization compensation for downtime.
  - The carriers may decide to void their agreement after the disaster.
  - The agreements may change as a result of the disaster.
  - They will have to supply the organization with new equipment.

**Competency:** General Network Terminology and Concepts

- 
10. A client tries to log in to her ISP and is repeatedly prompted to enter her user name and password. Which one of the following are the most likely causes?
- a. IPX/SPX is not installed.
  - b. She is using an incorrect user name and password combination.
  - c. The modem is not functioning.
  - d. NetBEUI is not installed.

**Competency:** General Network Terminology and Concepts

11. Which one of the following is a potential disadvantage to using Telnet to remotely log in to a router?
- a. It requires a high-bandwidth connection.
  - b. It is not very efficient.
  - c. It is not compatible with all types of router operating systems.
  - d. It is not secure.

**Competency:** General Network Terminology and Concepts

12. What specialized United Nations agency provides developing countries with technical expertise and equipment to advance their technological standard of living?
- a. ICANN
  - b. ITU
  - c. ANSI
  - d. ISO

**Competency:** General Network Terminology and Concepts

13. Each network node has a network address and a \_\_\_\_\_ address.
- a. IP
  - b. IPX
  - c. MAC
  - d. PCD

**Competency:** General Network Terminology and Concepts

14. The ability to use names to connect to network resources is controlled by:
- a. NAME
  - b. DHCP
  - c. NetBIOS
  - d. NETSTAT

**Competency:** Network Operating System Concepts

15. The type of group that has a GUID attached to it so that you can use it to assign rights and permissions is called:
- a. security
  - b. permissions
  - c. object
  - d. distribution

**Competency:** Network Operating System Concepts

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16. A set of rules that determines how communications will take place on a network is called:
- a. ICANN
  - b. Internetwork
  - c. protocol
  - d. IEEE

**Competency: Network Operating System Concepts**

17. You can start programs if they don't have a shortcut on the desktop or in the programs submenu by:
- a. typing cmd in the Start Run box
  - b. using the Run dialog box and typing in the name of the program
  - c. using the Shut Down command
  - d. typing cmd in the Start box and then the program

**Competency: Network Security**

18. What form of Internet access allows the user's computer or router to use an attached modem connected to a telephone line to dial into an ISP's node to establish a modem-to-modem link?
- a. Cable Modem
  - b. DSL
  - c. Dial-up
  - d. Satellite Internet

**Competency: Network Security**

19. What is a server service that allows RRAS servers to delegate responsibility for inbound authentication to a central server and can be used to authenticate users at switch ports or wireless access points?
- a. DNS
  - b. RIM
  - c. DHCP
  - d. RADIUS

**Competency: Network Security**

20. When using a firewall to guard a private LAN from Internet-based intrusion, how can you still allow authorized users to access the network from home?
- a. Open access to all the router's ports
  - b. Allow some users to bypass the firewall
  - c. Allow access to select ports based on incoming IP address
  - d. Apply time of day restrictions to some of the firewall's ports

**Competency: Network Security**

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21. At the telephone exchange, what terminates the DSL where another frequency splitter separates the voice band signal from the data signal?
- a. DSLTA
  - b. FIOS
  - c. DSMOD
  - d. DSLAM

**Competency:** Equipment for Network Access

22. Which describes wiring that connects workstations to the hub room?
- a. patch
  - b. backbone
  - c. horizontal wiring
  - d. harness

**Competency:** Equipment for Network Access

23. Typically routers on a LAN are used to separate networks into:
- a. subnets
  - b. VPNs
  - c. e-mail addresses
  - d. DNS zones

**Competency:** OSI Model Functionality

24. Which one of the following layers does the UDP correspond to?
- a. transport
  - b. physical
  - c. network
  - d. session

**Competency:** OSI Model Functionality

25. What type of firewall inspects each packet passing through the network and accepts or rejects it based on user-defined rules?
- a. application gateway
  - b. circuit-level gateway
  - c. proxy server
  - d. packet filter

**Competency:** OSI Model Functionality

26. Which topology is the easiest to modify?
- a. bus
  - b. star
  - c. ring
  - d. mesh

**Competency:** Network Topologies & Connectivity

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27. Which one of the following is an example for distance vector protocol?

- a. RIP
- b. AppleTalk
- c. IPX/SPX
- d. OSPF

**Competency: Network Topologies & Connectivity**

28. What is the 802.11 standard?

- a. Wireless LAN
- b. Wi-Max
- c. Token Ring
- d. Ethernet

**Competency: Network Topologies & Connectivity**

29. Which type of cabling has the largest installation base?

- a. coaxial
- b. twisted-pair
- c. wireless
- d. fiber-optic

**Competency: Network Topologies & Connectivity**

30. What is generally the rated speed for T1 and PRI ISDN service?

- a. 512Kbit/sec
- b. 256Kbit/sec
- c. 1.544Mbit/sec
- d. 3 Mbit/sec

**Competency: Network Topologies & Connectivity**

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## PARLIAMENTARY PROCEDURE

### Overview

This event is based on team rather than individual competition. Team participants develop speaking ability and poise through competitive performance.

This is a team event composed of two or three members. This event consists of two parts: an objective test and a performance. The top fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

The examination and performance criteria for this event will be based on *Robert's Rules of Order, Newly Revised, 11<sup>th</sup> edition*.

### Website Resources

- FBLA-PBL  
<http://www.fbla-pbl.org/>
- National Association of Parliamentarians  
<http://parliamentarians.org/index.php>

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## PARLIAMENTARY PROCEDURE SAMPLE QUESTIONS

1. The vote required to amend the National FBLA Bylaws is:
  - a. two-thirds
  - b. two-thirds of those present
  - c. majority
  - d. three-fourths

**Competency:** FBLA-PBL Bylaws

2. The proposed amendments to the National FBLA Bylaws are voted on at the National Leadership Conference by the:
  - a. local chapter voting delegates
  - b. local chapter and state voting delegates
  - c. state voting delegates
  - d. local chapter and state voting delegates and state committee

**Competency:** FBLA-PBL Bylaws

3. At the FBLA National Leadership Conference a local chapter with a membership of 100 may have:
  - a. two voting delegates
  - b. five voting delegates
  - c. three voting delegates
  - d. four voting delegates

**Competency:** FBLA-PBL Bylaws

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4. The maximum number of FBLA national officers who may be elected from the same state chapter is:
- four
  - two
  - three
  - one

**Competency:** FBLA-PBL Bylaws

5. A vote taken by rising at the demand of a member is called a:
- viva voce vote
  - division of the assembly
  - division of the question
  - standing vote

**Competency:** Parliamentary Procedure Principles

6. Which one of the following is classified as a secondary motion?
- original main motions
  - incidental motions
  - motions that bring a question again before the assembly
  - incidental main motions

**Competency:** Parliamentary Procedure Principles

7. Which statement is true?
- Incidental motions have an assigned position in the order of precedence of motions.
  - There are four classes of secondary motions.
  - More than one secondary motion may be pending at a time.
  - There are twelve ranking motions.

**Competency:** Parliamentary Procedure Principles

8. Before any other business can be brought up, a motion must be disposed of with the exception of:
- the motion to rescind or amend something previously adopted
  - motions that bring a question again before the assembly
  - certain privileged questions
  - incidental main motions

**Competency:** Parliamentary Procedure Principles

9. The motion to lay on the table should be used to:
- interrupt consideration of a main motion temporarily until a majority wishes to consider it again
  - dispose of a main motion without bringing it to a vote
  - delay consideration of a question until a later specified time
  - delay consideration of a question until a committee can report findings on the subject to the assembly

**Competency:** Parliamentary Procedure Principles

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10. The motion to ratify:
- is a privileged motion
  - requires a two-thirds vote for adoption
  - is an incidental main motion
  - is usually undebatable

**Competency:** Parliamentary Procedure Principles

11. Unless it is one within a series, a mass meeting usually needs **no** established order of business since:
- all action is necessarily suspended until a new society is formed
  - no action, other than preparing recommendations, is in order
  - only one item of business is permitted to be taken up
  - there is nothing but new business to be brought up

**Competency:** Parliamentary Procedure Principles

12. Conducting the deliberative process by mail, e-mail, fax, or other electronic media must:
- be authorized by appropriate special rules of order
  - be authorized by appropriate standing rules
  - not be permitted since many procedures common to parliamentary law are not applicable
  - be authorized by the bylaws and should be supported by special rules of order

**Competency:** Parliamentary Procedure Principles

13. In agendas for sessions consisting of several meetings, most items are:
- scheduled for one meeting only
  - scheduled the same as the order of business for regular meetings
  - are postponed until the last meeting of the session
  - general orders

**Competency:** Parliamentary Procedure Principles

14. The wording of a motion in the minutes should:
- be the exact wording the maker of the motion used in stating the motion
  - be the exact wording the chair uses in putting the question
  - be the exact wording the chair uses in stating the question
  - be the exact wording as the members understand the question

**Competency:** Parliamentary Procedure Principles

15. A vacancy in a committee is filled by:
- the person who is vacating the position
  - the president only
  - the appointing power
  - the committee members

**Competency:** Parliamentary Procedure Principles



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16. To adopt the entire report of a board or committee, as opposed to just the recommendations contained at the end of the report, requires a:
- two-thirds vote with previous notice
  - two-thirds vote
  - majority vote with previous notice
  - majority vote

**Competency:** Parliamentary Procedure Principles

17. A partial report of a committee is:
- handled the same way as the final report
  - finished by the assembly by amendment
  - laid on the table
  - postponed until the complete report is ready

**Competency:** Parliamentary Procedure Principles

18. The presentation of a minority report in an assembly:
- is a privilege that may be granted by the assembly
  - requires a two-thirds vote of the assembly
  - may be adopted by the assembly as the report of the committee
  - precedes the report of the committee

**Competency:** Parliamentary Procedure Principles

19. In a society where members are permitted to serve in only one office at a time, if a member is present and elected to more than one office:
- he/she can choose which of the offices he will accept
  - he/she must accept all offices
  - he/she must accept the first office to which he was elected
  - the assembly will decide by vote the office to be assigned to him

**Competency:** Parliamentary Procedure Principles

20. In an election of members of a board or committee, if less than the prescribed number receive a majority, the places are filled by:
- the nominees receiving the lower number of votes removed
  - those with a majority, with repeated balloting for the remaining candidates
  - the proper number receiving the largest number of votes
  - repeated balloting with all remaining on the ballot

**Competency:** Parliamentary Procedure Principles

21. Unanimous consent:
- may mean that the opposition acquiesces
  - implies that every member is in favor of the proposed action
  - is not the same as general consent
  - should not be used, even in routine business

**Competency:** Parliamentary Procedure Principles

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22. Bylaws:

- a. may be suspended if they relate to the duties of officers in connection with meetings
- b. must authorize all powers assumed by the organization
- c. prescribe administrative functions of the organization
- d. in the nature of rules of order cannot be suspended

**Competency:** Parliamentary Procedure Principles

23. Suspension of rules of order requires:

- a. the chair's decision
- b. a majority vote
- c. one member's demand
- d. a two-thirds vote

**Competency:** Parliamentary Procedure Principles

24. A committee is revising the bylaws and has a number of provisions relating to the mechanics of transition from old to new bylaws. How should they specify these provisions?

- a. move the adoption of the revised bylaws with the provisos attached thereto
- b. include the provisions in the new bylaws when printed
- c. after the revision is adopted, number the provisions and attach the list to the revision
- d. after the revision is adopted, move that the transition provisions be approved

**Competency:** Parliamentary Procedure Principles

25. In bylaws, the nominating committee usually is described in the article on:

- a. meetings
- b. committees
- c. officers
- d. members

**Competency:** Parliamentary Procedure Principles

26. A member who falls in arrears in the payment of his dues:

- a. is under a disciplinary suspension
- b. does not lose the right to vote unless the bylaws so provide
- c. automatically loses the right to attend meetings
- d. automatically loses the right to make motions

**Competency:** Parliamentary Procedure Principles

27. The president:

- a. has the right to attend committee meetings and vote
- b. is always an ex-officio member of all committees
- c. should be expressly excluded for service on the nominating committee
- d. may appoint nonmembers to committees without approval

**Competency:** Parliamentary Procedure Principles

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28. The hour at which meetings are to be held should:

- a. be specified in the bylaws
- b. be specified in special rules of order
- c. be specified in the standing rules
- d. not be specified in any document

**Competency:** Parliamentary Procedure Principles

29. Proposed amendments to the FBLA National Bylaws shall be submitted in writing by:

- a. local chapters or state chapters
- b. local chapters or a state committee member
- c. state chapters or a national officer
- d. local chapters, state chapters, or a national officer

**Competency:** Parliamentary Procedure Principles

30. A tie vote:

- a. can be considered a majority vote
- b. adopts the motion
- c. requires the chair to break the tie
- d. the chair may vote in favor of the motion

**Competency:** Parliamentary Procedure Principles

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## PARLIAMENTARY PROCEDURE PERFORMANCE

### Case Scenario

Your chapter members know the importance of your local officers receiving training for their specific roles to better lead your chapter. During your meeting, demonstrate the following:

1. Discuss the pros and cons for your chapter officers attending the 2012 Institute for Leaders.
2. Set aside the orders of the day.
3. A rising vote is inconclusive.
4. A motion contains several parts. Take the necessary action to consider and vote on each part.

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## PARTNERSHIP WITH BUSINESS PROJECT

### Overview

The purpose of this project is to learn about a business through communication and interaction with the business community.

This is a two-part event: a written project (up to fifteen pages) is submitted prior to the NLC to be judged, and all eligible chapters will present the project at the NLC in a preliminary round. The report must be submitted online to the national center by the second Friday in May for judging.

This is a chapter report.

### Website Resources

- Business Report Writing  
<http://unilearning.uow.edu.au/report/4a.htm>
- How to Give an Oral Report  
<http://www.infoplease.com/homework/oralreport1.html>

### Additional Resource

- *MarketPlace*—FBLA Winning Reports—1<sup>st</sup> Place; FBLA Winning Reports—2<sup>nd</sup> Place

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## PERSONAL FINANCE

### Overview

This event recognizes students, who possess essential knowledge and skills related to financial issues, can analyze the rights and responsibilities of consumers, and apply knowledge to financial situations.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/PERSONALFINANCE.pdf>

### Web Site Resources

- ◆ Business Education Links  
<http://lessonplans.btskinner.com/>
- Forbes Finance  
<http://www.forbes.com/finance/>
- Practical Money Skills  
<http://www.practicalmoneyskills.com/english/teachers/>

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## PERSONAL FINANCE SAMPLE QUESTIONS

1. What are collective values?
  - a. basic needs for individuals
  - b. personal preferences
  - c. things important to society as a whole
  - d. luxury items desired by individuals

**Competency:** Financial Principles Related to Personal Decision Making

2. The Federal Trade Commission (FTC) does **not** regulate
  - a. unfair methods of advertising
  - b. unfair methods of competition
  - c. deceptive product labeling
  - d. unfair interest rates

**Competency:** Financial Principles Related to Personal Decision Making

3. When a family makes major decisions, what should these decisions be based on?
  - a. desired lifestyle
  - b. each person's needs and wants
  - c. the amount of income
  - d. economic projections

**Competency:** Financial Principles Related to Personal Decision Making

- 
4. Which phrase about money is **false**?
- must be backed by gold
  - must be in a form where it can be readily divisible
  - is anything that can be used to settle debt
  - must be durable

**Competency:** Financial Principles Related to Personal Decision Making

5. Items of value that a person owns should be included on the:
- budget
  - personal property inventory
  - balance sheet
  - net worth statement

**Competency:** Earning a Living

6. Which one of the following is **not** an important financial record to keep?
- tax records
  - net worth statement
  - income and expense records
  - Income Statement

**Competency:** Earning a Living

7. Which one of the following is **not** an initial step when preparing a budget?
- create a wish list
  - set a savings goal
  - estimate income
  - estimate expenses

**Competency:** Earning a Living

8. When completing a tax return, what do you call the amount you may subtract from income for each person who depends on your income to live?
- refund
  - social benefit
  - exemption
  - deduction

**Competency:** Earning a Living

9. A \_\_\_\_\_ guarantees a product's quality and performance.
- warranty
  - product description
  - testimony
  - statement of assurance

**Competency:** Managing Budgets and Finance

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10. The \_\_\_ form is completed by new employees to direct the employer on the quantity of taxes to be removed from each pay check.

- a. 1040EZ
- b. W-2
- c. 1040
- d. W-4

**Competency:** Managing Budgets and Finance

11. Taxpayers may claim an exemption for each of their:

- a. jobs
- b. donations
- c. dependents
- d. properties

**Competency:** Managing Budgets and Finance

12. The \_\_\_ is the government agency in charge of collecting taxes, enforcing tax laws, and supplying information to help taxpayers prepare their tax returns.

- a. FDIC
- b. Federal Reserve
- c. IRS
- d. U.S. Treasury

**Competency:** Managing Budgets and Finance

13. The \_\_\_ is a good that a store is willing to sell for no profit in order to drive consumer traffic.

- a. consumer influencer
- b. loss leader
- c. skim product
- d. penetration product

**Competency:** Managing Budgets and Finance

14. The \_\_\_ deducts money from a checking account almost immediately to pay for purchases.

- a. check
- b. debit card
- c. deposit
- d. credit card

**Competency:** Saving and Investing

15. The \_\_\_ Rule requires used automobile dealers to fully disclose to buyers what is and is **not** covered under warranty for the used vehicle.

- a. CPSC
- b. FTC
- c. BBB
- d. FCC

**Competency:** Saving and Investing

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16. Which federal organization spearheaded the recall on eggs sold at supermarkets?

- a. FCC
- b. FTC
- c. FDA
- d. USDA

**Competency:** Saving and Investing

17. \_\_\_\_\_ includes all activities related to production and distribution of goods and services in a geographic area.

- a. Financing
- b. Distribution
- c. Marketing
- d. Financial planning

**Competency:** Saving and Investing

18. \_\_\_\_\_ stocks are stocks in corporations that reinvest their profits into the business so that it can grow.

- a. Cyclical
- b. Blue chip
- c. Defensive
- d. Growth

**Competency:** Buying Goods and Services

19. \_\_\_\_\_ are paid to stockholders from the corporation's earnings (profits).

- a. Dividends
- b. Odd lots
- c. Stock splits
- d. Round lots

**Competency:** Buying Goods and Services

20. The \_\_\_\_\_ tells the investor the risk category that has been assigned to a bond.

- a. bond redemption
- b. bond efficiency
- c. bond rating
- d. bond default

**Competency:** Buying Goods and Services

21. A(n) \_\_\_\_\_ risk may result in either gain or loss. Buying gold is an example of this type of risk.

- a. insurable
- b. personal
- c. speculative
- d. economic

**Competency:** Buying Goods and Services



- 
22. \_\_\_\_\_ occurs when an individual buys insurance to cover financial losses caused by fire, theft, injury, or death.
- Risk shifting
  - Risk avoidance
  - Risk reduction
  - Risk assumption

**Competency: Banking and Insurance**

23. The \_\_\_\_\_ is a provision requiring policyholders to insure their building for a stated percentage of its replacement value in order to receive full reimbursement for a loss.
- deductible
  - co-insurance clause
  - personal property floater
  - endorsement

**Competency: Banking and Insurance**

24. \_\_\_\_\_ occurs when the policyholder who has suffered an insurable loss is put back in the same financial condition before the loss occurred.
- Claim verification
  - Indemnification
  - Damage assessment
  - Speculation

**Competency: Banking and Insurance**

25. Which form of credit is the least likely to involve installment payments?
- education loan
  - automobile loan
  - department store credit card
  - home loan

**Competency: Banking and Insurance**

26. \_\_\_\_\_ is an advantage of owning a home.
- Tax break
  - Mobility
  - Minimal maintenance
  - Property taxes

**Competency: Credit and Debt**

27. \_\_\_\_\_ is not a negotiable instrument.
- Promissory note
  - Bank draft
  - Check
  - Credit card

**Competency: Credit and Debt**

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28. The \_\_\_\_ prohibits the use of threats, obscenities, and misleading statements to intimidate consumer into paying.
- a. Fair Debt Collection Practices Act
  - b. Fair Credit Billing Act
  - c. Fair Credit Reporting Act
  - d. Consumer Credit Protection Act

**Competency:** Credit and Debt

29. A \_\_\_\_ occurs when a consumer requests the credit bureaus to deny all access to the consumer's credit information or files.
- a. closed public record
  - b. credit restriction
  - c. credit freeze
  - d. credit guard

**Competency:** Credit and Debt

30. Consumers who are deep into debt may go to a credit counseling organization that takes over and manages the consumer's payment of the debt for a period of time until the consumer is free of debt. This procedure is called:
- a. debt adjustment
  - b. bankruptcy
  - c. online credit advice
  - d. debt management plan

**Competency:** Credit and Debt

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## PUBLIC SERVICE ANNOUNCEMENT

### Overview

This recognizes FBLA members who can research a topic and create a 30-second PSA video.

This is an individual or team performance event and all participants present at the NLC. Six (6) copies of the script must be received in individual folders to the national center by the second Friday in May. The PSA is **not** prejudged.

### Topic

The topic for the Public Service Announcement changes every year. Refer to the Guidelines section in the *Chapter Management Handbook* to find the current topic or look at competitive events under the FBLA tab at [www.fbla-pbl.org](http://www.fbla-pbl.org).

### Website Resources

- Preparing Public Service Announcements  
[http://ctb.ku.edu/en/tablecontents/sub\\_section\\_main\\_1065.aspx](http://ctb.ku.edu/en/tablecontents/sub_section_main_1065.aspx)
- Sample Public Service Announcements  
<https://www.psacentral.org/home.do>
- Writing a Public Service Announcements  
<http://www.understandmedia.com/topics/media-production/106-writing-public-service-announcements>
- Writing a Public Service Announcements  
<http://www.casemo.org/ShowMe-PALS/HowToWriteAPSA.pdf>

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## PUBLIC SPEAKING I

### Overview

This event recognizes FBLA members who are beginning to develop qualities of business leadership by developing effective speaking skills.

This is an individual presentation event and is only for grades 9 and 10.

### Procedures

- Review the event guidelines in the *CMH* since guidelines may change.
- This is a four minute speech based on one of the FBLA goals.

### Website Resources

- Guidelines for Oral Presentations  
<http://www.auburn.edu/~burnsma/oralpres.html>
- Presentation Tips for Public Speaking  
<http://www.aresearchguide.com/3tips.html>
- Succeed in Public Speaking  
<http://www.school-for-champions.com/speaking.htm>
- Toastmasters International  
<http://www.toastmasters.org/>

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## PUBLIC SPEAKING II

### Overview

This event recognizes FBLA members who are beginning to develop qualities of business leadership by developing effective speaking skills.

This is an individual presentation event.

### Procedures

- Review the event guidelines in the *CMH* since guidelines may change.
- This is a five minute speech based on one of the FBLA goals.

### Website Resources

- Guidelines for Oral Presentations  
<http://www.auburn.edu/~burnsma/oralpres.html>
- Presentation Tips for Public Speaking  
<http://www.aresearchguide.com/3tips.html>
- Succeed in Public Speaking  
<http://www.school-for-champions.com/speaking.htm>
- Toastmasters International  
<http://www.toastmasters.org/>

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## SPORTS & ENTERTAINMENT MANAGEMENT

### Overview

This event provides recognition for FBLA members who possess the basic principles of sports and entertainment management.

This is a team event composed of two or three members. This event consists of two parts: an objective test and a performance. The objective test is taken collaboratively by the team members and the top fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

### Competencies and Task Lists

[http://www.fbla-pbl.org/docs/ct/FBLA/sports\\_and\\_entertainment\\_management.pdf](http://www.fbla-pbl.org/docs/ct/FBLA/sports_and_entertainment_management.pdf)

### Website Resources

- AthleticBusiness.com  
<http://athleticbusiness.com>
- Jobs in Sports  
<http://www.jobsinsports.com>
- NACDA Job Center  
<http://www.nacda.com/nacdajobs/nacda-nacdajobs.html>
- NCAA - National Collegiate Athletic Association  
<http://www.ncaa.org/>
- What is Sports Management?  
[http://coe.winthrop.edu/coe/health-pe/sportmanagement/spma\\_info.htm](http://coe.winthrop.edu/coe/health-pe/sportmanagement/spma_info.htm)
- Work in Sports  
<http://www.workinsports.com/home.asp>

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## SPORTS & ENTERTAINMENT SAMPLE QUESTIONS

1. Which one of the following factors influences a fan's decision to attend or watch a game would be for fans who are rewarded with a sense of accomplishment when their team performs well?
  - a. self-esteem enhancement
  - b. family ties
  - c. diversion from everyday life
  - d. economic

**Competency:** Sports Marketing/Strategic Marketing

2. Sports marketing involves the creation and maintenance of:
  - a. satisfying exchange relationships
  - b. financial resources
  - c. a favorable image
  - d. sales

**Competency:** Sports Marketing/Strategic Marketing

- 
3. Gathering and using information about customers to improve business decision making involves:
- product/service management
  - marketing-information management
  - distribution
  - publicity

**Competency:** Sports Marketing/Strategic Marketing

4. Due to the large television audience for the Super Bowl, a 30-second commercial can cost up to:
- \$100,000
  - \$2 million
  - \$1 million
  - \$500,000

**Competency:** Sports Marketing/Strategic Marketing

5. \_\_\_\_\_ segmentation focuses on a customer's attitude toward products and services.
- Behavioral-based
  - Psychographics
  - Demographics
  - Geographic

**Competency:** Sports Marketing/Strategic Marketing

6. \_\_\_\_\_ is the control of financial and personal injury loss from sudden, unforeseen, and unusual accidents and intentional torts.
- Risk management
  - Coordinating the event
  - Staging the event
  - Crowd management

**Competency:** Facility and Event Management

7. \_\_\_\_\_ is the pre-arranged percentage used to divide various sources of revenue between the promoter and the facility.
- Split
  - Work order
  - Budget
  - Boilerplate

**Competency:** Facility and Event Management

8. Evaluating the success of a sport event is part of the \_\_\_\_\_ process.
- controlling
  - implementing
  - planning
  - organizing

**Competency:** Facility and Event Management

- 
9. Fan misbehavior is:
- limited to professional sports
  - not a major concern for college officials
  - dangerous for players and spectators
  - highly contained at college sporting events

**Competency:** Facility and Event Management

10. \_\_\_\_ involves matching the best employees with the tasks that must be completed.
- Orientation
  - Coordinating
  - Performance evaluation
  - Feedback

**Competency:** Human Resource Management (Labor Relations)

11. The \_\_\_\_ is a legal representative of an athlete or celebrity.
- general manager
  - scout
  - agent
  - professional team owner

**Competency:** Human Resource Management (Labor Relations)

12. Amateur sports have done all of the following **except**:
- created new financial energy for small communities
  - increased the sales of sports equipment
  - increased the sales of sports utility vehicles
  - involved only youth

**Competency:** Overview of Sports Industry

13. Microeconomics:
- is not used in the planning of sport events
  - studies the behavior of the entire economy
  - studies the behavior of all 90,00 fans who attend the college football game
  - studies the relationship between a season ticket holder and the associated university

**Competency:** Financing and Economic Input

14. The study of economics of sport events for an entire society is referred to as:
- macroeconomics
  - social economics
  - microeconomics
  - economic utility

**Competency:** Financing and Economic Input

- 
15. \_\_\_ leadership often results in a decline in employee performance.
- a. Democratic
  - b. Situational
  - c. Open
  - d. Autocratic

**Competency: Management and Leadership in Sports**

16. Teams that work as cohesive units and address work tasks without management direction are:
- a. autonomous teams
  - b. new venture development teams
  - c. semi-independent teams
  - d. problem-solving teams

**Competency: Management and Leadership in Sports**

17. Title IX requires universities to:
- a. pay athletes since they do not have time to work at a job
  - b. offer female sports programs
  - c. share revenue with other conference members
  - d. report all revenue to the NCAA

**Competency: Sports Law**

18. To prove negligence, a plaintiff must prove all of the following elements **except**:
- a. injury
  - b. breach of duty
  - c. proximate cause
  - d. acceptance of responsibility

**Competency: Sports Law**

19. A viral campaign:
- a. involves smearing a competing team with negative publicity
  - b. occurs on all the major television networks
  - c. involves a few online mentions turning into a buzz about an event
  - d. involves developing a major publicity campaign

**Competency: Communication in Sports (Media)**

20. Game day image involves all of the following **except**:
- a. cleanliness and safety of the sports facilities
  - b. the opponent
  - c. athletes and the team
  - d. behavior of the local fans

**Competency: Communication in Sports (Media)**



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21. \_\_\_ is a useful approach to leadership in sports management since it is a philosophy based upon free will and the responsibility for action.

- a. Self-actualization
- b. Authenticity
- c. Moral value
- d. Existentialism

**Competency: Ethics**

22. The impact of performance-enhancing drugs used by athletes is:

- a. negative publicity for the sport
- b. a viral campaign
- c. winning and satisfied fans
- d. positive feedback from the media

**Competency: Ethics**

23. A \_\_\_ is the legal protection of words and symbols used by a company.

- a. copyright
- b. licensed brand
- c. trademark
- d. royalty

**Competency: Licensing**

24. State fairs:

- a. face stiff competition from amusement parks and other entertainment venues
- b. are experiencing increased attendance
- c. are losing the interest of rural residents
- d. are more popular with urban residents than rural residents

**Competency: Management Basics**

25. The bottom line for entertainment events is:

- a. profit
- b. customer satisfaction
- c. strong management
- d. diversity

**Competency: Events Management**

26. Evaluating the success of a concert is part of the:

- a. controlling process
- b. implementing process
- c. organizing process
- d. planning process

**Competency: Management Functions**

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27. Signing up committees for specialized tasks is part of the:

- a. organizing process
- b. implementing process
- c. controlling process
- d. planning process

**Competency:** Management Functions

28. Successful entertainment event planners:

- a. are aware of changing demographics
- b. are not concerned about the latest census figures
- c. are not concerned with social web sites like YELP
- d. specialize for specific target markets

**Competency:** Decision Making

29. The type of management that is the core of success for any entertainment organization is:

- a. human resources
- b. financial
- c. time
- d. change

**Competency:** Management Basics

30. Success for entertainment events depends upon:

- a. strategy
- b. wealth
- c. lapse of ethics
- d. power

**Competency:** Management Strategies

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## SPORTS & ENTERTAINMENT MANAGEMENT CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have twenty minutes to review the case.
2. Presentation time is seven minutes. At six minutes the timekeeper will stand and at seven minutes the timekeeper will stand and hold up a colored card indicating time is up.
3. The presentation is interactive with the judges who will ask questions throughout the presentations. The judges will play the roles of marketing executives for the New York Yankees. You are the consulting team for Liberty Airlines and your ultimate mission is to make Liberty Airlines the official airlines for the New York Yankees and the Yankee fans.

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You want to become a corporate sponsor for the Yankees. Each team member will be given two note cards.

4. Cover all the points described in the case and be prepared to answer questions posed by the judges.
5. All team members must participate in the presentation as well as answer the questions.

### **PERFORMANCE INDICATORS**

- Recognize the importance of marketing to the sports and entertainment industry
- Describe why sports and sports/entertainment implement promotions and sponsorships
- Identify different types of market segmentation
- Discuss the issues related to branding strategies of products to sports and entertainment
- Demonstrate the ability to make a businesslike presentation

### **CASE STUDY SITUATION**

Liberty Airlines wants to be the official carrier for the New York Yankees.

Your consulting team has been hired by Liberty Airlines to help the airline achieve its goal. You must devise a marketing strategy to gain the loyalty of the New York Yankees and their fans. Your ultimate goal is to make Liberty Airlines the official airline sponsor for the New York Yankees and the New York Yankees. Key elements to stress in your promotions are Liberty's low fares, policy of no Saturday-night stay required, fun attendants, great food, and overall enjoyable flying experience.

You are aware that two other major airlines already have a hold on some of the target market you plan to capture. You must overcome this competition by describing how Liberty gives customers more value for their dollar.

#### **Possible Questions to Address:**

- How does the track record for Liberty Airlines match the track record for the New York Yankees?
- What advantages will the New York Yankees organization receive from the Liberty Airlines sponsorship?
- What special promotions offered by Liberty Airlines will attract more Yankees fans to away games?
- What three things do you want to highlight most for prospective customers?
- What type of advertising campaign will be used by Liberty Airlines to highlight the relationship with the New York Yankees?

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## SPREADSHEET APPLICATIONS

### Overview

Spreadsheet skills are necessary to convert data to information in business. This event recognizes FBLA members who demonstrate that they have acquired skills for spreadsheet development in business.

This event consists of two parts: an objective test taken at the NLC and a skills production test taken prior to the NLC.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/SPREADSHEETAPPLICATIONS.pdf>

### Website Resources

- Excel Tutorial  
<http://people.usd.edu/~bwjames/tut/excel/>
- Free Excel file downloads  
<http://www.i-walk.com/ss/excel/files/index.htm>
- Spreadsheet Basics  
[http://www.tutorialsforopenoffice.org/tutorial/Spreadsheet\\_Basics.html](http://www.tutorialsforopenoffice.org/tutorial/Spreadsheet_Basics.html)

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## SPREADSHEET APPLICATIONS SAMPLE QUESTIONS

1. If a value of 2 is stored in cell C5, and 5 is stored in cell D5, what will be displayed if =C5\*D5 is keyed in cell E5?
  - a. 7
  - b. C5\*D5
  - c. E5
  - d. 10

**Competency:** Formulas

2. This is a small black dot in the right corner of the active cell has a number of uses including copying a cell's contents to adjacent cells or creating a series.
  - a. Autofilter
  - b. Fill handle
  - c. Paste options button
  - d. Filter list arrow

**Competency:** Formulas

3. Assume number of laps is in column A, length is in column B, and width is in column C. Which one of the following formulas would compute the distance traveled around a rectangular field for data in row 5?
  - a. =A5\*(2\*B5+2\*C5)
  - b. =A5+2\*(B5+C5)
  - c. =2\*(B5+C5)
  - d. =(A5+B5+C5)\*2

**Competency:** Formulas

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4. This data tool would be ideal to use in order to find the magic number one cell that contains a total for expenses needs to be to balance a budget.

- a. goal seek
- b. filter
- c. consolidate
- d. trace dependents

**Competency:** Formulas

5. To create a named range, simply highlight the range and type the desired name in the:

- a. Name box
- b. Header
- c. Formula bar
- d. Column heading

**Competency:** Formulas

6. A(n) \_\_\_\_\_ takes a value or values, performs an operation, and returns a result to the cell.

- a. cell
- b. argument
- c. operation
- d. function

**Competency:** Functions

7. Which one of the following best describes a type of cells in which you can change values at any time?

- a. unprotected
- b. protected
- c. hidden
- d. locked

**Competency:** Functions

8. Which one of the following is **not** an acceptable spreadsheet file extension?

- a. ODS
- b. OLE
- c. XLSX
- d. XLS

**Competency:** Functions

9. Which one of the following math functions **cannot** be performed using AutoCalculate:

- a. sum
- b. count
- c. multiply
- d. average

**Competency:** Functions

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10. To select several cells or ranges that are not touching each other, you would:

- a. hold down CTRL + SHIFT
- b. hold down the ALT key
- c. hold down the CTRL key
- d. hold down the SHIFT key

**Competency:** Functions

11. The rectangular area that labels the markers or symbols used in a chart.

- a. x-axis
- b. chart area
- c. y-axis
- d. legend

**Competency:** Functions

12. Changing the color mode of an inserted image to Washout or otherwise lowering the image transparency results in:

- a. making the image appear lighter
- b. the image being moved into the background
- c. a black and white image
- d. changing the colors to a brighter version

**Competency:** Graphics, Charts, and Reports

13. Which one of the following is **not** an option for the shape of the bars in a column chart?

- a. cylinder
- b. cone
- c. pyramid
- d. trapezoid

**Competency:** Graphics, Charts, and Reports

14. A chart sheet can contain this, enabling you to display several charts at once within a single sheet.

- a. embedded charts
- b. only one data set
- c. only a single chart
- d. multiple graphics

**Competency:** Graphics, Charts, and Reports

15. To move one slice of a pie chart away from the pie creates a(n):

- a. exploded pie chart
- b. exponential pie chart
- c. spontaneous pie chart
- d. perfect pie chart

**Competency:** Graphics, Charts, and Reports

---

16. Which of the following is **not** a general purpose for using spreadsheets?

- a. to interpret data using charts and graphs
- b. to keep track of personal budgets
- c. to present graphical findings with extensive narrative
- d. to analyze financial scenarios

**Competency:** Purpose for Spreadsheets

17. Which one of the following is **not** an example of spreadsheet software?

- a. Open Office Calc
- b. Microsoft Excel
- c. Oracle Fusion
- d. Microsoft Works Spreadsheet

**Competency:** Purpose for Spreadsheets

18. Which one of these is **not** one of the three parts of an IF function?

- a. a logical test
- b. a what-if analysis
- c. an action to take if the condition is false
- d. an action to take if the condition is true

**Competency:** Purpose for Spreadsheets

19. Utilizing Pivot Tables in a spreadsheet is much like utilizing these in a database:

- a. Forms
- b. Data tables
- c. Queries
- d. Macros

**Competency:** Pivot Tables and Advanced Tools

20. The procedure to update a PivotTable with changes in the numerical figures is to:

- a. make changes to the PivotTable, and then use the Refresh Data command
- b. make changes to the list first, and then use the Refresh Data command
- c. make changes directly to the PivotTable
- d. use the Refresh Data command

**Competency:** Pivot Tables and Advanced Tools

21. The process of finding and correcting errors in a worksheet is:

- a. Debugging
- b. Editing
- c. Checking
- d. Fixing

**Competency:** Pivot Tables and Advanced Tools

---

22. To put a stored macro into action:

- a. open the macro
- b. print the macro
- c. insert the macro
- d. run the macro

**Competency:** Macros and Templates

23. Typically, new templates should be saved:

- a. as HTML documents
- b. to a CD-ROM for distribution
- c. to the program's templates folder
- d. to an external storage device, such as a USB drive

**Competency:** Macros and Templates

24. What must a data range have before subtotals can be inserted?

- a. enough records to show multiple subtotals
- b. sorted data
- c. formatted cells with banded rows
- d. grand totals

**Competency:** Filters and Extraction of Data

25. Which would be a logical secondary sort field for an address list if the primary sort field is Last Name?

- a. State
- b. First Name
- c. Zip code
- d. Age

**Competency:** Filters and Extraction of Data

26. If Bruce specifies Jan? as the search criteria, it will locate all of the following records **except**:

- a. Jane
- b. Jamie
- c. Jany
- d. Jani

**Competency:** Filters and Extraction of Data

27. You can easily add formatting to a spreadsheet table by using:

- a. Print areas
- b. Calculated columns
- c. Table styles
- d. Print titles

**Competency:** Format and Print Options



---

28. Which one of the following tasks cannot be completed in the Print Preview page setup/format page dialog boxes?

- a. add footer/header
- b. change paper size
- c. insert comments/notes
- d. set to print gridlines

**Competency:** Format and Print Options

29. This feature causes adjacent rows to have different formatting so that each record in the table is distinguished from surrounding rows.

- a. row banding
- b. search validation
- c. centering and merging
- d. filtering

**Competency:** Format and Print Options

30. The operation of making a cell turn red or bold automatically if it exceeds a certain value is called:

- a. integration
- b. absolute formatting
- c. exponentiation
- d. conditional formatting

**Competency:** Format and Print Options

## SPREADSHEET APPLICATIONS PRODUCTION TEST

### GENERAL DIRECTIONS

- Read carefully and follow all steps in the following production jobs.
- The jobs must be completed *in order* to function properly.
- Before printing, resize columns so that all data shows on the printouts.
- When printing, make any necessary adjustments to column size, orientation, margins, and chart/object size to make the documents *fit on one page*.
- Print with a header or footer that contains the job number, your name, school, and state.

Read Instructions on the next page before entering data:

	A	B	C	D	E	F	G	H	I
1	5K Road Runners Race Tracking--2011								
2									
3	Runner's First Name	Runner's Last Name	Gender	Race Class	Race 1	Place	Race 2	Place	Average Pace
4	Sierra	Murphy	F		34:02.0		33:30.0		
5	Bethany	Williams	F		32:50.0		32:00.0		
6	Alexis	Rogers	F		31:38.0		30:30.0		
7	Emily	Spencer	F		30:26.0		29:00.0		
8	Angela	Jones	F		29:14.0		27:30.0		
9	Cassey	Parker	F		28:02.0		26:00.0		
10	Tonia	Jones	F		26:50.0		24:30.0		
11	Eliza	Young	F		25:38.0		23:00.0		
12	Lisa	Brown	F		24:26.0		21:30.0		
13	Becky	Long	F		23:14.0	3	20:00.0	3	
14	Karen	Cook	F		22:00.0	2	19:50.0	2	
15	Amy	Mann	F		21:50.0	1	19:45.0	1	
16	Dawn	King	M		16:50.0	1	16:20.0	1	
17	Richard	Nelson	M		17:00.0	2	16:40.0	2	
18	Bruce	Koots	M		17:10.0	3	17:00.0	3	
19	Wayne	North	M		17:20.0		17:20.0		
20	Tony	West	M		17:30.0		17:40.0		
21	Kevin	Carter	M		17:40.0		18:00.0		
22	Timothy	Evans	M		17:50.0		18:20.0		
23	David	Hull	M		18:00.0		18:40.0		
24	Kobe	Brown	M		18:10.0		19:00.0		
25	Carson	Cox	M		18:20.0		19:20.0		
26	James	Dalton	M		18:30.0		19:00.0		
27	Dan	Ells	M		18:40.0		19:05.0		

---

## JOB 1: Spreadsheet with Formulas and Filters

1. Format Race time (Race 1 and Race 2) columns for custom time number format for MM:SS.0 before entering number data. Average Pace also should be formatted in this style. Enter the data above into a spreadsheet. Save your workbook as Race Report. Name the sheet 2011 Races.
2. The first line should be a title line, merged and centered above the columns, bold, and with a 16 point Arial font. The column headings should be bold, centered, 12 point Arial font. Column headings that are larger than the column width should be formatted with word wrap.
3. Convert the data range to a table, if necessary, and format utilizing banded rows with a header row.
4. In the Average Pace column, create a formula for the entire column that adds the two races together and divides by 6.2, which is the average mile pace for the race.
5. In the Race Class column, create an IF function that evaluates the Average Pace. Before doing this, enter the label **Gold Class Rank** (in bold/italics) in A29 and the gold class time value in B29, which is 06:00.0 (format using the special time format indicated earlier). Utilizing that cell as an absolute reference, create the IF function to evaluate Average Pace compared to the Gold Class Rank time. If pace is less than rank time, it should enter GOLD in the cell; if more than the time, it should enter SILVER in the cell.
6. Sort the sheet in ascending order by the runner's last name.

**Print Job 1-A:** Landscape orientation, center spreadsheet vertically and horizontally on the page

7. Filter the data for female runners only.

**Print Job 1-B:** "Female runners" only spreadsheet

**Print Job 1-C:** Landscape with formulas visible; before printing, size out the columns with formulas so the formula is completely visible and hides the columns for gender, Race 1, place, Race 2, and place. Unhide/resize after printing.

## JOB 2: Line Chart

1. Before continuing, remove the data filter so all records are visible and no columns are hiding.
2. Filter the data for male runners who are silver class runners only.
3. Create a line chart with markers using the last names and the data from Race 1 and Race 2 only. The legend (series) entries should be Race 1 and Race 2 and the category axis labels should be the runners' names.
4. Format the chart to include a gradient background, series X-axis labeled *Times*, and the title **Silver Runners**. The legend should be visible.

---

5. Move the chart to its own sheet named Silver Runners. Print the chart on a full page.

**Print Job 2:** Line chart on a full page

### **JOB 3: Advanced Function and Pie Chart**

1. Return to the 2011 Races sheet. Remove all filters.
2. In cell A31, enter the label Male Gold; in cell A32, enter the label Female Gold.
3. In cell B31, enter a COUNTIFS or SUMPRODUCT formula. It should tabulate an answer only if Race Class is Gold AND Gender is male.
4. In cell B32, repeat this process for Gold class female runners.
5. Change the top female runner's time (Amy Mann) for Race 1 to 19:00.0 and Race 2 to 18:00.0.
6. Using the male/female gold tabulations, create a 3-D exploded pie chart. Do not include a legend. Instead, include percentage and labels on the pie. Change the female pie piece to a shade of pink.
7. Add the chart title **Gold Class Rank Athletes**.
8. Position the chart adjacent to the chart data in cells D29-I42.
9. Set Print Area to A29:I42.

**Print Job 3-A:** Selected data with chart, printed centered on page

**Print Job 3-B:** Show formulas; adjust columns; entire formula must be visible in column B

### **JOB 4: Subtotals**

1. Convert the data table to a range, if necessary.
2. Sort the data by Gender.
3. Initiate the Subtotals command.
4. At changes in Gender, include Subtotal rows that count and provide subtotals for each gender. Be sure it is set to display summary below the data range.
5. Set print range to exclude everything after row 31 and print.

**Print Job 4:** Subtotals in landscape format

### **JOB 5: Pivot Table/Data Pilot**

1. Select the table range and remove/delete all subtotals.
2. Create a Pivot Table with destination in a new worksheet. Set row labels to Race Class and values/data field to Gender. The results should count and return values for the number of each gender in each race class.

- 
3. In cell A1 or in the header, type in Pivot Table for Gender Class.
  4. Rename the sheet Pivot1.
  5. Return to the data and create a second Pivot Table with destination in a new worksheet. Set row labels to Gender and values/data field to Average Pace. The results should average and return values for the pace average within gender.
  6. In cell A1 or in the header, type in Gender Comparison of Mile Pace.
  7. Rename the sheet Pivot2.
  8. Clear existing print range. Group the sheets or create a print range that includes both sets of results. Set to portrait orientation.

**Print Job 5-A:** Print properties set to print two pages per sheet

**Print Job 5-B:** One sheet printed with both sets of results.

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## VIRTUAL BUSINESS MANAGEMENT CHALLENGE

### Overview

The FBLA Virtual Business Management Challenge (VBC) encourages FBLA members to test their skills at managing a distribution center individually or as a team. The VBC has two challenges during the year (fall and spring), and each challenge focuses on different business concepts.

At the local level any number of teams from a school may enter in the fall and spring. The entry may be an individual or a team of two or three. The top eight teams, one from each state in both fall and spring, will advance to the national competition. Check the *CMH* for dates of competition.

### Website Resources

- Virtual Business Challenge  
<http://www.knowledgematters.com/vbc/fbla/>

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## WEBSITE DESIGN

### Overview

The ability to communicate ideas and concepts and to deliver value to customers, using the Internet and related technologies is an important element in a business' success. This event recognizes FBLA members who have developed proficiency in the creation and design of websites.

This is a two-part event: the URL is submitted prior to the NLC to be judged and all eligible chapters will present the website at the NLC in a preliminary round,

This is an individual or team event.

### Website Resources

- 50 Useful Tools and Resources For Web Designers  
<http://coding.smashingmagazine.com/2010/07/26/50-useful-tools-and-resources-for-web-designers/>
- AnyfJava Applet Creator 1.4  
<http://www.anfyteam.com/ajdownl.html>
- ColorCop  
<http://www.datastic.com/tools/colorcop/>
- Copyright Law of the United States  
<http://www.copyright.gov/title17/circ92.pdf>
- Copyright Overview  
<http://fairuse.stanford.edu/>
- Creating Websites  
<http://www.refdesk.com/html.html>
- How to Build Business Websites  
<http://www.build-your-website.co.uk/business-websites.htm>
- How to Make a Website  
<http://www.allaboutyourownwebsite.com/>
- Web Design Tools and Resources  
[http://elementiks.com/web\\_resources.php](http://elementiks.com/web_resources.php)

### Topic

The topic for the Website Design changes every year. Refer to the Guidelines section in the *CMH* to find the current topic for the event or look at competitive events under the FBLA tab at [www.fbla-pbl.org](http://www.fbla-pbl.org).

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## WORD PROCESSING

### Overview

A high level of word processing skill is a necessity for employees in productive offices. This event recognizes FBLA members who demonstrate that they have acquired word processing proficiency beyond entry level.

This event consists of two parts: an objective test taken at the NLC and a skills production test taken prior to the NLC.

This is an individual event.

### Competencies and Task Lists

[http://www.fbla-pbl.org/docs/ct/FBLA/word\\_processing.pdf](http://www.fbla-pbl.org/docs/ct/FBLA/word_processing.pdf)

### Website Resources

- FGCU Word 2007 Tutorial  
<http://www.fgcu.edu/support/office2007/Word/index.asp>
- Microsoft Word 2007 Tutorial  
<http://www.baycongroup.com/wiesson0.htm>
- Word Processing  
<http://wordprocessing.about.com/>
- Word Processing Terms  
[http://www.webopedia.com/Software/Word\\_Processing](http://www.webopedia.com/Software/Word_Processing)

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## WORD PROCESSING SAMPLE QUESTIONS

1. When you delete a file from your hard drive, what happens to it?
  - a. It gets moved to the clipboard.
  - b. It moves to an inactive file until you need it again.
  - c. It is destroyed.
  - d. It gets moved to the recycle bin.

**Competency:** Basic Keyboarding Terminology and Concepts

2. What feature would be useful for troubleshooting problems and explaining specific subjects?
  - a. the thesaurus
  - b. using the full screen reading feature
  - c. setting up macros
  - d. the help feature

**Competency:** Basic Keyboarding Terminology and Concepts



- 
3. \_\_\_\_\_ replaces the file menu present in previous versions of Word.
- File button
  - Presentation button
  - Clipart button
  - Office button

**Competency:** Basic Keyboarding Terminology and Concepts

4. Illegal copying of software is called:
- plagiarism
  - flaming
  - piracy
  - trolling

**Competency:** Basic Keyboarding Terminology and Concepts

5. Turning in someone else's work as your own and copying words or ideas from someone else without giving credit is called:
- information piracy
  - plagiarism
  - flaming
  - shareware

**Competency:** Basic Keyboarding Terminology and Concepts

6. Which one of the following terms would you use if your text automatically moves to the next line while typing a paragraph?
- hard return
  - continuous break
  - soft return
  - section break

**Competency:** Basic Keyboarding Terminology and Concepts

7. What is the shortcut keys/command are used to horizontally center a title on your page?
- shift T
  - shift C
  - ctrl H
  - ctrl E

**Competency:** Basic Keyboarding Terminology and Concepts

8. A \_\_\_\_\_ is a user interface element that presents a user with a sequence of dialog boxes that lead the user through a series of well-defined steps.
- function
  - macro
  - wizard
  - tracker

**Competency:** Related Application Knowledge

- 
9. A subject line is used in a letter to:
- list the attachments of the letter
  - call attention of a department or job title
  - show the writer's initials
  - alert the reader to the content of the letter

**Competency:** Basic Keyboarding Terminology and Concepts

10. Whenever you need to repeat text or graphics on all your pages in a document, the best way to do this would be with a:
- wizard
  - macro
  - add-in
  - header/footer

**Competency:** Basic Keyboarding Terminology and Concepts

11. What feature would you use if you wanted to type a list of related items that are **not** indicating sequential or importance?
- bulleted list
  - outline list
  - numbered list
  - sorted list

**Competency:** Basic Keyboarding Terminology and Concepts

12. You can use the \_\_\_\_\_ dialog box to insert symbols, such as  $\frac{1}{4}$  and ©, or special characters, such as an em dash (—) or ellipsis that are **not** on your keyboard.
- shapes
  - quick parts
  - equation
  - symbol

**Competency:** Basic Keyboarding Terminology and Concepts

13. \_\_\_ sometimes called tab leaders (and occasionally called trailing ellipsis), are often seen on a table of contents page.
- Dot leaders
  - Right tabs
  - Decimal tabs
  - Center tabs

**Competency:** Basic Keyboarding Terminology and Concepts

14. If you wanted to split the text in your document into two or three vertical sections, what feature would you use?
- columns
  - breaks
  - themes
  - page borders

---

**Competency: Basic Keyboarding Terminology and Concepts**

15. If you needed to create an invoice or newsletter as quickly as humanly possible, what feature in Microsoft Word could you use?
- a. macro
  - b. footnote
  - c. template
  - d. merge

**Competency: Advanced Applications**

16. What tool would allow you to record a sequence of keystrokes that can be "played" with a keyboard shortcut?
- a. macro
  - b. table
  - c. record
  - d. function

**Competency: Advanced Applications**

17. \_\_\_\_\_ are details about a file that describe or identify it; such as the title, the author name, the subject, and the keywords that identify the document's topic or contents.
- a. File facts
  - b. Document properties
  - c. Security facts
  - d. Text permissions

**Competency: Advanced Applications**

18. To assign a name to a specific point in a document, you would use the \_\_\_\_\_ feature.
- a. bookmark
  - b. hyperlink
  - c. page number
  - d. symbol

**Competency: Advanced Applications**

19. \_\_\_\_\_ can be accomplished by setting its right and left margin widths to auto.
- a. Right aligning
  - b. Vertically centering
  - c. Left aligning
  - d. Horizontally centering

**Competency: Advanced Applications**

---

20. Which one is the correct format for a website?

- a. Jacobs, Jane. FBLA/PBL. October 13, 2009 <<http://www.fbla-pbl.org/>>.
- b. J. Jacobs. FBLA/PBL. October 13, 2009 <<http://www.fbla-pbl.org/>>.
- c. Jacobs, Jane. FBLA/PBL. 13 October 2009 <<http://www.fbla-pbl.org/>>.
- d. Jane Jacobs. 13 October 2009, FBLA/PBL. <<http://www.fbla-pbl.org/>>.

**Competency:** Advanced Applications

21. The default font size for Word 2007 is:

- a. 9 point
- b. 11 point
- c. 10 point
- d. 12 point

**Competency:** Document Formatting Rules and Standards

22. What is the standard spacing after punctuation that ends a sentence?

- a. one space
- b. two spaces
- c. one or two spaces
- d. no spaces

**Competency:** Document Formatting Rules and Standards

23. Tabs can be set in the Tabs Dialog Box or here.

- a. page set up group
- b. paragraph tab
- c. scroll bar
- d. ruler

**Competency:** Document Formatting Rules and Standards

24. A typeface that contains a narrow line or extension at the top and bottom of the primary strokes on characters is known as:

- a. embossed
- b. monospaced
- c. serif
- d. sans serif

**Competency:** Document Formatting Rules and Standards

25. Which statement would **not** be a good proofreading technique?

- a. Read the paper only once because reading it more will make your eyes tired causing you to miss errors.
- b. Read backward, word by word (for typos and spelling mistakes).
- c. Take a break (as little as five minutes) between writing and proofreading.
- d. Ask someone to read the paper to you, or read the paper to someone else.

**Competency:** Grammar, Punctuation, Spelling, and Proofreading

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26. Which one of the following words is spelled correctly?

- a. indespensible
- b. endespensable
- c. indispensable
- d. endispensable

**Competency:** Grammar, Punctuation, Spelling, and Proofreading

27. The proofreader's mark ^ means to:

- a. insert
- b. move up one line
- c. return to the top of the page
- d. delete

**Competency:** Grammar, Punctuation, Spelling, and Proofreading

28. What does the red wavy line below a word mean?

- a. check the spacing
- b. check the grammar
- c. check the format
- d. check the spelling

**Competency:** Grammar, Punctuation, Spelling, and Proofreading

29. If a document contains comments, print only the comments by choosing this option at the Print dialog box.

- a. document properties
- b. document suggestions
- c. list of mark up
- d. document showing markup

**Competency:** Printing

30. What is the keyboard shortcut to print a document?

- a. shift P
- b. function P
- c. ctrl P
- d. alt P

**Competency:** Printing

---

## WORD PROCESSING PRODUCTION TEST

### JOB 1: Outline

**Directions:** Key the following outline following the FBLA-PBL Format Guide.

#### Homeowners Insurance

- ***Four Ways to Manage Risk***
  - Risk avoidance
  - Risk reduction
  - Risk assumption
  - Risk shifting
- ***Four Steps in Insurance Planning***
  - Set Insurance Goals
  - Develop a Plan to Reach Your Goals
  - Put Your Plan into Action
  - Review Your Results
- ***Homeowners Insurance***
  - The Basic Homeowners Insurance Protects Against:
    - Fire
    - Lightning
    - Windstorms
    - Hail
    - Volcanic Eruptions
    - Explosions
    - Smoke
    - Theft
    - Vandalism
    - Glass Breakage
    - Riots
  - The Broad Homeowners Insurance Protects Against:
    - All from the basic form
    - Falling objects
    - Damage from ice
    - Damage from snow
    - Damage from sleet
  - Renters Insurance Coverage, Personal Property Only, Nothing Structural

**Print Job 1: Outline**

---

**JOB 2: Table**

**Directions:** Key the following information into a table without gridlines following the FBLA-PBL Format Guide. The title is Tillsdale Industries from the financial department. The column headings are: Department, 2010 Budget, Percent Decrease, 2011 Budget. Use a formula to calculate totals for the columns.

Department	2010 Budget	Percent Decrease	2011 Budget
Administrative	\$250,000	5%	\$237,500
Marketing	\$325,000	15%	\$276,250
Research	\$550,000	10%	\$495,000
Distribution	\$100,000	5%	\$95,000
Total			

Print Job 2: Table without gridlines

**JOB 3: Mail Merge Letter****Jobs 3 A-C**

**Directions:** Write a mail merge letter in accordance with the FBLA-PBL Format Guide. The letter is on behalf of yoga instructor Twee Adams to all her private clients. Her clients' names and addresses are below:

Mr. John Hill  
342 7<sup>th</sup> Street Apt. 3  
New York, NY 10001

Mr. Ricky Hernandez  
1892 8<sup>th</sup> Avenue  
New York, NY 10002

Ms. Andrea Eyer  
182 West 52<sup>nd</sup> St. Apt. 129  
New York, NY 10003

Mrs. Maria Reyes  
845 United Nations Plaza  
New York, NY 10017

Supply all necessary letter parts; use the current date. The body of the letter is as follows:

**Body:**

I want to be the first to tell you about the new class called "Prana Yoga" that I am offering this summer. Prana yoga is an enjoyable and healthful practice that helps you move, breathe, and live with greater joy and ease, and experience life with a peaceful sense of well-being.

I think you will enjoy this new form of yoga as much as I do. Please call me (212-555-2532) or e-mail me ([tadams@yoga.net](mailto:tadams@yoga.net)) if you have any questions. I have enclosed a brochure with class times and prices. I look forward to hearing from you.

Print Job 3-A: Letter with Merge Fields

Print Job 3-B: Merged Letter to each client

Print Job 3-C: Source Document

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### Job 3-D: Mailing Labels

**Directions:** Using the data source from the mail merge letters, create a mailing label for each address in accordance with the FBLA-PBL Format Guide for labels and envelopes. Use Avery Standard size 5160 labels. Print the labels on a standard size piece of paper.

**Print Job 3-D: Mailing Labels**

### JOB 4: Agenda

**Directions:** Format the following Agenda in accordance with the FBLA-PBL Format Guide.

WTD Industries  
Annual Investors Meeting  
July 17, 2011

- Opening of the meeting—William T. Stephens, CEO
- Election of persons to confirm the minutes and supervise the counting of votes
- Recording the legality of the meeting
- Recording the attendance at the meeting and adoption of the list of votes
- Financial Reports
  - Presentation of the annual accounts
  - Report of the Board of Directors
  - Auditor's report for the year 2010
- Adoption of the annual accounts
- Election of members and Chairman of the Board of Directors
- Election of auditor
- Board of Directors' proposal to amend the Articles of Association
- Authorizing the Board of Directors to decide on share issues
- Closing of the meeting

**Print Job 4: Agenda**

### JOB 5: Letter Second Page

**Directions:** Format the second page of a letter in accordance with the FBLA-PBL Format Guide. The letter is from Charles W. Miller, CFO Alexsandra Corporation. Use the current date and supply all other necessary parts of the letter. The last paragraph of the letter is below:

In conclusion, we want to thank you again for being such a valuable client. In these tough economic times, it is loyal customers like you that keep businesses like ours afloat. If you have any questions or concerns about your account or our company at any time, please do not hesitate to contact me at (703) 555-1373 or [cwiller@alexandra.com](mailto:cwiller@alexandra.com).

**Print Job 5: Second Page of Letter**



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## JOB 6: References

**Directions:** Format the following references in accordance with the FBLA-PBL Format Guide.

### Periodicals

Educational Leadership Magazine  
Schools as Learning Communities by Richard DuFour  
May 2004 | Volume 61 | Number 8 | Pages 6-11

Phi Delta Kappan  
Restructuring schools: Some questions for teachers and principals by Barth, R.  
1991 | Volume 73 | Issue 2 | 123-128.

### Website

<http://www.sedl.org/pubs/change34/>  
Professional Learning Communities: Communities of Continuous Inquiry and Improvement  
Written by Dr. Shirley M. Hord, 1997

### Book

Getting Started: Reculturing Schools to Become Professional Learning Communities  
Robert Eaker, Richard DuFour, Rebecca DuFour  
Copyright 2002 by National Educational Service, Bloomington, Indiana

**Print Job 6: Reference Page**

## JOB 7: Table of Contents

**Directions:** Format the following Table of Contents in accordance with the FBLA-PBL Format Guide. Include dot leaders and be sure that the page numbers are right-aligned.

Introduction	1
Responsibilities and Rights of Students	
Attendance	2
Dress Code	4
School Record	5
Rules of Conduct	
Disruptive Behavior	6
Property Violations	9
Inappropriate Behavior	12
Disciplinary Procedures	
Referrals	15
Suspension	20
Expulsion	23
Student Activities	
Student Government	28
Clubs and Organizations	30
Athletics	35

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## **JOB 8: Itinerary**

**Directions:** Create the following itinerary in accordance with the FBLA-PBL Format Guide. The itinerary is for Mr. Tyler Stephens for the dates July 14–15, 2011.

### **Friday, July 14**

5:00 a.m. Depart Tyson's Corner Shopping Center  
8:00 a.m. Brief 15-minute restroom/breakfast stop at Delaware House.  
11:00 a.m. United Nations tour  
12:30 p.m. Lunch at South Street Seaport  
3:00 p.m. NBC Studio Tour Group  
4:00 p.m. Depart for Times Square  
4:30 p.m. Shopping and Sightseeing in NYC  
6:00 p.m. Dinner at Becco Restaurant  
8:00 p.m. Attend Presentation of "Lion King"  
11:00 p.m. Depart for Hotel

### **Saturday, July 15**

8:00 a.m. Continental breakfast at hotel  
8:30 a.m. Check-out  
9:00 a.m. Depart for NBC Studios  
10:00 a.m. Radio City Music Hall Tour  
12:00 p.m. Tour the Empire State Building  
3:00 p.m. Visit the World Trade Center Observation Platform  
4:00 p.m. Depart New York City  
9:00 p.m. Return to Tyson's Corner Shopping Center

**Print Job 8: Itinerary**

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# ANSWER KEYS

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**OBJECTIVE TEST ANSWER KEYS**

**Accounting I Answer Key**

1) C	11) B	21) D
2) C	12) D	22) B
3) A	13) A	23) B
4) B	14) D	24) D
5) B	15) A	25) D
6) A	16) A	26) C
7) D	17) A	27) C
8) A	18) C	28) B
9) C	19) D	29) C
10) D	20) C	30) D

**Accounting II Answer Key**

1) B	11) A	21) B
2) B	12) D	22) A
3) D	13) C	23) B
4) C	14) C	24) B
5) D	15) D	25) D
6) C	16) D	26) C
7) B	17) A	27) B
8) D	18) B	28) C
9) C	19) C	29) D
10) B	20) C	30) D

**Agribusiness Answer Key**

1) C	11) B	21) C
2) C	12) C	22) B
3) C	13) D	23) C
4) C	14) D	24) D
5) B	15) B	25) D
6) B	16) D	26) C
7) B	17) D	27) D
8) C	18) D	28) D
9) A	19) D	29) D
10) B	20) D	30) D

**Banking & Financial Systems Answer Key**

1) A	11) B	21) C
2) C	12) A	22) C
3) C	13) A	23) A
4) A	14) D	24) B
5) A	15) B	25) C
6) B	16) A	26) D
7) A	17) C	27) A
8) B	18) B	28) C
9) C	19) C	29) B
10) C	20) A	30) B

**Business Calculations Answer Key**

1) B	11) B	21) D
2) B	12) B	22) B
3) A	13) B	23) B
4) C	14) B	24) D
5) D	15) B	25) C
6) A	16) C	26) D
7) A	17) C	27) D
8) D	18) B	28) D
9) A	19) B	29) C
10) D	20) D	30) A

**Business Communication Answer Key**

1) D	11) A	21) C
2) B	12) D	22) C
3) B	13) D	23) B
4) D	14) A	24) C
5) B	15) A	25) C
6) B	16) B	26) C
7) A	17) B	27) B
8) D	18) A	28) C
9) D	19) B	29) C
10) C	20) B	30) C

**Business Law Answer Key**

1) A	11) C	21) C
2) A	12) A	22) A
3) D	13) C	23) A
4) D	14) B	24) C
5) B	15) C	25) C
6) C	16) A	26) B
7) D	17) D	27) A
8) C	18) B	28) D
9) C	19) C	29) D
10) A	20) D	30) D

**Business Math Answer Key**

1) B	11) B	21) B
2) B	12) D	22) D
3) B	13) D	23) D
4) B	14) A	24) B
5) A	15) B	25) B
6) B	16) D	26) A
7) D	17) D	27) B
8) A	18) C	28) D
9) C	19) B	29) B
10) B	20) A	30) D

**Business Procedures Answer Key**

1) B	11) A	21) A
2) D	12) A	22) D
3) B	13) C	23) C
4) A	14) A	24) C
5) C	15) B	25) D
6) B	16) D	26) A
7) C	17) C	27) B
8) B	18) C	28) A
9) D	19) A	29) B
10) D	20) C	30) A

**Computer Applications Answer Key**

1) A	11) B	21) A
2) A	12) C	22) A
3) D	13) B	23) A
4) B	14) C	24) B
5) D	15) D	25) B
6) D	16) C	26) B
7) A	17) B	27) B
8) A	18) B	28) A
9) C	19) A	29) A
10) B	20) B	30) C

**Computer Problem Solving Answer Key**

1) A	11) D	21) C
2) A	12) A	22) C
3) D	13) C	23) D
4) B	14) A	24) C
5) D	15) C	25) C
6) B	16) C	26) C
7) A	17) C	27) C
8) D	18) B	28) A
9) C	19) A	29) B
10) C	20) B	30) B

**Cyber Security Answer Key**

1) A	11) D	21) A
2) C	12) C	22) D
3) C	13) B	23) A
4) A	14) D	24) B
5) D	15) C	25) D
6) B	16) D	26) B
7) C	17) B	27) D
8) A	18) A	28) D
9) B	19) A	29) A
10) A	20) B	30) C

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**Database Design & Applications Answer Key**

1) C	11) B	21) A
2) C	12) C	22) C
3) B	13) D	23) C
4) D	14) C	24) A
5) D	15) D	25) C
6) A	16) D	26) B
7) B	17) A	27) C
8) C	18) A	28) D
9) B	19) B	29) D
10) A	20) C	30) A

**Desktop Publishing Answer Key**

1) B	11) D	21) A
2) C	12) B	22) C
3) B	13) A	23) B
4) B	14) D	24) B
5) D	15) D	25) C
6) A	16) C	26) A
7) A	17) D	27) B
8) A	18) C	28) A
9) A	19) D	29) D
10) B	20) B	30) D

**Economics Answer Key**

1) A	11) C	21) A
2) C	12) C	22) A
3) A	13) D	23) D
4) A	14) B	24) C
5) B	15) A	25) A
6) B	16) A	26) A
7) C	17) D	27) B
8) B	18) C	28) B
9) A	19) A	29) A
10) C	20) A	30) C

**Entrepreneurship Answer Key**

1) D	11) D	21) D
2) C	12) D	22) A
3) A	13) C	23) D
4) A	14) D	24) A
5) D	15) B	25) C
6) A	16) B	26) D
7) D	17) D	27) A
8) A	18) B	28) C
9) B	19) D	29) B
10) D	20) A	30) A



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**FBLA Principles & Procedures Answer Key**

1) A	11) A	21) B
2) D	12) D	22) C
3) A	13) A	23) C
4) C	14) A	24) D
5) C	15) D	25) A
6) B	16) B	26) B
7) C	17) C	27) D
8) C	18) A	28) A
9) A	19) A	29) A
10) D	20) D	30) C

**Future Business Leader Answer Key**

1) A	11) A	21) C
2) A	12) C	22) D
3) A	13) A	23) C
4) D	14) B	24) C
5) D	15) B	25) B
6) D	16) A	26) C
7) B	17) C	27) B
8) C	18) B	28) C
9) A	19) D	29) C
10) A	20) D	30) C

**Global Business Answer Key**

1) B	11) C	21) D
2) B	12) B	22) D
3) B	13) A	23) A
4) D	14) B	24) D
5) C	15) C	25) B
6) C	16) B	26) D
7) D	17) D	27) C
8) D	18) C	28) A
9) B	19) A	29) A
10) D	20) C	30) A

**Health Care Administration Answer Key**

1)B	11)D	21)D
2)C	12)B	22)D
3)A	13)A	23)B
4)B	14)B	24)C
5)C	15)A	25)B
6)D	16)A	26)D
7)B	17)D	27)D
8)A	18)D	28)A
9)C	19)D	29)A
10)C	20)C	30)A

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**Help Desk Answer Key**

1) D	11) D	21) A
2) A	12) A	22) D
3) C	13) C	23) C
4) B	14) A	24) A
5) B	15) D	25) C
6) B	16) B	26) D
7) C	17) D	27) D
8) C	18) A	28) A
9) C	19) D	29) B
10) D	20) B	30) C

**Hospitality Management Answer Key**

1)D	11)D	21)C
2)D	12)B	22)C
3)D	13)A	23)A
4)D	14)D	24)A
5)C	15)B	25)B
6)C	16)D	26)C
7)A	17)C	27)B
8)C	18)D	28)B
9)B	19)A	29)B
10)B	20)D	30) D

**Insurance & Risk Management Answer Key**

1) C	11) D	21) C
2) B	12) B	22) A
3) D	13) C	23) C
4) B	14) D	24) C
5) A	15) B	25) A
6) C	16) D	26) B
7) C	17) D	27) D
8) D	18) C	28) A
9) B	19) D	29) C
10) D	20) D	30) D

**Introduction to Business Answer Key**

1) A	11) B	21) D
2) D	12) D	22) D
3) A	13) A	23) D
4) A	14) A	24) A
5) C	15) C	25) C
6) A	16) A	26) B
7) A	17) B	27) D
8) B	18) D	28) C
9) D	19) A	29) B
10) D	20) D	30) B

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**Introduction to Business Communication Answer Key**

1) A	11) B	21) A
2) B	12) B	22) A
3) D	13) B	23) D
4) C	14) A	24) A
5) C	15) C	25) B
6) C	16) A	26) A
7) C	17) D	27) C
8) D	18) C	28) A
9) B	19) C	29) A
10) C	20) C	30) D

**Introduction to Parliamentary Procedure Answer Key**

1) A	11) A	21) B
2) C	12) B	22) D
3) C	13) C	23) A
4) D	14) C	24) C
5) B	15) C	25) A
6) C	16) B	26) C
7) A	17) C	27) C
8) A	18) A	28) C
9) C	19) A	29) B
10) B	20) C	30) A

**Introduction to Information Technology**

1) C	11) D	21) D
2) B	12) A	22) B
3) B	13) A	23) D
4) C	14) C	24) C
5) A	15) A	25) B
6) A	16) A	26) C
7) C	17) D	27) C
8) D	18) C	28) A
9) C	19) D	29) C
10) A	20) C	30) A

**Management Decision Making Answer Key**

1) D	11) C	21) A
2) D	12) C	22) C
3) B	13) A	23) D
4) C	14) B	24) B
5) D	15) B	25) A
6) B	16) D	26) A
7) A	17) B	27) A
8) D	18) D	28) B
9) A	19) A	29) D
10) A	20) B	30) A

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**Management Information Systems Answer Key**

1) B	11) D	21) A
2) C	12) D	22) B
3) A	13) A	23) D
4) A	14) A	24) D
5) D	15) A	25) C
6) D	16) C	26) B
7) B	17) D	27) C
8) B	18) A	28) D
9) B	19) C	29) C
10) A	20) A	30) C

**Marketing Answer Key**

1) B	11) A	21) B
2) C	12) A	22) C
3) C	13) C	23) B
4) A	14) B	24) A
5) C	15) B	25) B
6) A	16) B	26) B
7) C	17) B	27) A
8) B	18) C	28) A
9) D	19) C	29) C
10) B	20) D	30) B

**Network Design Answer Key**

1) C	11) D	21) B
2) C	12) D	22) B
3) C	13) C	23) B
4) D	14) D	24) B
5) B	15) D	25) C
6) C	16) C	26) D
7) B	17) A	27) B
8) D	18) D	28) C
9) A	19) A	29) C
10) A	20) A	30) A

**Networking Concepts Answer Key**

1) C	11) D	21) D
2) A	12) B	22) C
3) B	13) C	23) A
4) D	14) C	24) A
5) C	15) A	25) D
6) D	16) C	26) B
7) D	17) B	27) A
8) C	18) C	28) A
9) A	19) D	29) B
10) B	20) C	30) C

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**Parliamentary Procedure Answer Key**

1) A	11) D	21) A
2) C	12) D	22) A
3) C	13) D	23) D
4) D	14) B	24) A
5) D	15) C	25) C
6) B	16) D	26) B
7) C	17) A	27) C
8) C	18) A	28) C
9) A	19) A	29) D
10) C	20) B	30) D

**Personal Finance Answer Key**

1) C	11) C	21) C
2) D	12) C	22) A
3) B	13) B	23) B
4) A	14) B	24) B
5) B	15) B	25) C
6) D	16) D	26) A
7) A	17) C	27) D
8) C	18) D	28) A
9) A	19) A	29) C
10) D	20) C	30) D

**Sports and Entertainment Management Answer Key**

1) A	11) C	21) C
2) A	12) A	22) B
3) B	13) D	23) D
4) B	14) D	24) A
5) A	15) A	25) C
6) A	16) D	26) A
7) A	17) A	27) B
8) A	18) A	28) B
9) C	19) B	29) A
10) B	20) D	30) C

**Spreadsheet Applications Answer Key**

1) D	11) D	21) A
2) B	12) A	22) D
3) A	13) D	23) C
4) A	14) A	24) B
5) A	15) A	25) B
6) D	16) C	26) B
7) A	17) C	27) C
8) B	18) B	28) C
9) A	19) C	29) A
10) C	20) B	30) D

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**Word Processing Answer Key**

1)	D	11)	A	21)	B
2)	D	12)	D	22)	C
3)	D	13)	A	23)	D
4)	C	14)	A	24)	C
5)	B	15)	C	25)	A
6)	C	16)	A	26)	C
7)	D	17)	B	27)	A
8)	C	18)	A	28)	D
9)	D	19)	D	29)	C
10)	D	20)	C	30)	C