
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 objective test.

Competencies and Task Lists

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

Web Site Resources

- Communication Skills
<http://www.khake.com/page66.html>
- Tech Terms Dictionary
<http://www.techterms.com/>

BUSINESS PROCEDURES SAMPLE QUESTIONS

1. To create different headers and footers on odd and even pages, go to the _____ dialog box and then to the _____ tab.
 - a. Page Setup: Margins
 - b. Page Setup: Layout
 - c. Paragraph: Line and Page Break
 - d. Page Numbers,:Format
2. Education should be listed on the résumé:
 - a. alphabetical according to name of school
 - b. in chronological order
 - c. beginning with the most current
 - d. only list your current schooling
3. A field with a(n) _____ data type can store a unique sequential number that Access assigns to a record and increments by one as each new record is added.
 - a. Sequential
 - b. AutoNumber
 - c. Automatic
 - d. AutoIncrement
4. In the filing segment, Community College of Pasadena:
 - a. the key unit is Community
 - b. the filing segment has one indexing unit
 - c. the filing segment is incomplete
 - d. the key unit is Pasadena
5. Which tax is paid by both the employee and the employer on an employee's gross wages?
 - a. FICA tax
 - b. state income tax
 - c. federal income tax
 - d. unemployment tax

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6. _____ is the characteristic of work concerned with the degree of freedom, independence, and discretion a worker has in scheduling work and determining procedures.
- Interdependence
 - Alienation
 - Autonomy
 - Feedback
7. A _____ can be any word, phrase, or picture that, when clicked, takes the user to another location.
- modem
 - hyperlink
 - remote access
 - path
8. Table names can be no more than 64 characters in length and can contain:
- letters, numbers, and spaces
 - letters and numbers only
 - letters and underscores only
 - letters and spaces only
9. To move to the last record in a table, click the:
- Last Record
 - End Record
 - Ending Record
 - Final Record
10. Which one of the following techniques for improving creativity is best used in groups?
- back-burner thinking
 - mnemonics
 - brainstorming
 - mind-mapping
11. Assertive behavior is:
- firm and polite
 - impulsive and unfocused
 - rude and hostile
 - passive and shy
12. Role _____ is the relationship among roles that a group accepts.
- overload
 - structure
 - implications
 - conflict
13. In the product life cycle strategy, the period when more firms begin producing the product and sales continue to grow is called the _____ stage.
- growth
 - introduction
 - expansion
 - maturity

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14. _____ involves combining the efforts of two or more people to accomplish a task or achieve a goal.
- Homework
 - Streamlining
 - Teamwork
 - Company work
15. Which of the following is a barrier to effective communication?
- mirroring
 - eye contact
 - noise
 - rapport
16. Microsoft PowerPoint is a complete _____ program that allows you to produce professional looking slide shows.
- database
 - presentation graphics
 - personal information management
 - spreadsheet
17. _____ is an important skill for managers.
- Self-assurance
 - Team building
 - Processing
 - Expert influence
18. Which is **true** of work groups?
- Work groups have become unpopular.
 - Work groups are successful in America only.
 - Asian cultures do not use work groups successfully.
 - Generation Y employees like teamwork and decision making.
19. A(n) _____ has no way of monitoring or adjusting itself.
- comparator system
 - subsystem
 - transducer system
 - open-loop system
20. In the past, women were associated with which occupation?
- college faculty
 - registered nurse
 - office manager
 - financial manager
21. A corporation in England and Canada uses:
- Ltd.
 - Inc.
 - B.I.
 - S.A.
22. The _____ considers the needs of customers when planning a product or service.
- HR manager
 - team leader
 - retailer
 - marketing concept

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23. _____ is the result of personal trust and respect investors have for their company's leaders.
- Reward influence
 - Position influence
 - Identity influence
 - Expert influence
24. A _____ language database allows you to get data using the same standard language you would use addressing another person.
- standard
 - informal
 - foreign
 - natural
25. Technostress occurs:
- while working at home using electronic linkup
 - while working on a WAN
 - when the ATM eats your card
 - when you get too much information from the computer
26. A branch or section of the Internet is called a:
- area
 - center
 - domain
 - system
27. In decision making, adhere to:
- getting information first
 - analyzing the facts
 - creating a timeline
 - defining the problem
28. The first step in the problem-solving procedure is:
- identifying the problem
 - analyzing the solution
 - identifying solutions
 - conducting research
29. The number one source of job leads is:
- networking
 - newspapers and print media
 - career and trade associations
 - career information services
30. One of the most important career management tools is the:
- career information survey
 - career résumé
 - career portfolio
 - career goal setting