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 and is only for grades 9 and 10.

Competencies and Task Lists
http://www.fbla-pbl.org/competitive-event/introduction-to-business-procedures/

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/

INTRODUCTION TO BUSINESS PROCEDURES SAMPLE QUESTIONS

1) Which of the following terms describes learning that occurs outside of the classroom and is of utmost importance when interning?
   A) experiential
   B) abstract
   C) theoretical
   D) philosophical

   Competency: Human Relations

2) Manager's today see less interest in all of the following **except**:
   A) work related travel
   B) attendance
   C) punctuality
   D) job dedication

   Competency: Human Relations

3) To provide a more diversified workforce, companies utilize a plan that requires the company to hire a certain number of minorities and women. This plan is called:
   A) affirmative action
   B) diverse affirmation
   C) employment at will
   D) workforce profiling

   Competency: Human Relations

4) Which should you do first if you are a team leader?
   A) learn members' skills and strengths
   B) establish clear expectations
   C) plan and organize meetings
   D) make work assignments

   Competency: Human Relations

5) To protect your computer from spyware, make sure you have:
   A) a Trojan horse
   B) a flash drive
   C) adware
   D) a firewall

   Competency: Technology Concepts

6) Which one of the following includes all of the steps that a company takes to ensure that its goods and services are of sufficiently high quality to meet customers' needs?
   A) quality insurance
   B) statistical process control
   C) quality assurance
   D) quality inspection

   Competency: Technology Concepts

7) To send a file from one computer to another through a network.
   A) upload
   B) batch
   C) download
   D) boot

   Competency: Technology Concepts

8) What is called transmitting of voice over the Internet?
A) cloud computing
B) Web 2.0
C) p2p file sharing
D) VoIP

Competency: Technology Concepts

9) Spoken or written words used to communicate thoughts and emotions is.
A) stimulus
B) context
C) language
D) culture

Competency: Communication Skills

10) The most used form of digital written communication is:
A) chat rooms
B) blogs
C) wikis
D) e-mail

Competency: Communication Skills

11) What is a one- or two-page account of the essential information in a report?
A) executive summary
B) background
C) bibliography
D) recommendations

Competency: Communication Skills

12) Which one of the following is **not** a function of management?
A) planning
B) performing
C) organizing
D) directing

Competency: Decision Making/Management

13) An alternative to job specialization that allows an entire group to design the work system it will use to perform an interrelated set of tasks is called:
   A) a work team.
   B) functional departmentalization.
   C) customer departmentalization.
   D) product departmentalization.

   Competency: Decision Making/Management

14) To be effective, goals must be:
   A) simple
   B) achievable
   C) independent from each other
   D) general

   Competency: Decision Making/Management

15) A business that is owned by one person is called a:
   A) proprietorship.
   B) limited partnership.
   C) limited liability partnership.
   D) corporation.

   Competency: Career Development

16) To use supplies properly:
   A) select the quality of the supply according to the nature and importance of the task
   B) only reorder when you have completely run out of a particular supply
   C) keep as many supplies as you can in your workstation to avoid trips to the supply closet
   D) do not waste time reading product labels

   Competency: Business Operations

17) When making appointments:
   A) it is a good idea to schedule overlapping appointments since meetings often run short
   B) confirm the time with your manager if you make appointments for him/her
   C) do not keep the previous year's appointment data because it requires too much storage space
   D) do not put the information in a computer file for future reference

   Competency: Business Operations

18) To avoid disorganization at work:
   A) save complicated jobs for last
   B) prepare a daily plan for your work
   C) do not waste time planning jobs
   D) do not group similar tasks together

   Competency: Business Operations

19) Both product and process layouts arrange work by:
   A) capacity
   B) strategy
   C) orders
   D) function

   Competency: Business Operations

20) The easiest and cheapest legal form of a business to set up:
   A) partnership
   B) sole proprietorship
   C) joint venture
   D) corporation

   Competency: Business Operations

21) The physical elements of a computer system are called the:
   A) hardware
   B) processing units
   C) software
   D) memory

   Competency: Database/Information Management

22) Facilities where records of an organization are preserved because of their continuing or historical value.
   A) storage warehouse
   B) archives
   C) data warehouse
   D) records center

   Competency: Database/Information Management

23) The legal right of authors and artists to protect their work against unauthorized usage is a process known as:
A) duplexing.
B) copyrighting.
C) laminating.
D) reprographics.

Competency: Ethics/Safety

24) When we use unethical behavior, we often justify the behavior to protect our _____ so that we do **not** have a guilty conscience or feel remorse.
A) personality
B) self-concept
C) ego
D) job

Competency: Ethics/Safety

25) Salary or wages earned before deductions are made is called:
A) overtime pay
B) gross pay
C) disability pay
D) net pay

Competency: Finance

26) A spending and saving plan based on anticipated income and expenses.
A) budget
B) income statement
C) cash flow statement
D) financial plan

Competency: Finance

27) Large, multipurpose computers that have very high processing speeds are:
A) mainframe computers
B) laptop computers
C) microcomputers
D) personal computers

Competency: Information Processing

28) This feature allows you to create mailing labels, directories, email messages, and other types of documents.
A) Review
B) Finder
C) Mailings
D) Mail Merge

Competency: Information Processing

29) What step of information processing sends the information back to you in the manner you need it?
A) storage
B) input
C) distribution
D) output

Competency: Information Processing

30) All of the following are chart types available in Word **except** for one:
A) radio.
B) pie.
C) column.
D) area.

Competency: Information Processing