◇DECA™

Business Administration Core Exam

PBM - Principles of Business Management and Administration Event
PFN - Principles of Finance Event
PHT - Principles of Hospitality and Tourism Event
PMK - Principles of Marketing Event

1. C
   Corporation. Stockholders in corporations have limited liability; that is, their losses are limited to the amount of money that they have invested in the business. Partnerships and sole proprietorships have unlimited liability, meaning that the business owners are personally liable for debts incurred by the business. Joint proprietorship is not a form of business ownership.
   SOURCE: BL:003
   SOURCE: BL LAP 1—Own It Your Way (Business Ownership)

2. B
   Government publications. Regardless of whether you are writing a report, preparing for a debate, or simply learning something new for the fun of it, identifying and reading sources that provide relevant, valid information about the subject at hand is very important. If you don't use relevant, valid information, you may write, say, or learn something that is misleading or untrue. A number of criteria are commonly used to determine if certain written materials are relevant and valid. These criteria include the author's credibility, the date of publication, the publisher, etc. For instance, if you are researching federal legislation such as copyright law, you are most likely to read relevant, valid information in government publications. The government writes and enforces copyright law and other federal legislation, so government publications about these laws are most likely to be timely, accurate, complete, and on topic. People commonly express their opinions, not facts, in online discussion forums. Search engines are software programs that automatically crawl the Web looking for information pertaining to specified search terms and display a list of results. The search engines themselves do not contain information about federal legislation; they direct you to other websites—some good and some not so good—about federal legislation such as copyright law. Political blogs typically reflect the opinions of their writers, so their information may or may not be relevant or valid.
   SOURCE: CO:054
   SOURCE: Gil, P. (2014, July). *How to properly research on the Internet.* Retrieved July 17, 2014, from
                 http://netforbeginners.about.com/od/navigatingthenet/tp/how_to_research_online.htm

3. B
   The use of company property. Businesses often develop employee handbooks, which provide information about their general policies and procedures. Employee handbooks are usually given to new employees when they are hired. Employee handbooks usually provide information about overtime and vacation policies, disciplinary and grievance procedures, pay schedules, dress codes, and behavioral expectations in its employee handbook. Many employee handbooks include information about employees and their personal use of company property. Company-property issues that the handbook might address include making personal long-distance phone calls on the company phone and using the office copy machine or laser printer for non-business purposes. Lists of the company's current job openings and personal information about vacation days are usually available through the human-resources department, and are not included in the employee handbook. Additionally, the company's annual report is not usually included in the employee handbook. Often, corporations post their annual reports on the company's website.
   SOURCE: CO:057
   SOURCE: SmallBusinessNotes.com. (n.d.). *Employee handbook.* Retrieved July 17, 2014, from
                 http://www.smallbusinessnotes.com/managing-your-business/employee-handbook.html

4. A
   Past experiences. People often think they know what someone is going to say before s/he says it and as a result do not listen well. People's past experiences may influence how well they listen because they think they already know the answer or understand the explanation. Effective listeners try to block out past experiences and focus on what the speaker is saying. Age differences, attention span, and language skills are other factors that may affect how well people listen.
   SOURCE: CO:119
   SOURCE: Miculka, J. (2007). *Speaking for success* (2nd ed.) [pp. 18-22]. Mason, OH: Thomson South-
                 Western.

5. A

Tone of voice. People can change the meaning of their words by changing their tone of voice. For example, the same words can be a request or a command depending upon the tone used to deliver them. Tempo is the rate of speed or rhythm the speaker uses. Economy of speech is using as few words as possible to express an idea. Accuracy refers to the correctness of the message.

SOURCE: CO:147
SOURCE: Hyden, J.S., Jordan, A.K., Steinauer, M.H., & Jones, M.J. (2006). *Communicating for success* (3rd ed.) [pp. 74-76]. Mason, OH: Thomson South-Western.

6. C

Conducting research about the company prior to the interview. From the research, Shawn can write a few questions that directly relate to the company or its industry. Even though additional questions may come up during the interview, it is always best to be prepared with relevant questions based on research. It is important that Shawn confirms that the questions are relevant by researching them himself instead of taking his friends' (or anyone else's) advice. Questions about the interviewer's personal life are not relevant to the job interview.

SOURCE: CO:058
SOURCE: Bailey, L.J. (2007). *Working* (4th ed.) [p. 65]. Mason, OH: South-Western Cengage Learning.

7. D

Follow up with the customer after obtaining the requested information. When employees do not know the answer to their customers' questions, they should take steps to get the answers. This often involves researching the problem or issue. When extensive research is required, an employee should obtain the customer's contact information and call him/her back with the requested information after the research has been completed. The nature of the inquiry determines if literature should be sent to the customer or if another employee or manager should answer the customer's inquiry. For example, a question about a bill may be better answered by an accounts-receivable employee than a purchasing agent. And, in this situation, it would be inappropriate to send product information.

SOURCE: CO:060
SOURCE: Clark, B., Basteri, C.G., Gassen, C., & Walker, M. (2014). *Marketing dynamics* (3rd ed.) [pp. 544, 548-549]. Tinley Park, IL: The Goodheart-Willcox Co.

8. A

Employees process information differently. Because there are different ways that people process information, it is important to consider those differences when providing employees with verbal directions. For example, audio learners are more comfortable with sound and dialog, so when giving directions, it is beneficial to speak clearly and use terminology that the listeners can relate to. Sometimes this involves using a metaphor or simile to make a point. Diagrams and pictures are often useful when providing directions to visual learners. For learners who are motion-oriented, demonstrating the activity often reinforces the verbal explanation and makes it easier for employees to understand. This might include an actual demonstration or a video of a demonstration. It's always a good idea to ask the employees if they understand the directions because they may be too embarrassed to ask questions—even if they are confused. Presenting the directions in reverse order may confuse the employees.

SOURCE: CO:083
SOURCE: Bock, W. (2006, September 20). *How to give better instructions.* Retrieved July 17, 2014, from http://ezinearticles.com/?How-to-Give-Better-Instructions&id=305933

9. D

Logical evidence. Being prepared will help individuals remain objective and able to offer logical evidence to back up their ideas. They should be prepared to explain supporting information because others may have questions or concerns about the ideas. Using logical evidence, such as related statistics or facts, will help individuals defend their ideas because they are relying on valid evidence rather than personal opinions. Individuals who defend their ideas objectively do not use emotional information, personal opinions, or unrelated statistics.

SOURCE: CO:061
SOURCE: Hyden, J.S., Jordan, A.K., Steinauer, M.H., & Jones, M.J. (2006). *Communicating for success* (3rd ed.) [pp. 335-336]. Mason, OH: Thomson South-Western.

10. D
    Enunciate clearly. Enunciating clearly involves speaking clearly and distinctly, which makes the message easy for the listener to follow. The message may not be clear if employees mumble or speak rapidly. It is sometimes useful to have notes when speaking on the telephone, but it is not always necessary. Other guidelines to follow are to use appropriate vocabulary and to avoid using an excessive amount of "filler" words, such as "um" and "uh." Fillers words can be distracting and often indicate that the speaker is unsure about what s/he is saying.
    SOURCE: CO:114
    SOURCE: Hyden, J.S., Jordan, A.K., Steinauer, M.H., & Jones, M.J. (2006). *Communicating for success* (3rd ed.) [pp. 85-89]. Mason, OH: Thomson South-Western.

11. B
    Be accurate. When you state a fact, it's important to be accurate. Make sure you can support your statement. Don't generalize. Stating a fact is not usually about thinking before you speak (as in stating an opinion) or about changing your mind (as in hearing a fact stated by another person).
    SOURCE: CO:053
    SOURCE: QS LAP 29—Put In Your Two Cents

12. C
    Listen carefully. Brooke must listen to the speaker so she can identify the key points that she wants to write down. By noting the key points, Brooke will be able to refer the most important information when she needs it later. Effective note-taking does not involve answering questions or expressing opinions. Brooke might need her notes to develop a briefing, which is a summary of important information or instructions.
    SOURCE: CO:085
    SOURCE: Illinois State University. (n.d.). *Evaluate your present note-taking system: Guidelines for note-taking.* Retrieved July 17, 2014, from http://universitycollege.illinoisstate.edu/downloads/Notetaking%20%28Standford%20PDF%29.pdf

13. A
    Flowchart. Some graphics that are used in business reports are textual (text-oriented) because their content is presented in the form of words and numbers. An example of a textual graphic is a flowchart that presents the sequence of activities in a process. A common flowchart is an organizational chart that depicts the hierarchy of positions and departments within an organization. Pictographs, maps, and pie charts are considered visual graphics rather than textual graphics. Although they may contain some words and numbers, they also contain visuals such as bars, columns, and drawings.
    SOURCE: CO:087
    SOURCE: Bovée, C.L., & Thill, J.V. (2008). *Business communication today* (9th ed.) [pp. 378-379]. Upper Saddle River, NJ: Pearson Prentice Hall.

14. D
    All the necessary information. When preparing written communication, one of the most important rules is to be thorough and provide all the necessary information because the receiver may not have the opportunity to ask questions in person. Letters confirming customer orders should answer the questions of who, what, when, and where by including specific information about ordered items, quantity, delivery address, etc. The letters should contain all the necessary information to verify that what the business intends to provide is exactly what the customers have requested. Whether product ratings and grades, exchange rates, and a map of all business locations are necessary information to include in a confirmation letter depends on the type of business and the customer's needs.
    SOURCE: CO:016
    SOURCE: Stutts, A.T., & Wortman, J.F. (2006). *Hotel and lodging management: An introduction* (2nd ed.) [p. 124]. Hoboken, NJ: John Wiley & Sons.

15. B
Identifying the sequential steps of a process. When describing activities that need to be done in a specific order, the writer might want to number the steps to set the process apart from the text and to clarify the process. One testimonial or a single piece of information does not require a numerical designation to reinforce the order of content. Charts are graphics that summarize numerical data. A narrative writing format is usually most appropriate when providing an example to clarify a concept.
SOURCE: CO:088
SOURCE: Bovée, C.L., & Thill, J.V. (2008). *Business communication today* (9th ed.) [p.155]. Upper Saddle River, NJ: Pearson Prentice Hall.

16. C
To explain new policies. One of the main functions of an informational message is to provide information to readers in such a way that they understand the message. A type of written information that businesses often provide to customers is an explanation of new policies and how those policies will affect customers. For example, if a business is changing its credit policy, it wants to inform customers about the change and let them know that the change will benefit them. Research reports are an in-depth study of a specific business problem or situation. Businesses write informational messages to inform rather than to obtain feedback. Analyzing sales proposals involves reviewing information.
SOURCE: CO:039
SOURCE: Bovée, C.L., & Thill, J.V. (2008). *Business communication today* (9th ed.) [pp. 230-233]. Upper Saddle River, NJ: Pearson Prentice Hall.

17. C
To develop ad campaigns for clients. Account executives often participate in meetings with clients and other advertising agency staff to develop ad campaigns for the clients. The purpose of the meeting is to identify the clients' advertising needs, discuss ways of satisfying those needs, and design a successful campaign. In many cases, there are problems to solve because the client may have a limited advertising budget or specific requirements for the campaign. Account executives usually do not schedule production facilities. Media buyers are responsible for placing ads. Copywriters write copy for promotional brochures. These activities often take place after the meeting phase in order to implement the ad campaign.
SOURCE: CO:067
SOURCE: Bovée, C.L., & Thill, J.V. (2008). *Business communication today* (9th ed.) [p. 46]. Upper Saddle River, NJ: Pearson Prentice Hall.

18. A
A unique individual. Each individual customer has his or her own basic personality, and s/he reacts in different ways to salespeople. Employees should be friendly and courteous to all and adapt to each customer's behavior in a positive manner. Considering each customer as a possible problem is a negative approach that would probably prevent good customer relations. Not all customers are in a hurry.
SOURCE: CR:003
SOURCE: CR LAP 1—Accentuate the Positive (Nature of Customer Relations)

19. D
Maintaining a positive attitude. A business's service orientation is its philosophy of providing quality service. To express its service orientation, a business uses various communication channels, one of which is the business's employees. The employees' verbal cues (e.g., words, tone of voice) and nonverbal cues (e.g., hygiene, dress, gestures, facial expressions) convey their personal attitudes, which customers often believe are a reflection of the business's attitudes. Employees who convey a positive attitude are willing to help customers. They convey this attitude by knowing the product and by being courteous and empathetic with their customers. Service-oriented employees also listen to their customers and help them resolve problems when possible, rather than referring complaints to coworkers. While it is important for employees to help customers, they are not always in a position to offer deep discounts.
SOURCE: CR:005
SOURCE: Clark, B., Basteri, C.G., Gassen, C., & Walker, M. (2014). *Marketing dynamics* (3rd ed.) [pp. 537, 546-547]. Tinley Park, IL: The Goodheart-Willcox Co.

20. A
To make sure the business's actions are consistent. Business policies keep the day-to-day operations running smoothly and consistently. Policies ensure that employees will handle the same situations in the same manner, rather than making decisions regarding each customer, because the policies provide guidelines for employees to follow. Business policies cannot ensure profits. Policies usually set rules for exchanges of goods, but they do not encourage customers to make exchanges frequently.
SOURCE: CR:007
SOURCE: Rue, L.W., & Byars, L.L. (2006). *Business management: Real-world applications and connections* (pp. 241-242). Woodland Hills, CA: Glencoe/McGraw Hill.

21. D
Maintain eye contact. As an employee, you want to show customers that you want to listen. To do this, you should maintain eye contact, look and act interested, avoid doing other things, concentrate on what the customer is saying, and ask questions to clarify, when appropriate. You should strive to minimize your talking while maximizing your active listening. Defending company policy before the customer has finished speaking may make the customer angry. Also, you should not raise your voice; instead, talk softly and slowly. Remember, customers take their cues from you.
SOURCE: CR:009
SOURCE: CR LAP 3—Making Mad Glad (Handling Difficult Customers)

22. C
Yes, because the salesperson does not have an opportunity to handle the complaint. Salespeople are not able to satisfy noncomplainers because they do not express their dissatisfaction to anyone associated with the business. They do, however, express ill feelings to friends, to relatives, and to coworkers. In this way, they create a poor image of the business. Because of this, they are a much bigger problem than complainers. Once salespeople know the source of customer complaints, they can seek ways to satisfy the complainers within company guidelines.
SOURCE: CR:010
SOURCE: Farese, L.S., Kimbrell, G., Woloszyk, C.A. (2012). *Marketing essentials* (pp. 241-242). Columbus, OH: Glencoe/McGraw-Hill.

23. D
Consistent follow-through. A brand promise is a company's agreement, spoken or unspoken, with customers that it will meet their expectations and deliver on its brand characteristics and values. A company must follow through by performing certain actions in consistent ways to fulfill that promise. Both long- and short-term planning can help the company develop strategies to carry out the brand promise; however, unless the strategies are carried out consistently, the planning efforts are useless. Ongoing promotion helps maintain brand awareness, but it does not fulfill the company's commitment to the customer through product quality, service, etc. The company's profits involve setting internal goals rather than carrying out promises made to customers.
SOURCE: CR:001
SOURCE: Kavanaugh, S. (2007, August 5). *Successful brand-five key elements and one mantra.* Retrieved July 21, 2014, from http://ezinearticles.com/?Successful-Branding—-Five-Key-Elements-and-One-Mantra&id=675985

24. B
Specialty. Specialty goods are consumer goods with special or unique characteristics that consumers are willing to exert special efforts to obtain. The specialty item Keisha desires will take a lot of money and effort to acquire. A shopping good is a consumer good purchased after consumers compare goods and stores in order to get the best quality, price, and/or service. Keisha is not concerned with price. A convenience good is a consumer good purchased quickly and without much thought or effort. Keisha has put a lot of thought into this purchase. Industrial goods are purchased for resale, not consumer usage.
SOURCE: EC:002
SOURCE: EC LAP 10—Get the Goods on Goods and Services (Economic Goods and Services)

25. D
Meet unlimited human wants. Economics is the study of how people satisfy unlimited, competing, economic wants with limited resources. Although human wants are unlimited, the resources we have available to satisfy the wants are limited. The public debt and the role of government are governmental responsibilities. Economics does not increase the basic value of products.
SOURCE: EC:001
SOURCE: EC LAP 6—Are You Satisfied? (Economics and Economic Activities)

26. C
Customer. The marketing concept is based on the belief that all business activities should be aimed toward satisfying customer wants and needs. In other words, the customer is at the heart of the marketing concept. The marketing concept is not about the needs and wants of the marketer, wholesaler, or retailer.
SOURCE: EC:004
SOURCE: EC LAP 13—Use It (Economic Utility)

27. B
Increase. Demand is the amount of an item customers can and will purchase. When price decreases, the demand for a product usually increases. The demand usually does not remain the same, fluctuate, or decrease.
SOURCE: EC:006
SOURCE: EC LAP 12—When More is Less (Functions of Prices)

28. D
Maximizing. The more profit the company makes, the more it can grow, providing better salaries to its workers, more jobs in the community, and making possible larger charitable contributions and other benefits to society. None of these would be possible if the company reduces, divides, or controls its profits.
SOURCE: EC:070
SOURCE: EC LAP 20—Business Connections (Business and Society)

29. C
Contributing to worthy causes. When businesses make profits, they are more likely to contribute to worthy causes that help improve the communities in which they are located. They may provide funds to support higher education or to fight poverty and disease. Investing in foreign companies, building facilities in other cities, and increasing salaries of executives would not help improve the local community.
SOURCE: EC:010
SOURCE: EC LAP 2—Risk Rewarded (Factors Affecting Profit)

30. B
Transferring. The business has transferred the risk to the insurance company. The business will pay the insurance company fees called premiums in order to be reimbursed by the insurance company if its trucks are damaged, stolen, or wrecked. A risk is being avoided if it is recognized and eliminated. A business is retaining, or keeping, a risk if it does nothing about it. A risk is being controlled when measures are taken to prevent or reduce the risk factor.
SOURCE: EC:011
SOURCE: EC LAP 3—Lose, Win, or Draw (Business Risk)

31. A
Price fixing. Price fixing eliminates competition and is illegal. Price indexing is a method of measuring inflation. Price controls are used by the government to set prices for certain products and/or industries. Price discrimination occurs when businesses charge customers different prices for similar amounts and types of goods. It is also illegal.
SOURCE: EC:012
SOURCE: EC LAP 8—Ready, Set, Compete! (Competition)

32. B
Zoning laws. Government passes zoning laws to protect the value of business property by allowing only certain types of businesses to occupy an area. Minimum-wage laws, safety standards, and consumer-protection laws are all examples of areas of government involvement, but they are not related to protecting business property.
SOURCE: EC:008
SOURCE: EC LAP 16—Regulate and Protect (Government and Business)

33. A
Proactive behavior. Overlaps of leadership and emotional intelligence include proactive behavior, perseverance, positive working relationships, and confidence. Proactive behavior is taking action before problems develop. Although creativity may be helpful to a leader, it is not a leadership skill that overlaps with the skills of emotional intelligence. Adaptability is accepting change without becoming fearful or angry. A positive attitude is being optimistic and willing to start new projects without all the details. Adaptability and a positive attitude are characteristics of self-management.
SOURCE: EI:001
SOURCE: EI LAP 6—EQ and You (Emotional Intelligence)

34. D
Prejudice. Prejudice is an opinion or judgment that is based on feelings or hearsay, rather than fact. Prejudice is an attitude, not an act. An employer who thinks that all young people are lazy and poorly trained is exhibiting prejudice because the employer is putting all young people into one category and is not considering individual differences. If employers refuse to hire young people because they are prejudiced against them, the employers are guilty of discrimination, which is unfair treatment of a person or a group based on the person's or group's characteristics, e.g., race, gender, age, etc. Harassment is any kind of behavior toward another person that is carried out for the purpose of annoying or threatening the individual. Hostility involves acting in an unfriendly or menacing manner.
SOURCE: EI:017
SOURCE: Kimbrell, G., & Vineyard, B.S. (2006). *Succeeding in the world of work* (p. 187). New York: Glencoe/McGraw-Hill.

35. C
Identify one strength for every weakness. Although an important aspect of self-assessment is evaluating your weaknesses, obsessing over them will only discourage you. If you identify one strength for every weakness, you will have a more accurate, realistic assessment of yourself. Comparing yourself to others and making false generalizations may also hinder your ability to accurately assess yourself. Asking others for both positive and negative feedback is an important aspect of the self-assessment process, but it is counter-productive to obsess over the negative feedback.
SOURCE: EI:002
SOURCE: EI LAP 17—Assess for Success (Assessing Personal Strengths and Weaknesses)

36. D
Jane believes that she can respond to unknown circumstances in a positive, calm way. Self-confidence is a positive belief in your own talents, skills, and objectives. Because Jane believes that she can respond to unknown circumstances in a positive way, she is a self-confident person. Being nervous, being embarrassed, and being frustrated may indicate a lack of self-confidence.
SOURCE: EI:023
SOURCE: Kimbrell, G., & Vineyard, B.S. (2006). *Succeeding in the world of work* (p. 119). New York: Glencoe/McGraw-Hill.

37. A
Asking irrelevant questions. Any questions should be relevant to the customer's wants and needs in order to indicate your interest in meeting those needs. Choosing positive words, speaking in an expressive manner, and listening are all ways to exhibit interest and enthusiasm.
SOURCE: EI:020
SOURCE: Kimbrell, G., & Vineyard, B.S. (2006) *Succeeding in the workd of work* (pp. 181-186). New York: Glencoe/McGraw-Hill.

38. C
Initiative. Initiative is defined as the willingness to act without having to be told to do so, or the willingness to accept or seek additional or unpleasant duties. The employee who offers to help another is showing initiative by seeking additional duties. Empathy means the ability to put yourself in another person's place. Assertiveness is behavior that is characterized by respect for personal rights as well as for the rights of others. Honesty is truthfulness.
SOURCE: EI:024
SOURCE: EI LAP 2—Hustle! (Taking Initiative at Work)

39. C
Stealing from the company. Don and his coworkers are stealing time from the company because they are not working during all of the hours for which they are being paid. Allocating a certain amount of time for a lunch break is routine business procedure, not a fringe benefit. These employees are demonstrating that they do not follow ethical principles or act in a trustworthy manner.
SOURCE: EI:022
SOURCE: Farese, L.S., Kimbrell, G., & Woloszyk, C.A. (2012). *Marketing essentials* (p. 236). Columbus, OH: Glencoe/McGraw-Hill.

40. A
Attitude. Attitudes are very personal feelings and values. Attitudes may be positive or negative. Values are ideas, beliefs, etc., held by an individual. Aptitude is possessing the skill or ability to do something. Motives are the reasons underlying an individual's behavior.
SOURCE: EI:019
SOURCE: EI LAP 3—Opt for Optimism (Positive Attitude)

41. B
"I'm sorry; I don't know how I overlooked it." In order to benefit from criticism, start by admitting you were wrong. This can be hard to do, or embarrassing, but you can learn to do it. Even when the criticism is justified, as it was in Ed's case, the person making the criticism will have more respect for you if you accept blame. All of the other alternatives are excuses.
SOURCE: EI:003
SOURCE: EI LAP 15—Grin and Bear It (Using Feedback for Personal Growth)

42. A
"I am so sorry. I understand how difficult that must have been for you." Empathy is the ability to put yourself in another person's place. It enables you to imagine how the other person sees things and feels about them. The other alternatives are comments that do not involve empathy.
SOURCE: EI:030
SOURCE: EI LAP 12—Have a Heart (Showing Empathy to Others)

43. B
Cultural sensitivity. The willingness to adjust your opinions and behaviors so that you value different people and ideas is cultural sensitivity. Communication is an exchange of information. Prejudice is an opinion or judgment that is based on feeling or hearsay, rather than fact. Ethnocentrism is the belief that your own culture is naturally better than other cultures.
SOURCE: EI:033
SOURCE: EI LAP 11—Getting to Know You (Cultural Sensitivity)

44. B
"I already have plans for Friday, but I'd be glad to help you on Saturday." Assertive behavior is characterized by respect for personal rights as well as for the rights of others. "Well, I did have plans for tonight, but I guess I can change them," represents passive behavior. Passive behavior is characterized by a failure to exercise personal rights and a lack of respect for personal needs. The remaining alternatives represent aggressive behavior, which is characterized by a willingness to ignore the rights of others and to exploit them in order to achieve personal goals.
SOURCE: EI:008
SOURCE: EI LAP 18—Assert Yourself (Assertiveness)

45. C
The issue is not very important. The way a person reacts to conflict is called his/her conflict response mode. The yielding response mode means that one party accommodates or gives in to the other party's request. Yielding is most appropriate when the issue isn't very important, such as deciding where to go to lunch. Bullying tactics are characteristic of the forcing conflict response mode. This often involves physical or emotional abuse, is hurtful to relationships, and is inappropriate to use. A person who wants to look at all sides of the issue is using the problem-solving response mode. A person using the withdrawal response mode tries to ignore or avoid the conflict. This response mode often increases the person's level of stress because s/he is always thinking about how to avoid the other person who is involved in the conflict.
SOURCE:　EI:015
SOURCE:　EI LAP 7—Stop the Madness (Conflict Resolution in Business)

46. A
Work team. A work team is a group of employees which is responsible for carrying out an entire work process. This might include all the steps in producing a product, performing a service, or running a section of the business. A quality circle is a problem-solving group of coworkers who are given work situations or problems to study and discuss in order to recommend solutions to management. A project team is a team of employees from different parts of the company who are assigned to work together on a specific project. A short-term committee has an immediate goal, such as obtaining speakers for a conference.
SOURCE:　EI:045
SOURCE:　DuBrin, A.J. (2007). *Fundamentals of organizational behavior* (4th ed.) [p. 212]. Mason, OH: Thomson South-Western.

47. B
Responsibility. Fulfilling one's obligations in a dependable, reliable manner is known as responsibility, and it is an important leadership characteristic. When a leader is responsible, s/he takes ownership of problems, makes sure they are fixed, and takes steps to prevent them from happening again. Flexibility, also called adaptability, is the ability to adapt to changes as they occur. Social awareness is the ability to know and understand others' emotions; it is part of emotional intelligence.
SOURCE:　EI:009
SOURCE:　EI LAP 16—Lead the Way (Concept of Leadership)

48. A
Developing an action plan for each goal. By planning ahead for how he will overcome potential obstacles, Trey is developing an action plan for his goal. This will make it easier to face roadblocks if and when they pop up. In this scenario, Trey is not putting his goals in writing, reviewing and revising his goals, or making sure they are compatible with each other.
SOURCE:　EI:027
SOURCE:　EI LAP 10—High Hopes (Developing an Achievement Orientation)

49. A
Initiating a meeting about updating your employee break room. Initiating a meeting about a needed change at work is leading change. The change is happening *because* of you. Learning that you've received a promotion, losing a customer to a competing firm, and getting a new coworker from another department are all changes, but they are changes that are happening *to* you instead of changes that you've initiated.
SOURCE:　EI:005
SOURCE:　EI LAP 22—Start the Revolution (Leading Change)

50. A
Form and conduct relationships. When you study human relations, you examine the ways that people form and conduct relationships with one another. Relationships between people are often very complex and can be either effective or ineffective. They are affected by people's personal styles, their opinions, and their communication skills.
SOURCE:　EI:037
SOURCE:　EI LAP 5—Can You Relate? (Positive Working Relationships)

51. B
Credit. Credit is the arrangement in which businesses and individuals can purchase now and pay later. One option businesses have to obtain credit is to secure credit cards from lending institutions. Businesses can obtain the goods and services they need right away, such as airline tickets and supplies, and then pay for the items when they receive their statement from their lending institutions. Businesses often purchase the things they need to operate effectively online. In fact, many web-based businesses will only accept credit cards as a form of payment. Debit cards, ATM cards, and store-value (gift) cards do not delay payment.
SOURCE: FI:058
SOURCE: Farese, L.S., Kimbrell, G., & Woloszyk, C.A. (2012). *Marketing essentials* (p. 367). Columbus, OH: Glencoe/McGraw-Hill.

52. D
Dividends. Individuals and businesses acquire income in many ways. Dividends are earnings that are paid to investors or stockholders for their investments. When Pedro purchased shares of Tabor stock, he became an owner of the company. As an owner of the company, Pedro has the opportunity to earn a percentage of the company's profits, which are paid to him in the form of dividends. Wages are the income that workers earn for the work that they perform. Interest is the reward or cost of lending or borrowing money, usually figured as a percentage of the amount borrowed. An inheritance is the assets (e.g., property, goods, money) that a person leaves to others upon his/her death.
SOURCE: FI:061
SOURCE: Kapoor, J.R., Dlabay, L.R., & Hughes, R.J. (2009). *Personal finance* (9th ed.) [pp. 447-448]. New York: McGraw-Hill Irwin.

53. A
Convenience. Credit allows businesses and consumers to pay for several different purchases at one time with a single payment. It reduces the need to carry cash and provides the convenience of ordering by telephone. Collateral is anything of value belonging to the borrower which is pledged to the lender to guarantee that the loan will be repaid. Interest is the fee which lenders charge borrowers for the use of credit. Credit does not provide reassurance or comfort.
SOURCE: FI:002
SOURCE: Clark, B., Basteri, C.G., Gassen, C., & Walker, M. (2014). Marketing dynamics (3rd ed.) [p. 380]. Tinley Park, IL: The Goodheart-Willcox Co.

54. A
Own the item. When an item is purchased, money is exchanged for the right to own the item. Using credit may be part of the purchase process. Filing a claim may occur later if the buyer's (or seller's) rights were not upheld. Paying for the item is the process of exchanging money during a purchase.
SOURCE: FI:063
SOURCE: Clark, B., Basteri, C.G., Gassen, C., & Walker, M. (2014). *Marketing dynamics* (3rd ed.) [pp. 42-43]. Tinley Park, IL: The Goodheart-Willcox Co.

55. A
Written down. People who have written goals accomplish 50 to 100 times more than people who do not. You are *not* more likely to achieve goals that are based on needs only or that are long- or short-term.
SOURCE: FI:065
SOURCE: QS LAP 31—Set Yourself Up

56. B
Car payment. Developing a personal budget helps individuals manage their income and expenses. An important consideration in budgeting involves identifying fixed expenses, which are the expenses (cash outflows) that do not fluctuate or change from month to month. Car payments, insurance, and rent are examples of fixed expenses. Groceries, home repairs, and clothing are variable expenses, or expenses that may fluctuate slightly from month to month.
SOURCE: FI:066
SOURCE: Ryan, J.S. (2010). *Managing your personal finances* (6th ed.) [p. 165]. Mason, OH: South-Western Cengage Learning.

57. B
Gross pay. Gross pay is the total income earned for the pay period before income taxes and other deductions are subtracted from the wages. Net pay is the amount of money that the worker receives after the taxes and other deductions have been subtracted from his/her wages. Tax-exempt income includes revenues that are not taxed, such as tax refunds, veteran's benefits, and welfare benefits. Overtime income is the amount of money that an hourly worker earns for working more hours than s/he is normally scheduled to work.
SOURCE: FI:068
SOURCE: Guerrieri, D.J., Haber, F.B., Hoyt, W.B., & Turner, R.E. (2012). *Accounting: Real-world applications & connections: First-year course* (pp. 314-316). Columbus, OH: McGraw-Hill.

58. D
As soon as each check is written. To keep accurate records, you need to record all information in the check register as each transaction occurs. Otherwise, the date, check number, or check amount may be recorded inaccurately. Waiting to record check information can result in difficulties with balancing bank statements when they arrive. This could also result in checks being returned to you for inadequate funds.
SOURCE: FI:069
SOURCE: Credit Union National Association. (2008). *The balancing act part 1: Keep good records.* Retrieved August 8, 2011, from http://googolplex.cuna.org/12433/cnote/article.php?doc_id=1608

59. A
Annual percentage rate. The annual percentage rate (APR) is the interest paid on the portion of the bill Sheila does not pay each month. An annual fee is a once-a-year payment made to the credit card company that permits the person to use the company's credit card. A late fee is issued when a person does not submit any payment at all by the monthly due date. An overdraft fee is charged by a bank when a customer writes a check for more money than is in his/her checking account.
SOURCE: FI:071
SOURCE: Gerson, E.S., & Woolsey, B. (2014). *Picking the right card: Comparing the various types of credit cards.* Retrieved July 21, 2014, from http://www.creditcards.com/credit-card-news/help/types-of-credit-cards-6000.php

60. A
Use secure web browsers when purchasing online. Identity theft occurs when an individual obtains and uses another person's information (e.g., credit cards) without that person's consent. To reduce the risk of identity theft, people should use secure web browsers to make purchases. Because Internet sales transactions often require a person to provide credit card information, it is important to make sure that the web browsers are secure. Using secure websites reduces the risk of computer hackers obtaining confidential information for fraudulent purposes. Another way to reduce the risk of identity theft is to memorize passwords. If a personal planner is stolen, the risk of identity theft goes because the passwords are written down. Also, people should not share bank account numbers with others. When more people know an individual's banking information, the risk of identity theft increases. Everyday cash transactions do not require a purchaser to provide personal information and, therefore, do not pose a high risk for identity theft.
SOURCE: FI:073
SOURCE: StaySaleOnline.org. (2014). *Online shopping: It's important to take steps to protect yourself when shopping online.* Retrieved July 21, 2014, from http://www.staysafeonline.org/stay-safe-online/protect-your-personal-information/online-shopping

61. C
Tax deductions. Tax deductions are expenses that can be subtracted from gross income. For example, charitable donations can be claimed as tax deductions on an individual's personal tax return. The tax filer may need to provide a receipt for donations that exceed a certain amount of money. Other examples of tax deductible expenses include college tuition, home-mortgage interest, and child care. Charitable donations are not claimed on tax returns as public property, living expenses, or discretionary income.
SOURCE: FI:074
SOURCE: Campbell, S.R. (2010). *Foundations of personal finance: Teacher's Edition* (p. 164). Tinley Park, IL: Goodheart-Willcox Company.

62. C

Bonds. A lending investment is one in which a lender allows a borrower to use his/her money during a period of time for a specified fee or rate of interest. A bond is a type of lending investment in which individuals lend money to a government, municipality, or corporation to earn a set rate of interest for a specified time period. Homes, antiques, and stocks are ownership investments.
SOURCE: FI:077
SOURCE: Dlabay, L.R., & Burrow, J.L. (2008)*. Business finance* (p. 204). South-Western Cengage Learning.

63. B

Anyone who needs to use it. Financial information is not useful unless it is understandable by anyone who needs to use it. This might include more than just accountants and managers. Not everyone who needs to use financial information will have a background in finance. Financial information may not be understandable to every single person, but that doesn't mean it isn't useful—it just has to be understood by the people who need to use it.
SOURCE: FI:579
SOURCE: FI LAP 9—By the Numbers (The Need for Financial Information)

64. A

Tracking financial transactions. Accounting is the process of keeping and interpreting financial records. The financial records include a variety of data, such as monies received from sales transactions and monies paid to others (e.g., vendors) to cover expenses. Advertising activities are elements of the business's promotional function. Warehousing refers to the storage of goods for use by the business or for resale. Employees use production equipment to a make a good or to facilitate a service the business sells.
SOURCE: FI:085
SOURCE: FI LAP 5—Show Me the Money (Nature of Accounting)

65. A

Presents financial information in a consistent format. Accounting standards (e.g., generally accepted accounting principles) are rules that accountants use to prepare and summarize financial reports. Because accountants use the same standards and rules, accounting information is consistent and clear to all of the people who read, interpret, and work with financial information. Summarizing data in different ways and identifying inconsistent business procedures are not advantages of using accounting standards. To be in compliance, businesses must fully disclose important financial data.
SOURCE: FI:086
SOURCE: Dlabay, L.R., & Burrow, J.L. (2008). *Business finance* (pp. 102, 106-107). South-Western Cengage Learning.

66. A

False; in companies without HR departments, other managers and supervisors participate in HR management activities. Human resources management is a function of business, as well as a department. In other words, bigger companies may have a great number of employees dedicated solely to managing human resources, but in small businesses without an official "HR department," this important function still remains. And, even in big companies, human resources management is not contained solely within the HR department—supervisors and managers across the organization also take some part in managing human resources, although their level of involvement varies from business to business. Smaller companies need HR management as much as bigger ones, and HR managers aren't the only ones who can complete these activities. Not all employees will participate in HR activities, however.
SOURCE: HR:410
SOURCE: HR LAP 35—People Pusher (Nature of Human Resources Management)

67. A
Promotion. The example illustrates an advertising activity that is part of the promotion function. Purchasing is a business activity necessary to obtain goods and services for use in the operation of a business. Selling is responding to customer needs and wants through planned, personalized communication that influences purchase decisions and enhances future business opportunities. Product/Service management is the marketing function that involves obtaining, developing, maintaining, and improving a product or service mix in response to market opportunities.
SOURCE: MK:002
SOURCE: MK LAP 1—Work the Big Six (Marketing Functions)

68. D
An article written by a Harvard economics professor that was published in a business magazine last month. When evaluating the quality of online information, it is important to consider factors such as the source type, the author's expertise, and the publication date. The Harvard professor has extensive knowledge about the topic of economics. The article was published last month, so it likely reflects current events and is up to date. A college student and a 16-year-old entrepreneur do not have the level of expertise that the professor has. The 2009 report and a 2005 textbook are not as up to date as an article written last month.
SOURCE: NF:079
SOURCE: Rogier, M. (2014, June 23). *How to determine the validity of a research article.* Retrieved July 21, 2014, from http://www.ehow.com/how_5035804_determine-validity-research-article.html

69. D
Updated. Obsolescence occurs when something is outdated. Technology is always evolving, so computer systems and applications are always subject to obsolescence. Businesses must update the ways in which they store or archive their information because the format may not be usable in the future. For example, modern computers do not have outlets that read floppy disks, which were popular external storage devices several years ago. The way people summarize or process information is not related to the state of obsolescence.
SOURCE: NF:081
SOURCE: Fiddes, R. (2010, February 5). *Dangers of outdated backup solutions.* Retrieved July 21, 2014, from http://www.backupreview.info/2010/02/05/backup-technology-online-backup-expert-tips-dangers-of-outdated-backup-solutions/

70. C
It may be one part of a business's overall information management program. A management information system (MIS) is a form of technology that *assists* with a business's information management needs. It is not the same thing as an information management program; however, it may be one part of an overall information management program. An MIS is just hardware and software, but an overall information management program involves people, processes, and practices.
SOURCE: NF:110
SOURCE: NF LAP 3—In the Know (Nature of Information Management)

71. B
It permanently stores the computer program files and data. The hard drive is the component of the computer's central processing unit (CPU) that stores the computer's program files and inputted data. A sound card is a device that transmits sound waves through the computer so the user can hear audio elements. A computer monitor allows the user to view the computer data. The power supply transmits power to other computer devices (e.g., printer) so they can operate.
SOURCE: NF:084
SOURCE: Microsoft. (2014). *Parts of a computer.* Retrieved July 21, 2014, from http://windows.microsoft.com/en-us/windows/computer-parts#1TC=windows-7

72. D
Windows. Microsoft Windows is one of the most popular operating systems. The operating system manages the hardware and software and makes the computer work. The system connects the software to the hardware and controls the overall operation of the computer. Excel, Oracle, and Adobe are software programs rather than operating systems.
SOURCE: NF:085
SOURCE: Goodwill Community Foundation. (1998-2014). *What is an operating system?* Retrieved July 21, 2014, from http://www.gcflearnfree.org/computerbasics/2

73. D
Email inquiry field. Many businesses provide a feedback option on their websites that enables customers to email the business concerning problems or to ask questions. The email inquiry field is an effective method of providing customer service as long as the business responds in an appropriate amount of time. A portable document format allows users to view files created by another operating system. An electronic file attachment allows a user to send an attachment with an email message. Computer programming code is used to create software, web pages, etc.
SOURCE: NF:004
SOURCE: CT-CLIC.com. (2007-2014). *Online inquiry form.* Retrieved July 21, 2014, from http://www.ct-clic.com/ContactForm/default.asp

74. A
Track their appointments. Cellular telephones are available with many options. Many cell phones have calendar and scheduling applications that allow users to set and track their tasks and appointments. Cell phones may also include Internet access to check email, text-messaging functions to send text messages to clients, and global positioning systems (GPS), which are navigational tools that help users to obtain driving directions.
SOURCE: NF:005
SOURCE: eHow.com. (1999-2014). *How to use a cell phone calendar*. Retrieved July 21, 2014, from http://www.ehow.com/how_4444117_use-cell-phone-calendar.html#

75. A
Font. The format bar or ribbon sits above the document. It provides a set of buttons that enables users to change or format different aspects of the document. The font buttons in the format bar include the an option that enables users to change the size of text. Other buttons in the font format bar enable users to bold or italicize text or change the typeface or color of the text. The paragraph, replace, and view buttons do not enable users to change the size of the text.
SOURCE: NF:007
SOURCE: Comptuer Hope. (2014). *How do I change the font color, size, or type in Word?* Retrieved July 17, 2014, from http://www.computerhope.com/issues/ch000829.htm

76. D
Database. Database software allows companies to collect, store, and organize customer information. This information can be used to maintain, analyze, and combine customer information and to send postcards to specific customers. Word-processing, spreadsheet, and desktop publishing software do not perform the functions required by the dealer.
SOURCE: NF:009
SOURCE: Farese, L.S., Kimbrell, G., & Woloszyk, C.A. (2012). *Marketing essentials* (pp. 213-214). Columbus, OH: Glencoe/McGraw-Hill.

77. B
Integrated. Integrated software applications consist of two or more related computer programs that work together to record information or perform specific business tasks or functions. An example of integrated software is Microsoft Office—it consists of several related programs, such as word-processing (Word), spreadsheet (Excel), presentation (PowerPoint), and database (Access). Trajectory software is used to measure velocity, wind drift, momentum, etc.
SOURCE: NF:088
SOURCE: BusinessDictionary.com. (2014). *Integrated software.* Retrieved July 21, 2014, from http://www.businessdictionary.com/definition/integrated-software.html

78. C
Allow employees to have access to the same information. Employees often work together to complete projects, and many of these employees work in different locations. Groupware computer software allows employees to share and access the same information from a variety of locations. The ability to access the same information allows each employee to have the necessary data to complete his/her portion of the project in a timely manner. By completing projects in a timely manner, businesses are in a better position to satisfy clients/customers and earn profits, which might increase their market share. Some businesses use groupware computer software to exchange information with their customers, but this depends on the type of business and the relationship with the customer. Groupware computer software can be used in many ways, including training, but the primary purpose is to make information available to the people who need it.
SOURCE: NF:011
SOURCE: Marotta, L. (2006, October 3). *Utilizing the full advantages of groupware applications to boost team collaboration.* Retrieved July 21, 2014, from http://www.web-conferencing-zone.com/advantages-of-groupware-applications.htm

79. A
Web host, domain name. After creating a web page, the developer needs to post the web page through a web host (web server) or Internet service provider (IPS). The web host may charge a fee to post and store the web page, although some web hosts will provide the service free of charge. The domain name is the business's web address. Internet users enter the web address to view Stella's website. Stella can register her domain name directly with the Internet Corporation for Assigned Names and Numbers (ICANN). Or, Stella can work with her web host to register the domain name for her. Stella does not need to register a hyperlink, media permit, or file link with any organization. A hyperlink (link) is the component of an electronic document (file) that can be clicked on in order to jump to another place within the document or into a different document. A modem is an internal or external computer communications device that is used to transmit information over a particular medium such as telephone lines or television cables. Ethernet is a local area network.
SOURCE: NF:042
SOURCE: WebHostingSearch.com. (2012, January 8). *Publishing your website in three steps* Retrieved July 21, 2014, from http://www.webhostingsearch.com/articles/how-to-publish-your-website.php

80. D
All other parts of the business. Operations managers must work closely with managers and employees in all other parts of the business. This is because operations activities affect every other business function, including marketing, finance, human resources, etc. Depending on the business, operations managers may or may not work with managers in foreign markets. Operations managers do not work with managers at competitive businesses.
SOURCE: OP:189
SOURCE: OP LAP 3—Smooth Operations (Nature of Operations)

81. B
To correct dangerous situations. It is important to report noncompliance with business health and safety regulations in order to force businesses to correct dangerous situations. Certain governmental agencies have developed health and safety regulations that businesses are expected to follow in order to provide employees with a safe work environment. If businesses or employees do not comply with these regulations, they should be reported so the necessary action can be taken to solve the problem and make the workplace safe for employees. The goal is to correct dangerous situations; however, businesses may be fined if they continue to ignore the regulations. During the process of investigating a report of noncompliance, it may be necessary to obtain business records. The primary purpose of reporting noncompliance is not to support whistleblowing policies. Whistleblowing policies and legislation is to protect employees from employer retribution for reporting noncompliance.
SOURCE: OP:005
SOURCE: All About OSHA. (2014). *What are my rights?* Retrieved July 21, 2014, from http://www.allaboutosha.com/employee-rights

82. D
They are exposed to different safety hazards. The types of safety hazards employees encounter depends upon where people work and the type of work that they do. The number of hazards each faces depends upon many factors, such as employees' observance of safety rules, management's attention to unsafe conditions, and the business's enforcement of safety regulations.
SOURCE: OP:007
SOURCE: Clark, B., Sobel, J., & Basteri, C.G. (2010). *Marketing dynamics: Teacher's edition* (2nd ed.) [pp. 406-410]. Tinley Park, IL: Goodheart-Willcox Company, Inc.

83. C
Reporting noticeable hazards to management. One way to prevent hazardous conditions is to be aware of the things that create these types of situations. For example, if an employee notices that an electrical cord is frayed, s/he should notify the appropriate manager about the problem so the manager can take steps to have the electrical cord repaired or replaced. If the electrical cord is not repaired or replaced, someone could be shocked or a fire could start. All employees should perform their daily duties in a timely manner regardless of hazards that they may encounter. Employees should replenish supplies (e.g., paper in the copy machine) to be courteous of their coworkers. Toxic waste must be handled in specific ways; therefore, employees should report this problem to management so it can be removed safely.
SOURCE: OP:008
SOURCE: All About OSHA. (2014). *What are my rights?* Retrieved July 21, 2014, from http://www.allaboutosha.com/employee-rights

84. D
Computer. A competitor who is willing to commit fraud can benefit by stealing information from a business's files, such as ideas or designs for new products, promotional plans, and personal information about executives. Pilferage is theft of small sums of money or inexpensive items. Robbery is theft that involves the use of force, violence, or fear. Point-of-sale fraud attempts to cheat a business at the time of purchase.
SOURCE: OP:013
SOURCE: Cornell University Law School. (n.d.). *Computer and internet fraud.* Retrieved July 21, 2014, from http://www.law.cornell.edu/wex/computer_and_internet_fraud

85. D
Set the security alarm, locks the doors. Businesses install locks and security alarms to protect their facilities from theft and burglary. Depending on the business's procedures, the last employee to leave for the day should set the security alarm and lock the door. In some situations, the security alarm can be set with a remote device after the employee leaves the building and locks the doors. Turning off the lights and adjusting the thermostat will not protect the building from unlawful entry. Turning on a surveillance camera may deter and identify thieves and burglars, but this will not prevent them from entering the building.
SOURCE: OP:152
SOURCE: Kimiecik, R.C., & Thomas, C. (2006). *Loss prevention in the retail business* (pp. 48-51, 60-61). Hoboken, NJ: John Wiley & Sons.

86. C
Extension. A purchase order is the form that a business fills out to order goods and services. It is considered a contract between the buyer and seller. As a contract, the purchase order contains information, such as the buyer, seller, shipping address, types and quantities of items needed, prices, etc. The extension indicates the total cost of each quantity of products the buyer is purchasing. The extension amount is determined by multiplying the quantity purchased by the price per unit. For example, if a purchase order indicates that a buyer wants 12 of product X, which costs $18 each, then the extension price for Product X is $216. The product code is the vendor's identification number for the item. The amount due includes all extended prices, tax, and delivery charges.
SOURCE: OP:016
SOURCE: Cash, R.P., Thomas, C., Wingate, J.W., & Friedlander, J.S. (2006). *Management of retail buying* (pp. 210-211). Hoboken, NJ: John Wiley & Sons.

87. B
Estimating how long each step in production will take. Scheduling establishes the timetable to be followed in production. Employees responsible for scheduling look at the number of steps in the production process and estimate how long each step will take. Purchasing is the production activity that obtains the needed resources. Routing is the production activity that establishes the path inputs take from the time they are received by the business until they become outputs. Dispatching is issuing orders for production to start.
SOURCE: OP:017
SOURCE: OP LAP 4—Can You Make It? (Nature of Production)

88. D
After assessing the situation. The situation will dictate how a person will present him/herself to others. For example, a person attending a corporate board meeting might wear something different than someone who is attending a rock concert. Once the situation has been assessed, the individual can determine what to wear for the occasion. Showering and brushing teeth are practices of proper hygiene. Some hygiene practices (e.g., showering), must be completed before dressing. A final check consists of activities to make sure that personal appearance is in place. This is done after the person puts on the clothing.
SOURCE: PD:002
SOURCE: PD LAP 5—Brand ME! (Personal Appearance)

89. B
Classifying. There are many ways to classify your activities. One way to classify or group activities would be on the basis of frequency. Identifying activities involves listing them, prioritizing identifies the order in which they should be done, and scheduling establishes a time plan for carrying out the activities.
SOURCE: PD:009
SOURCE: TaskManagementGuide.com. (2004-2014). *What is task classification?* Retrieved July 21, 2014, from http://www.taskmanagementguide.com/glossary/what-is-task-classification-.php

90. C
Finishing a six-week computer-software course. An objective is a goal, and a short-term goal is one that takes less than a year to achieve. A six-week course is only a small part of a year. Becoming president of a large corporation, becoming fluent in a foreign language, or paying off a twenty-five year mortgage are long-term goals.
SOURCE: PD:018
SOURCE: PD LAP 16—Go For the Goal (Goal Setting)

91. A
Gives you a true picture of yourself. Self-understanding involves identifying both your strengths and your weaknesses. When you recognize your strengths, it is easier to accept your weaknesses. This helps you to like and to accept yourself, which are essential to raising your level of self-esteem. You may develop personal interests or identify enjoyable social activities through self-understanding, but they may not affect your level of self-esteem. Comparing your skills with the skills of others is not part of self-understanding.
SOURCE: PD:013
SOURCE: Kimbrell, G., & Vineyard, B.S. (2006). *Succeeding in the world of work* (pp. 258-260). New York: Glencoe/McGraw-Hill.

92. B
Company policy manual. Policies are the general rules or expectations to be followed by company personnel. Often, businesses provide these rules in a publication, such as a manual. Issues such as absences, vacations, dress codes, and the personal use of email or other office equipment are often addressed in a written form. Although it is possible to obtain information about an employer's expectations from the company website, interoffice correspondence, and coworkers, these options are not always the most reliable or the most accurate. In addition, some companies do not have websites or do not use them to post workplace policies.
SOURCE: PD:020
SOURCE: Kimbrell, G., & Vineyard, B.S. (2006). *Succeeding in the world of work* (pp. 174-179). New York: Glencoe/McGraw-Hill.

93. C
Their personalities. Personality is an individual's distinctive qualities or traits and behavior. Each person has a unique personality that will have an effect on the type of occupation that will be of interest to him/her. For example, people who are outgoing and friendly will be interested in different careers than those that will interest people who prefer to work alone. Individuals should consider their personality when identifying possible occupations, rather than family history, parents' occupations, or friends' opinions.
SOURCE: PD:023
SOURCE: Kimbrell, G., & Vineyard, B.S. (2006). Succeeding in the world of work (pp. 37-38). New York: Glencoe/McGraw-Hill.

94. C
Talents and skills. Talents and skills are aptitudes that have an effect on the type of career that would be most suitable for an individual. When considering employment opportunities, individuals should consider their talents and skills because they are more likely to do well in careers that require their specific talents and skills. Also, they usually will enjoy a career that is compatible with their talents and skills. Finding the right job often satisfies wants and needs. Health and safety are not necessarily issues to consider because most jobs in business are safe and do not adversely affect an individual's health. Individuals usually do not consider their time and money when reviewing employment opportunities.
SOURCE: PD:025
SOURCE: Kimbrell, G., & Vineyard, B.S. (2006). *Succeeding in the world of work* (pp. 36-37). New York: Glencoe/McGraw-Hill.

95. D
Small-business owners generally are not interested in expanding their businesses. Entrepreneurs are individuals who expand their businesses in the form of products, personnel, and target markets. Entrepreneurs can, but do not usually, buy existing businesses or franchise rights. However, for franchise owners to be entrepreneurs, they must expand the business or create new businesses. Entrepreneurs are usually very involved in the daily management of their businesses in the early stages of the ventures. The U.S. Small Business Administration defines a small business as being one employing fewer than 500 people.
SOURCE: PD:066
SOURCE: PD LAP 4—Own Your Own (Career Opportunities in Entrepreneurship)

96. B
Avoid making any negative statements about the firm she left. In many cases, people leave jobs because they can no longer tolerate the workplace. They may want to get away from a disagreeable coworker, a domineering boss, or an unpleasant atmosphere. When these people apply for new jobs, they should not describe problems or be totally honest and open about their previous situations. They should not be dishonest, but they should give whatever positive reason applies to them. These might include the desire for added responsibility, the hope of career advancement, or the wish to broaden horizons. Refusing to discuss why you left a job would indicate that you were hiding something or had been fired for some reason.
SOURCE: PD:027
SOURCE: Garcia, L. (2010, January 21). What to say to potential employers about choosing to leave your last job. Retrieved July 21, 2014, from http://www.washingtonpost.com/wp-dyn/content/article/2010/01/20/AR2010012002920.html

97. D
After every employment interview. Job applicants should send follow-up letters after every employment interview in order to thank the interviewer for considering them. Sending follow-up letters is a common courtesy to interviewers, but it also benefits the applicant. Even if the applicants are not hired at that time, they have created a favorable impression in the event that they apply for other positions with that business in the future. Applicants should always send follow-up letters, not only if they are interested in the job, sure they will get the job, or convinced they are qualified.
SOURCE: PD:029
SOURCE: Bailey, L.J. (2007). *Working* (4th ed) [p. 71]. Mason, OH: South-Western Cengage Learning.

98. A
Targeted. Some jobs have certain requirements that applicants should respond to by preparing résumés that provide specific information about the applicant's qualifications. For example, a person applying for a sales position might mention experience in the restaurant business if the job was related to selling supplies to restaurants. Writing the résumé to target specific types of jobs might give an applicant an advantage over someone who provided a general résumé. A chronological résumé lists an applicant's education and experience in order according to date, beginning with the most recent. A functional résumé emphasizes major accomplishments according to importance rather than date. A generalized résumé contains broad, general information rather than specific information. Generalized, chronological, and functional résumés are frequently used résumé formats.
SOURCE: PD:031
SOURCE: Grayson, B. (2009, June 11). *How to create a personalized résumé.* Retrieved July 21, 2014, from http://ezinearticles.com/?How-to-Create-a-Personalized-Resume&id=2463545

99. A
Martha Winters, Certified Public Accountant. Many professions require businesspeople to complete continuing education courses to maintain their certifications and licensures. Because certified public accountants work with financial data, they need to keep up with changes in regulations, including taxes. Security advisors, accounts-receivable supervisors, and product-acquisition (purchasing) managers need to keep up with changes in their fields; however, these positions do not usually require extensive knowledge about changes in tax regulations.
SOURCE: PD:033
SOURCE: AGC of America. (2014). *State-by-state listing of continuing education license requirements.* Retrieved July 21, 2014, from http://www.agc.org/cs/continuing_education_license_requirements

100. C
   Lack training in management techniques. Businesses often promote workers to supervisory jobs as a reward for good performance. These new supervisors often need training to help them assume supervisory responsibilities. First-level supervisors usually are familiar with the work because they have done it themselves. Long-range planning involves planning for the entire company and is a responsibility of top management, not the first-level supervisor. Wanting to move up to mid-level management is not a problem but a legitimate career goal.
   SOURCE: SM:001
   SOURCE: SM LAP 3—Manage This! (Concept of Management)