FBLA·ΦBΛ

Future Business Leaders of America

Competitive Events Study Guide

2010–13

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INTRODUCTION

The *FBLA Competitive Events Study Guide* has been developed to enhance the National Awards Program events guidelines. One purpose of the FBLA Competitive Events Program is to foster students' self-esteem by helping them to feel confident in their knowledge of specific areas. The more prepared students are for competition, the better the experience will be for those students.

This study guide is to be used as a resource for preparing students for FBLA competition. 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 be participating.

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 Web site. Go to 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 people who have expertise in the areas needed—the better prepared the students will be. Studying from a variety of sources will help more than just testing to make students better prepared 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 Web sites (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 collared shirt with tie, dress pants, dress shoes and socks. Consider also wearing a jacket. Young ladies should wear appropriate suits, pants with jacket, dresses, 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, Web site 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 both 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 copies of materials to be submitted to judges are error-free and in the proper format.

14. Refer to the FBLA-PBL Web site to have the updated events, task lists, and changes. The Web site 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 (6) 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 in 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 to give you 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.

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

- Begin early in the year to select a topic for your project. Be creative. Your topic should be researched for need and not chosen just because the chapter wants to do it. Make sure it is appropriate for the chapter report selected.
- Set up project committees, and 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 limit, 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.
- Two (2) reports must be submitted to the national center for judging by the second Friday in May.

Report Presentation Tips

- Videotape your presentations for additional review. You cannot get too much practice.
- All eligible entries will compete in a preliminary seven (7) minute performance.
- If using equipment, the school is responsible for bringing a computer and LCD projector for each event.
- Students (not advisers) have five (5) minutes to set up the equipment. If it takes longer than five (5) 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 the individual events to make sure all the 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, they 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, but 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 done 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 use 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 Web sites to review test-taking tips.
  http://www.westbloomfield.k12.mi.us/testing2/tips.html
  http://www.swcciowa.edu/Assessment/TestPrepTips.html
  http://www.charliefrench.com/test_tips.htm

COMPUTER PRODUCTION TIPS

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

- The FBLA-PBL Format Guide may be used for Computer Applications and Word Processing I & II. For these events you are working for the company FBLA-PBL and this is the style manual used in the office.
- Any software may be used to complete a production test.
- Each production event is comprised of two parts—computer production test at a test site designated by the state and an objective test administered at the National Leadership Conference. Check the guidelines found in the *CMH* 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 third 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, Management Decision Making, Management Information Systems, Marketing, Network Design, 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* to find out the time allowed for practice in your particular event. Time varies for the events.
- Students will be given note cards to write on in practice, and they may be used in the performance.
- 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.
- For case study events, the individuals or team presents and then the judges will ask questions.
- 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.
- A participant or team is disqualified if they arrive after the first participant or team starts the performance.
- Sequestered participants must be escorted from room to room.
- Students may listen to music in the holding room. No text messaging, e-mail, Internet use, or phone calls are allowed.
- Food and drinks may be given to the event coordinator to distribute to the individual participants.
- Sequestered participants may not communicate with outside individuals.
- The above infringements may lead to disqualification.

Tips for Speaking Events

- Check the *CMH* for time allowed and penalty deduction if you go under or over the allowed time.
- Practice, practice, practice
- Penalty points are given if speech is under or over the time limit as indicated in the *CMH.*
- 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 objective test.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/ACCOUNTING1.pdf

Web Site Resources
- Accounting Companion (Financial Accounting)
  http://myphlip.pearsoncmg.com/cw/mplistres5.cfm?vbookid=97
- Accounting Handouts for Introductory Accounting
  http://www.bboinc.com/actghome/teacher.htm
- ANET-Accounting Education Resources
  http://accountingeducation.com/
- 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/taprindle/welcome_files/301/solutions/smch03.pdf
- Careers in Accounting
  http://www.careers-in-accounting.com/
- UCD Accounting Glossary
  http://accounting.ucdavis.edu/refs/glossary.cfm?list=alpha&alpha=a

ACCOUNTING I SAMPLE QUESTIONS

1. A working paper used to summarize the general ledger information needed to prepare financial statements is called a:
   a. ledger account form
   b. source document
   c. worksheet
   d. journal

2. Information for the worksheet is gathered from the:
   a. balance sheet
   b. income statement
   c. general ledger accounts
   d. journal

3. Roscoe's employer pays time-and-a-half for all hours worked in excess of 8 hours per day and double time for all hours worked on Sundays. Roscoe's regular hourly rate is $9 per hour. During the week, Roscoe worked the following hours: Monday, 8; Tuesday, 8; Wednesday, 9; Thursday, 10; Friday, 8; Sunday, 6. Total gross wages are:
   a. $481.50
   b. $522.00
   c. $508.50
   d. $441.00

4. Conforming or adapting one's actions to another's wishes, to a rule, or to necessity is known as:
   a. code provision
   b. code of ethics
   c. compliance
   d. credo

5. Where does the authority for the functions and responsibilities of information management originate?
   a. public law only
   b. United States code only
   c. public law and federal statues
   d. United States code and public law

6. When a journal entry is posted to the general ledger, the date recorded in the general ledger account is:
   a. the current date
   b. the date of the journal entry
   c. the date of the transaction
   d. the date on which the posting is completed

7. Describe the effect of the following journal entry on working capital: debit Accumulated Depreciation, Equipment, $1,000; credit Equipment, $1,000.
   a. working capital is not affected
   b. working capital increases
   c. working capital decreases
   d. net income decreases

8. To check the equality of the ledger accounts after posting has been completed:
   a. a trial balance is prepared
   b. the journal is proved
   c. an income statement is prepared
   d. a balance sheet is prepared

9. Which type of an account is Income Summary?
   a. liability
   b. revenue
   c. equity
   d. asset

10. Vertical analysis can result from comparing each item on:
    a. a balance sheet with the amount of total assets on the balance sheet
    b. an income statement with the amount of assets on the balance sheet
    c. balance sheets from two different periods with each other
    d. balance sheets from two different companies for two different periods with each other

11. A business owned by two or more persons is a:
    a. charter corporation
    b. sole proprietorship
    c. corporation
    d. partnership

12. Merchandise with an invoice price of $4,000 is purchased on June 2 subject to terms of 2/10, n/30, FOB destination. Transportation costs paid by the seller totaled $150. What is the cost of the merchandise if paid on June 12, assuming the discount is taken?
    a. $4,150
    b. $4,067
    c. $4,070
    d. $3,920

13. When must each employer furnish each employee with an annual statement of earnings and withholdings?
    a. by January 15 of the following year
    b. with their next paycheck
    c. by January 31 of the following year
    d. by December 31 of the current year

14. A business has the following expense accounts: 510, Advertising Expense; 520, Miscellaneous Expense; 530, Repair Expense. A new account titled Utilities Expense is added. The account number for this new account is:
    a. 525
    b. 550
    c. 540
    d. 515

15. A lost check with a blank endorsement can be cashed by:
    a. no one
    b. only the person who endorsed the check
    c. only the person whose name follows the words "Pay to the order of."
    d. anyone who has the check

16. Which one of the following is a disadvantage of the corporate form of business ownership?
    a. double taxation
    b. difficulty in transferring ownership
    c. mutual agency
    d. limited liability

17. Items reported on a corporation income statement that are **not** reported on a partnership income statement include:
    a. other revenue, other expense, and federal income tax
    b. federal income tax payable and cash over and short
    c. net sales, net purchases, and federal income tax
    d. federal income tax

18. The financial statement that presents a summary of revenues and expenses of a business for a specific period of time, such as a month or year, is called a(n):
    a. balance sheet
    b. prior period statement
    c. statement of owner's equity
    d. income statement

19. All the following are financial statements of a sole proprietorship **except**:
    a. income statement
    b. statement of cash flows
    c. statement of owner's equity
    d. balance sheet

20. The receipt of cash on account from a customer should be recorded as a debit to Cash and a credit to:
    a. Accounts Payable
    b. Fees Income
    c. Owner's Capital
    d. Accounts Receivable

21. The asset a business enterprise creates when it maintains accounts for its charge customers is:
    a. Accounts Payable
    b. Accounts Receivable
    c. Equipment Receivable
    d. Cash

22. Technology:
    a. has replaced accounting
    b. has closely linked accounting with consulting, planning, and other financial services
    c. has not changed the work that accountants do
    d. in accounting has replaced the need for decision makers

23. Social responsibility:
    a. is a concern for the impact of our actions on society as a whole
    b. is required by the SEC
    c. requires that all businesses conduct social audits
    d. is a code that helps in dealing with confidential information

24. What is depreciation?
    a. a decrease in the fair market value of an asset
    b. added to the cost of equipment on the balance sheet
    c. a method of saving cash to replace plant assets
    d. an expense that is incurred during an accounting period

25. The owner's Capital account is found in the:
    a. trial balance credit column, adjusted trial balance credit column, and balance sheet credit column of a worksheet
    b. balance sheet debit column only of a work sheet
    c. trial balance credit column and income statement debit column of a worksheet
    d. trial balance credit column, adjustments credit column, adjusted trial balance credit column, and balance sheet credit column of a worksheet

26. All of the following are items that cause a difference between the bank balance and the book balance **except:**
    a. deposits in transit
    b. cancelled checks
    c. NSF checks
    d. bank service charges

27. In a bank reconciliation, a $400 NSF check is:
    a. added to the checkbook balance
    b. deducted from the checkbook balance
    c. deducted from the bank balance
    d. added to the bank balance

28. Which one of the following assets is **not** depreciated?
    a. computers
    b. land
    c. buildings
    d. store fixtures

29. On a classified balance sheet, Prepaid Insurance is classified as:
    a. property and equipment
    b. an equity account
    c. a current liability
    d. a current asset

30. All of the following represent advantages of corporations over other forms of business ownership **except**:
    a. ease of transferring ownership
    b. continuity of existence
    c. unlimited stockholders' liability
    d. separate legal entity

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.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/ACCOUNTING2.pdf

Web Site Resources

- Accounting Companion (Financial Accounting)
  http://myphlip.pearsoncmg.com/cw/mplistres5.cfm?vbookid=97
- Accounting Handouts for Introductory Accounting
  http://www.bboinc.com/actghome/teacher.htm
- ANET-Accounting Education Resources
  http://accountingeducation.com/
- 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/taprindle/welcome_files/301/solutions/smch03.pdf
- Careers in Accounting
  http://www.careers-in-accounting.com/
- UCD Accounting Glossary
  http://accounting.ucdavis.edu/refs/glossary.cfm?list=alpha&alpha=a

ACCOUNTING II SAMPLE QUESTIONS

1. What is the time value of money?
   a. the time that it takes coins to increase in value
   b. the amount of the dividend divided by the time invested
   c. the value of time in inflation
   d. the increase of an amount of money due to earned interest or dividends

2. Which one of the following is **not** one of the three subsidiary ledgers used in a manufacturing business?
   a. overhead ledger
   b. materials ledger
   c. cost ledger
   d. finished goods ledger

3. The depreciation system used by many businesses for tax purposes is:
   a. Accelerated Cost Recovery System
   b. Modified Accelerated Cost Recovery System
   c. Modified Actual Cost Recovery System
   d. Modified Adjusted Cost Recovery System

4. What term is best defined as the decrease in the value of a plant asset because of the removal of a natural resource?
   a. disposal
   b. devaluation
   c. depreciation
   d. depletion

5. A form of balance sheet that lists the Liabilities and the Owner's Equity sections below the Assets section is called:
   a. journal form
   b. account form
   c. current form
   d. report form

6. After the accounts are closed and the journal entries have been posted, the following account would **not** have a balance:
   a. supplies
   b. accounts payable
   c. miscellaneous expense
   d. accumulated depreciation

7. The journal entry to close the Income Summary account (showing a loss) includes:
   a. debiting the capital account and crediting Income Summary
   b. debiting the drawing account and crediting Income Summary
   c. debiting Income Summary and crediting the drawing account
   d. debiting Income Summary and crediting the capital account

8. The Fair Labor Standards Act provides the following minimum rate to be paid to employees for all hours worked over 40 hours per week:
   a. same rate as the regular rate
   b. one and one-half times the regular rate
   c. two times the regular rate
   d. two and one-half times the regular rate

9. A common approach to keeping a record of each customer's accounts receivable is to use a:
   a. controlling account
   b. subsidiary accounts receivable ledger
   c. sales journal
   d. general journal

10. Assume the gross amount of an invoice is $150 and a discount of 10% is allowed. The amount to be entered in the accounting records would be:
    a. $135
    b. $165
    c. $150
    d. $140

11. What does it mean when the terms on an invoice are 4/15, n/30?
    a. 15 percent will be allowed if payment is made with four days from the date of the invoice
    b. 4 percent will be allowed if payment is made by the fifteenth of the month
    c. 15 percent will be allowed if payment is made by the fourth day after the date of the invoice
    d. 4 percent will be allowed if payment is made within fifteen days from the date of the invoice

12. The following indicates that a shipment is free on board at the destination of the shipment and the seller will pay the transportation costs.
    a. FOB destination
    b. FOB shipping point
    c. 4/10, EOM
    d. COD

13. What accounting term is defined as transferring information from the journal to the ledger?
    a. balancing
    b. journalizing
    c. entering
    d. posting

14. Bond Department shows gross sales of $116,000 and cost of goods sold of $38,000. What is the gross profit of Bond Department?
    a. $87,000
    b. $154,000
    c. $78,000
    d. not enough information given

15. In comparison with the single proprietorship form of organization, the partnership form offers the following advantage(s):
    a. combination of ability and experience of the partners
    b. legal liability of each partner for all the debts of the partnership
    c. simple transfer of interest in the partnership to outsiders
    d. limited life

16. Because corporations are chartered either with perpetual life or with provision for renewal if the charter specifies a limit, irrespective of the deaths of any stockholders or disposal of their stock, corporations are said to have the characteristic of:
    a. limited liability of owners
    b. taxation of corporate earnings
    c. transferable ownership units
    d. unlimited life

17. A form issued by the corporation that shows the name of the stockholder and the number of shares owned is called:
    a. articles of incorporation
    b. charter
    c. stock certificate
    d. proxy

18. Most corporations must estimate their annual income taxes and make:
    a. semiannual payments
    b. monthly payments
    c. quarterly payments
    d. annual payments

19. How do corporate dividends declared affect the Statement of Stockholders Equity?
    a. They are added to Capital Stock.
    b. They are subtracted from Capital Stock.
    c. They are added to Stockholders' Equity.
    d. They are subtracted from Retained Earnings.

20. A debt to equity ratio of 1 indicates:
    a. the assets equal the equities
    b. the business cannot pay its debts
    c. the business is in danger of being closed
    d. the liabilities equal the equities

21. What term is defined as a comparison of the relationship between one item on a current financial statement and the same item on a previous fiscal period's financial statement?
    a. comparative analysis
    b. ratio analysis
    c. fiscal analysis
    d. trend analysis

22. Which set of account numbers would be unique to a departmentalized business?
    a. 4115-1 and 4115-2
    b. 130 and 140
    c. 250 and 270
    d. 21101 and 21102

23. Which one of the following is the best description of the departmental margin?
    a. revenue earned by one department less its cost of merchandise sold less its direct expenses
    b. revenue earned by all departments less total cost of merchandise sold
    c. revenue earned by one department plus its cost of merchandise sold less its direct expenses
    d. revenue earned by all departments less one department's cost of merchandise sold and direct expenses

24. Which professional accounting organization provides the guiding principles for ethical decision making by accountants?
    a. Internal Revenue Service
    b. Securities and Exchange Commission
    c. American Accounting Association
    d. American Institute of Certified Public Accountants

25. During a period of decreasing prices, which inventory valuing method usually results in the highest reported net income?
    a. FIFO
    b. LIFO
    c. weighted-average
    d. lower of cost or market

26. What is the multi-columnar form used to prepare all general ledger accounts for the end-of-the-fiscal-period statements?
    a. worksheet
    b. trial balance
    c. ledger summary sheet
    d. accounts summary statement

27. Which one of the following is **not** a method commonly used to calculate the distribution of partnership earnings?
    a. percentage of goodwill
    b. fixed percentage
    c. interest on equity
    d. percentage of total equity

28. What are the principles for right and wrong that guide an individual in making decisions?
    a. civility
    b. ethics
    c. business loyalty
    d. expectations

29. During the budgeting process, which budget schedule is prepared first?
    a. selling expenses budget schedule
    b. administrative expenses budget schedule
    c. purchases budget schedule
    d. sales budget schedule

30. What is the amount of sales called when net sales are equal to total costs?
    a. breakeven point
    b. contribution margin
    c. total variable expenses
    d. total fixed expenses

ACCOUNTING II SAMPLE PRODUCTION TEST

Instructions
Students will have one hour to complete the production test and they may use any accounting or spreadsheet software to complete the problems.

Students are allowed to bring in prepared templates for testing which may include, but not limited to a general journal, bank reconciliation, financial statements, and a worksheet.

JOB 1: BALANCE SHEET

Using the following data, prepare a balance sheet as of December 31, 2010, for a sole proprietorship called Pierce Company.

Accounts Payable	$ 800
Building Not Currently Used	9,500
Carol Pierce, Capital	21,300
Copyrights	2,500
Bonds Payable (due in 20 years)	6,500
Accounts Receivable	1,500
Cash	2,600
Unearned Revenue	400
Short-Term Investments	1,000
Land	8,000
Equipment	3,500
Long-term Investments	400

Print Job 1 Print balance sheet.

JOB 2: INCOME STATEMENT

The income statement balances on December 31, 2010 for Sutton Company appear below. In addition, beginning merchandise inventory was $3,000 and ending merchandise inventory was $4,000. Prepare a 2010 income statement for the company.

Account Name	Balance
Gross Sales	100,000
Sales Returns and Allowances	1,500
Purchases	50,000
Purchases Returns and Allowances	3,000
Freight In	5,000
Direct Expenses	25,000
Indirect Expenses	10,000

Print Job 2 Print income statement.

JOB 3: BANK RECONCILIATION

The following information pertains to the bank transactions of Grismer Company:

1. Cash on the books as of February 28 of the current year was $1289. Cash as shown on the bank statement for the same date was $978.
2. A deposit of $500, representing cash receipts of February 28, did not appear on the bank statement.
3. Outstanding checks totaled $300.
4. Bank service charges for February amounted to $11.
5. An NSF check for $100 from a customer, Lois Ryan, was returned with the statement.

Prepare bank reconciliation for the Grismer Company as of February 28.

Print Job 3 Print bank reconciliation.

JOB 4: PAYROLL

Gregg Katz earns an hourly wage of $12, with time-and-a-half pay for hours worked over 40 per week. During the week ended, April 20, 2010, he worked 46 hours, his federal tax withholding totaled $62, his state tax withholding totaled $18, and $3 was withheld for union dues. Assuming a 6.2 percent Social Security tax rate and a 1.45 percent Medicare tax rate, prepare the entry in journal form to record Gregg's wages and related liabilities. Round to the nearest penny. (Omit explanation.) Use a general journal form similar to the sample below.

General Journal				Page 1
Date	Description	Post. Ref.	Debit	Credit

Print Job 4 Print payroll.

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.

Web Site 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
- Market*Place*—FBLA Winning Reports—1st Place; FBLA Winning Reports—2nd Place

Overview
Understanding how financial institutions operate is important to successful business ownership and management, as well as to 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 team members and the top ten (10) 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/BANKINGANDFINANCIALSYSTERMS.pdf

Web Site Resources
- Basics of Banking and Saving
  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

BANKING & FINANCIAL SYSTEMS SAMPLE QUESTIONS

1. What is the difference between what a bank pays in interest and what it receives in interest?
   a. income
   b. profit
   c. spread
   d. revenue

2. A Coverdell ESA is an investment vehicle created for the purpose of what type of funding?
   a. retirement
   b. medical expenses associated with a major illness or a chronic condition that is expensive to treat
   c. the purchase of a home
   d. future education costs

3. Current income tax laws provide reduced tax rates for:
   a. short-term capital gains
   b. interest earned on money market accounts
   c. qualifying dividends from U. S. corporations
   d. self-employment earnings

4. The gold-colored U.S. dollar coin features the likeness of:
   a. Pocahontas
   b. Sacajawea
   c. Eleanor Roosevelt
   d. Susan B. Anthony

5. Nigel Smythe noticed that the price of British pounds in Hong Kong was lower than the price in Tokyo. He purchased two million British pounds in Hong Kong at $1.79 per pound, and he immediately resold them on the Tokyo currency exchange for $1.87 a piece. This transaction is an example of the financial practice known as:
   a. options exchanging
   b. arbitrage
   c. currency manipulation
   d. market speculation

6. People who do **not** want to have their individual federal and (in most states) state income tax returns prepared by a CPA or tax consultant can use software to do the job. These programs "interview" the users and guide them through the process of preparing the return(s). The two most popular individual tax preparation programs are:
   a. *TaxCut* and *Turbo Tax*
   b. *ProTax* and *Quicken for Taxes*
   c. *Microsoft Tax Advisor* and Commerce Clearing House's *Personal Tax Planner*
   d. *SimpleTax* and *Personal Tax Assistant*

7. Farrakesh Hassan of Top Flight Printing has seen his business insurance costs rise quickly over the past few years. He has struggled with the decision about whether or not to purchase a special rider for an old lithograph or use the money for other purposes. After some study, Farrakesh has decided that he can build a special storage area for the machine that will protect it enough to forego the additional insurance. Mr. Hassan has made the decision to:
   a. assume the risk
   b. assign the risk
   c. co-insure the risk
   d. alienate the risk

8. Sven Jonssen just received a bill from Higher Wattage Electric, a local electrician, for $600. This includes $175 for "completed" work that has been questioned by the local electrical inspector. Within a few days after the bill came, Sven wrote a letter to Higher Wattage stating that he does not believe that he should be billed for work that did not pass inspection. According to the Fair Credit Billing Act:
   a. Higher Wattage must respond to his letter within 30 days. Sven does not have to pay the $175, nor can finance charges be assessed on this amount, until the dispute has been settled.
   b. Within ten days, Higher Wattage is responsible for setting up a binding arbitration with Sven that will resolve the matter. Sven owes the $425 in the meantime, but Higher Wattage cannot collect the $175 until a neutral third party has arbitrated the matter.
   c. No amount is due until the dispute over the $175 is settled. However, if it is determined that Sven must pay the amount, finance charges can be accessed on the entire amount.
   d. Sven must still pay the $600, even if Higher Wattage responds to his letter within the required 60 days from the time the firm received Sven's letter.

9. Which one of the following is **true** about Treasury securities?
   a. The interest rate on Treasury bills is usually higher than that paid on Treasury bonds.
   b. Treasury bonds mature in less time than do Treasury notes.
   c. Treasury bills are usually sold in $1,000 and $10,000 denominations.
   d. Treasury bonds mature in more than ten years and are issued in minimum denominations of $1,000.

10. What type of companies are Charles Schwab, Ameritrade, E-Trade, and Scottrade?
    a. business insurance companies
    b. full-service stock brokerages
    c. national real estate firms
    d. discount securities brokerages

11. Recent banking legislation allows payees to convert the checks they receive when people pay their bills by check into:
    a. ATM cards
    b. electronic debits
    c. secured credits
    d. secondary endorsements

12. One of the characteristics of a "growth" stock is that:
    a. the corporation issuing the stock retains most, if not all, of its earnings so it can reinvest in the business
    b. stockholders usually receive a high percentage yield in the form of dividends that rise slowly but surely over time
    c. there are very large amounts of stock outstanding and the company issuing the stock has been in operation for a long time
    d. the price of the stock is relatively stable

13. Stockholders' equity is the difference between:
    a. current assets and long-term liabilities
    b. net sales and operating expenses
    c. assets and liabilities
    d. operating earnings and dividend payouts

14. The alternative minimum tax has become controversial because many more middle-income taxpayers have to pay it. The original purpose of the alternative minimum tax was to:
    a. allow those in the lowest tax brackets to pay taxes at a lower minimum rate than required by the calculation in the tax tables and rate schedules
    b. require those with substantial amounts of income either not taxed or taxed at lower rates to pay at least a minimal amount of income tax
    c. ensure that taxpayers with high itemized deductions (for such expenses as mortgage interest, property taxes, medical expenses not covered by insurance, and charitable contributions) pay their fair share
    d. help people in the highest income tax brackets reduce their tax liability

15. What was the most common medium of exchange in colonial America?
    a. coins
    b. checks
    c. paper money
    d. pieces of gold and silver

16. If there is too much money moving in the economy:
    a. prices may rise, causing inflation
    b. unemployment will probably rise
    c. prices will fall, causing widespread business failure
    d. unemployment will probably decline

17. Generally speaking, housing costs should **not** exceed _____ of gross monthly income.
    a. 10 to 15 percent
    b. 50 percent
    c. 25–28 percent
    d. 36–40 percent

18. The National Currency Act of 1863 did all of the following **except**:
    a. establish the basic banking system in use today
    b. establish standards for currency
    c. made the printing of state bank notes unprofitable
    d. taxed state banks

19. Which one of the following governing documents lists interest rates in effect at the time for various types of accounts?
    a. fee schedules
    b. deposit rate schedules
    c. account rules
    d. disclosure statements

20. Rules covering transactions conducted at ATMs, preauthorized transfers into and out of a customer's checking account, and involving a consumer's liability for unauthorized use of a debit card are established under:
    a. Electronic Banking Transactions Act
    b. Expedited Funds Availability Act
    c. Right to Financial Privacy Act
    d. Electronic Funds Transfer Act

21. A check that is dated six months or more before it is presented for payment or deposit is called a(n):
    a. stale check
    b. overdraft check
    c. post-dated check
    d. bounced check

22. Which one of the following features of a check indicates who is to receive the funds?
    a. the memo
    b. the payee
    c. the signature
    d. the bearer

23. A legal claim a lender has on property to secure a debit is called:
    a. collateral
    b. a lien
    c. an accelerated clause
    d. a garnishment

24. Which one of the following bank collection services allows accounts receivable payment to be sent directly to the bank?
    a. lockbox service
    b. zero-balance accounts
    c. automated clearing house network
    d. automatic draft

25. What is considered a result of competition among banks?
    a. more services are available to consumers
    b. consumers have less services available to them
    c. more banks exist now than a decade ago
    d. the trend toward mergers in the banking industry has slowed

26. Which one of the following accounts are you **least** likely to encounter at a modern bank?
    a. checking account
    b. passbook savings account
    c. money market account
    d. certificate of deposit

27. A trust officer of a bank is responsible for:
    a. administering probate, custody, and adoptions
    b. administering estate, custody, and individual trust accounts
    c. administering estate, probate, and individual trust accounts
    d. administering estate, adoptions, and individual trust accounts

28. When is a reverse mortgage is repaid:
    a. when the borrower dies
    b. in one single large payment at a specific time
    c. by the bank of the borrower
    d. over the term of loan

29. A(n) _____ loan is a loan for which the amount of the payments, the rate of interest, and the number of payments are fixed.
    a. secured
    b. home equity
    c. installment
    d. business

30. _____ is generally defined as the computer to computer exchange of business information through a standard interface.
    a. Automated Clearing House
    b. Electronic Funds Transfer
    c. Electronic Data Interchange
    d. Deposit Services

BANKING & FINANCIAL SYSTEMS SAMPLE INTERACTIVE CASE STUDY

Procedures for Case Study

- Review the Competitive Events Tips on pages 5-6 in the guide.
- Teams will be sequestered.

CASE STUDY SCENARIO

You are to assume the role of a college student applying for your first automobile loan. You have completed the loan application with Apolynn Bank. The application included your personal information, bank account information (checking and savings), and your job status and income.

Apolynn Bank is a locally owned bank in your town. The bank employs three (3) personal bankers who you will be working with to obtain your automobile loan. Although you have held a job at Walgreen's for three years, you do not have a credit rating (you have never taken out a loan or used a credit card). Also, you still live with your parents and intend on doing so until college graduation. You do not have student loans; however, you also do not have any other equity (real property). The car you have chosen is a new Chevrolet Camaro; the blue book value is $31,000 and your personal banker explains that the maximum the bank can loan is 80 percent of the blue book value (to compete with local banks Apolynn Bank has been known to extend loans of great value than their policy to compete with larger banks). You have saved $5,500 towards a down payment on your car. Your monthly payment would be $321 per month. Your gross income is $1,045 per month.
Your task is to explain to the banker(s) why you should be given an automobile loan from his/her bank. List the positives and negatives of the bank extending a loan to you at this time.

The banker (judge) will speak to the student(s) in his office. The banker (judge) will begin by asking you what reasons you can provide that would help the bank decide whether or not to take a risk by extending you a loan. Once you have completed your presentation and answered the banker's (judge's) questions, the banker will conclude the meeting by thanking you for your input.

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 objective test.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/BUSINESSCALCULATIONS.pdf

Web Site Resources
- How to Calculate Depreciation
  http://www.assetaide.com/depreciation/calculation.html
- Markup
  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
- The Metrics International System of Units
  http://www.wsdot.wa.gov/reference/metrics/factors.htm

BUSINESS CALCULATIONS SAMPLE QUESTIONS

1. A store marks up its merchandise 45 percent of the selling price. If the markup amount on a camera is $265.75, what is the selling price of the camera?
   a. $611.11
   b. $119.59
   c. $590.56
   d. $590.65

2. What is the reduction if a $16.85 item is reduced by 25 percent?
   a. $4.22
   b. $4.21
   c. $12.21
   d. $12.64

3. You have a $1,026.10 invoice dated June 5 with terms of 2/10, net 30. Assuming that you paid the invoice on June 14, what is the net amount you should pay?
   a. $1,005.57
   b. $1,005.58
   c. $1,050.59
   d. $1,026.10

4. Cindy is a sales representative for a publishing company. She earns $500 per week plus a 3 percent commission. Last week her total sales were $75,000. What were her weekly earnings?
   a. $2,250
   b. $2,350
   c. $2,450
   d. $2,750

5. Caleb's goal for October is to earn a commission of $8,000. If he receives a commission of 8 percent, what must his total sales be for October in order to achieve his goal?
   a. $64,000
   b. $800,000
   c. $100,000
   d. $80,000

6. Miranda earned $472.50 in interest on her savings account last year. If the rate of interest is 4.5 percent, how much did Miranda have on deposit at the beginning of last year?
   a. $11,812.50
   b. $10,500.00
   c. $11,117.65
   d. $21,262.50

7. What is the total simple interest for a $150.66 loan for two years at a 5 percent interest rate?
   a. $15.07
   b. $7.53
   c. $7.52
   d. $15.06

8. What is the rate of interest if the interest on $1,216.24 for 96 days is $19.46? Use 360 days in a year.
   a. 5 percent
   b. 9 percent
   c. 8 percent
   d. 6 percent

9. A company's expense to revenue ratio is 4:7. What is this month's revenue if expenses were $8,000?
   a. $15,000
   b. $28,000
   c. $32,000
   d. $14,000

10. From a total yearly budget of $18,000,000, the city of Metropolis spends $3,000,000 on education. What is the ratio of the amount spent on education to the amount not spent on education?
    a. 1 to 5
    b. 2 to 5
    c. 1 to 4
    d. 2 to 3

11. What will be the finance charge on a credit card statement if the unpaid balance was $829.25? The credit card company has an annual finance rate of 15.5 percent.
    a. $10.71
    b. $9.60
    c. $10.40
    d. $107.11

12. Ricardo borrowed $9,000 to buy a car. To date he has paid $1,800 of his loan. What percent of the loan is paid off?
    a. 20 percent
    b. 25 percent
    c. 10 percent
    d. 15 percent

13. What is the annual depreciation for a car that cost $7,900 and has a trade-in value of $1,950 after 4 1/2 years?
    a. $1,755.56
    b. $1,322.00
    c. $1,300.00
    d. $1,487.50

14. Find the market value of a $1,000 bond listed at 93 5/8.
    a. $935.50
    b. $936.60
    c. $906.25
    d. $936.25

15. Wages payable for ABC Company in 2010 were $11,185. In 2009, wages payable were $5,872. What is the percent increase in wages payable from 2005 to 2006?
    a. 90.5 percent
    b. 47.5 percent
    c. 62.5 percent
    d. 74.5 percent

16. Latoya's bank balance was $1,564.69 and her checkbook balance was $1,604.75. She reviewed her banking records and discovered three outstanding checks: $29.63, $95.56, and $48.75. She also discovered that a deposit of $425 had been entered twice in her check register. A deposit of $215 had been credited on the bank statement but **not** recorded in the check register. The bank assessed a $4 service charge. What is her reconciled balance?
    a. $1,390.75
    b. $1,994.75
    c. $1,694.75
    d. $1,564.69

17. At the beginning of the month, Ida's checkbook balance was $321.75, but she had forgotten to record in her check register a deposit for $225. During the month, she wrote checks for $132.50, $68.75, and $93.32. What should be the balance in her check register?
    a. $27.28
    b. $252.18
    c. $354.50
    d. $252.68

18. A homeowner insurance policy was cancelled at the end of 125 days. If the yearly premium was $361, what amount was refunded to the customer? Use 365 days in a year.
    a. $223.63
    b. $123.63
    c. $237.37
    d. $235.65

19. Mr. Bachner wants to insure his home, which is valued at $356,000. The annual rate is $.56 per $100, and the term rate for five years is 4.4 times the annual rate. How much will Mr. Bachner save by insuring his home under the five-year term instead of paying the annual rate for the five years?
    a. $1,196.16
    b. $2,096
    c. $1,990
    d. $1,993.60

20. The net price of goods from Paul's Fresh Produce to the local Frank's Food Market is $3,576.90. The terms are 3/10, n/30. The date of the invoice is May 1. The date paid is May 6. What is the cash price?
    a. $3,469.59
    b. $3,150.30
    c. $3,218.22
    d. $2,750.30

21. Lauren received a single-payment loan of $5,000 for 90 days at 9 percent ordinary interest. What is the amount of ordinary interest owed?
    a. $112.50
    b. $150.00
    c. $132.50
    d. $450.00

22. Odessa Hobbs purchased 2,000 shares of XZZ stock for $12,780. She sold the stock for $7 per share and paid a sales commission of $26. What is the profit or loss from the sale?
    a. $1,194 profit
    b. $1,328 loss
    c. $1,278 loss
    d. $206 profit

23. Lucas Hardware has recently purchased three cash registers. Each cash register cost $1,800 and has an estimated life of 5 years. The trade-in value of each cash register is expected to be $100 at the end of five years. Using the straight-line method, find the annual depreciation for all three cash registers.
    a. $1,200
    b. $1,400
    c. $1,375
    d. $1,020

24. The cash price of a music system is $2,859, and the installment price is $3,115.35. How much is the finance charge?
    a. $21.36
    b. $115.35
    c. $10.68
    d. $256.35

25. Jose's Market is assessed for $125,000. The current tax rate is $92.45 per $1,000 of assessed valuation. Calculate the tax due.
    a. $115.56
    b. $110.09
    c. $11,556.25
    d. $1155.63

26. If four video cassettes cost $75, how many did Kim buy if she received $31.25 in change from her $500 check?
    a. 25
    b. 20
    c. 32
    d. 40

27. Nancy White, an account representative for Kreative Kids, is paid a 4 percent commission rate and a salary of $200 each week. If her sales total $25,510 this week, find her gross earnings for the week.
    a. $476.80
    b. $417.00
    c. $1,220.40
    d. $298.00

28. Auburn Tire offers a 74-pound truck tire for $182 plus tax. If sales tax is 7.5 percent and excise tax is $4.50 plus 30 cents per pound over 70 pounds, find the total cost including tax.
    a. $222.35
    b. $195.65
    c. $208.70
    d. $201.35

29. Maegan has a tax liability is $25,112, tax credits of $7,650, other taxes of $2,211, and taxes paid of $21,200. How much will she receive as a refund or owe?
    a. $13,773.00 owed
    b. $392.00 refund
    c. $1,527.00 refund
    d. $3,912.00 owed

30. Fitness Center received three new weight machines on May 15 and the invoice in the amount of $1,215 for these good arrived on May 1 with discount terms of 2/15, n/30, ROG. How much must be paid if the invoice is paid on May 28?
    a. $1,032.75
    b. $1,115.00
    c. $1,190.70
    d. $1,215.99

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 objective test.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/BUSINESSCOMMUNICATION.pdf

Web Site Resources
- Dale Carnegie Training
  http://www.dalecarnegie.com/
- Get It Write
  http://www.getitwriteonline.com/archive/tips.htm
- Webgrammar
  http://www.webgrammar.com/grammartips.html
- Your Dictionary
  http://www.yourdictionary.com/

BUSINESS COMMUNICATION SAMPLE QUESTIONS

1. Identify the bold word in the following sentence.
   "**Congratulations**!" We are proud of you.
   a. interjection
   b. verb
   c. conjunction
   d. noun

2. **Saw** is to **seen** as **drive** is to:
   a. ride
   b. driven
   c. drove
   d. vehicle

3. One of the purposes of communication is:
   a. to persuade
   b. the message
   c. to interpret
   d. the receiver

4. The most common errors found when proofreading are:
   a. long words
   b. word or letter omission or addition
   c. capitalization
   d. numbers

5. Which one of the following terms is obsolete?
   a. unfortunately
   b. you will find
   c. we regret to inform you
   d. separately

6. Which one of the following sentences is **correct**?
   a. Call their office ((800) 555-0192) to see if invoice 1,127 was paid.
   b. I bought 200 pencils on sale for 88 cents each.
   c. A 25 percent discount is given on reserved rooms.
   d. Sam just learned that he won a jackpot of one and a half million dollars.

7. Which one of the following terms is **incorrectly** spelled?
   a. pastime
   b. feud
   c. exageration
   d. reservoir

8. One of the elements of writing style is:
   a. voice
   b. speech
   c. capitalization
   d. diction

9. Which sentence has a misplaced modifier?
   a. I want to plan carefully so I can succeed on the first try.
   b. Key just the letters, not the memos.
   c. Each of us has only 24 hours in a day.
   d. Terri repairs only office machines: she doesn't sell them.

10. Which one of the following sentences is **correct**?
    a. Leo became the editor of his hometown newspaper he will enjoy his work.
    b. Two new computer programs developed by Anne.
    c. The project consultant is an expert in urban planning he will speak to the city council.
    d. Marc and Shanna will work as census takers beginning next month.

11. Which sentence is grammatically **correct**?
    a. Our students are considerate of we teachers.
    b. We must respect the wishes of whomever is in charge.
    c. Give the extra copy of the program to whomever can use it.
    d. Who is going to prepare the agenda for the meeting?

12. The objective of written messages includes all of the following **except**:
    a. request
    b. audience
    c. promote good will
    d. inform

13. Include the following necessary information in business messages:
    a. who, what, where, when, why
    b. which, when, why, what, who
    c. what, word, when, which, why
    d. word, when, who, why, what

14. Which sentence does **not** contain an adverb phrase?
    a. Steve's office is so small he can't make sufficient progress.
    b. John works aggressively in all aspects of his career.
    c. Sarah usually makes progress quickly when she puts her mind to it.
    d. Mindy starts her new position immediately.

15. Marla has limited time and must call Gary for answers to several questions. Which one of the following is the best example of a brisk and professional approach?
    a. Hey, Gary. How are you doing?
    b. Gary, I have only a few minutes, but I knew you were the one with the answers to my questions.
    c. Look, Gary, you always have the inside scoop at work; what's going on?
    d. I can't waste any time chit chatting, so you need to get to the point pronto!

16. **Leaves** is to **leaf** as **wolves** is to:
    a. wolf
    b. wolve
    c. dogs
    d. pages

17. Select the sentence in which all capitalization is correct.
    a. In English class we read Romeo and Juliet, Main Street, and Uncle Vanya.
    b. In English class we read Romeo And Juliet, Main Street, and Uncle Vanya.
    c. In English Class we read romeo and juliet, Main Street, and Uncle Vanya.
    d. In english class we read Romeo and Juliet, Main Street, and Uncle Vanya.

18. Select the sentence in which all capitalization is correct.
    a. My father would like the government to better acknowledge korean war veterans.
    b. My father would like the Government to better acknowledge Korean War veterans.
    c. My father would like the Government to better acknowledge Korean War Veterans.
    d. My father would like the government to better acknowledge Korean War veterans.

19. Select the correctly spelled word below.
    a. cieling
    b. beleive
    c. believe
    d. mischeivious

20. Revising a writing piece should be done:
    a. only after the final copy is completed
    b. after the rough copy is completed
    c. while writing the second rough copy
    d. after the piece is published

21. Choose the correct use of *half-staff/half-mast* below.
    a. The flag at the naval station is at half-staff.
    b. The flag in front of the school is at half-staff.
    c. The flag on the ship is at half-staff.
    d. The flag in front of the school is at half-mast.

22. Which topic should be organized by time?
    a. the need for more staff in the purchasing department
    b. the announcement of a new employee benefit
    c. the steps in the development of a new product
    d. a letter answering a customer complaint

23. What is wrong with this sentence?
    I am writing this letter to inform you that I am interested in the accounting position.
    a. It contains a wordy compound preposition.
    b. It contains a redundancy.
    c. It contains a long lead-in.
    d. Nothing is wrong with this sentence. It is an example of good business writing.

24. When proofreading a document, you will check all but which one of the following for errors?
    a. names and numbers
    b. spelling, grammar, and punctuation
    c. readability
    d. format

25. Understanding analogies is important to reading comprehension. Select the set of words that is most similar to scene:play.
    a. writing:reading
    b. paragraph:essay
    c. drama:comedy
    d. band:orchestra

26. Select the best meaning for "in the black."
    a. tricks to hide the situation
    b. working a second job
    c. it won't work
    d. the condition of making a profit

27. Select the **correctly** spelled word below.
    a. conscientiouis
    b. concientious
    c. conscientious
    d. conscientous

28. Select the **incorrectly** spelled word below.
    a. government
    b. fluorescent
    c. judgment
    d. foriegn

29. Select the **incorrect** use of *partially/partly* in the sentences below.
    a. The building is partially completed.
    b. The building is in a state of partial completion.
    c. The building is partly completed.
    d. I'm partially convinced.

30. Select the sentence in which all capitalization is **correct**.
    a. The Thurstons think we named our daughter April for the Month in which she was born.
    b. The Thurstons think we name our Daughter April for the month in which she was born.
    c. The Thurstons think we named our daughter April for the month in which she was born.
    d. The thurstons think we named our daughter april for the month in which she was born.

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

This is a two or three member team event and the team will receive an ethical problem to present to the judges.

Web Site Resources

- A Framework for Thinking Ethically
  http://www.scu.edu/ethics/practicing/decision/framework.html
- Association for Practical and Professional Ethics
  http://www.indiana.edu/~appe/
- BC Ethics in Action Society
  http://www.ethicsinaction.com/
- Business Ethics Links
  http://www.web-miner.com/busethics.htm
- Business for Social Responsibility
  http://www.bsr.org/
- Center for Business Ethics
  http://www.bentley.edu/cbe/
- Center for the Study of Ethics in the Professions
  http://www.iit.edu/departments/csep/
- Complete Guide to Ethics Management: An Ethics Toolkit for Managers
  http://www.managementhelp.org/ethics/ethxgde.htm
- Ethics Resources
  http://www.wyattresources.net/ethics.html
- Institute for Business and Professional Ethics
  http://commerce.depaul.edu/ethics/
- Institute for the Study of Applied and Professional Ethics
  http://www.dartmouth.edu/~ethics/
- International Business Ethics Institute
  http://www.business-ethics.org/
- International Society of Business, Economics and Ethics
  http://www.isbee.org/web/guest/about-isbee
- The Josephson Institute of Ethics
  http://www.josephsoninstitute.org/

Sample Case Problem

Your friend Marla is a high-achieving, all-round great person who is interviewing next week at the company where your friend Jeff is now a manager. In fact, she is up for a position right in Jeff's department. She is highly qualified and you have no doubt that she will be a great asset to the company.

Without Marla's permission, Jeff asks if you would be willing to provide a reference for her since he knows that the two of you are friends. "What I'd most like", he says, "is to hear whatever you know about how she's been doing as a manager at Company X for the last couple of years." Being Marla's friend, you know that she no longer works at Company X and, during her few months there, that she was never a manager.

How do you respond to Jeff and why? Do you say anything to Marla? If so, what? If not, why?

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 participants will present the project at the NLC in a preliminary round.

Web Site Resources
- Ameriprise Financial
  http://www.ameriprise.com
- 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
- Market*Place*—FBLA Winning Reports—1st Place; FBLA Winning Reports—2nd 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 objective test.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/BUSINESSLAW.pdf

Web Site Resources

- Analyzing Supreme Court Cases
  http://www.kent.wednet.edu/KSD/MK/MK_Lessons/lesson_supreme_court/court_lesson.html
- American Bar Association
  http://www.abanet.org/buslaw/blt/index.html
- Business Education Links
  http://lessonplans.btskinner.com/
- Business Law Topics
  http://www.groupweb.com/business/law/consumer.htm
- Cyberjury: Law Trial cases
  http://www.cyberjury.com/
- General Legal Topics/Articles
  http://www.njlawnet.com/general.html
- Law for Business or Personal
  http://lawxtra.swlearning.com/
- Law Check
  http://www.lawchek.com/
- Law Guru
  http://www.lawguru.com/
- LawTalk - Business Law and Personal Finance
  http://www.law.indiana.edu/law/bizlaw.html
- Legal Definitions & Legal Terms Defined
  http://definitions.uslegal.com/
- Wex
  http://www.law.cornell.edu/wex/index.php/Trade_regulation

BUSINESS LAW SAMPLE QUESTIONS

1. The contracting party who makes a promise is called the:
   a. promisor
   b. offeree
   c. promisee
   d. offeror

2. Laura is at an auction. People who attend an auction are:
   a. both offerors and offerees
   b. neither offerors nor offerees
   c. the offerees
   d. the offerors

3. A corporation that has been properly and legally organized is referred to as:
   a. an illusory corporation
   b. a de facto corporation
   c. a de jure corporation
   d. a domiciled corporation

4. A corporation that has been properly and legally organized is referred to as:
   a. a domiciled corporation
   b. a de jure corporation
   c. a de facto corporation
   d. an illusory corporation

5. The U.S. Post Office delivered a household appliance to you. The package was addressed to you. However, you never ordered it! Legally, what do you do?
   a. You must return the item to the Post Office within a reasonable time.
   b. You may keep the item and treat it as a gift.
   c. You must use your best efforts to return the item to the company that mailed it to you.
   d. You must call the Post Office, let them know, and then make the item available for the letter carrier to pick it up from you.

6. What legal document sets forth the rules that govern the corporation's daily internal activities?
   a. Articles of Incorporation
   b. Subscription Agreement
   c. Bylaws
   d. Registration Agreement

7. From a legal standpoint, what is the biggest advantage to the corporate form of ownership for a shareholder?
   a. Corporations are rarely sued and, if they are, most people favor corporations over consumers.
   b. Only the officers of a corporation are liable for the debts of the company.
   c. Shareholders have limited liability for the company's debts.
   d. A shareholder is guaranteed to earn at least a certain amount of money every year.

8. What are the two basic types of commercial paper or negotiable instruments?
   a. certificates of deposit and checks
   b. federal reserve notes and coins
   c. time and sight instruments
   d. notes and drafts

9. Which one of the following is **not** a requirement of a negotiable instrument?
   a. that the instrument contain an unconditional order or promise to pay a sum certain amount of money
   b. that the instrument be signed by the maker or drawer
   c. that the instrument be in writing
   d. that the instrument be payable at a definite time

10. Janice is driving her father's car. The brakes to the car fail and she is involved in a serious accident. A product liability lawsuit is filed against the manufacturer of the car. Which statement is **true**?
    a. Janice may not file a lawsuit against the manufacturer; however, her father can file a product liability lawsuit against the company since he was in privity of contract with the seller.
    b. Janice's father can file a lawsuit, but not Janice. However, the lawsuit can only be filed against the retailer–not the manufacturer of the car.
    c. Since Janice was driving the car that was owned by her father, neither she nor her father may file a lawsuit against the manufacturer of the car.
    d. Janice has a legal right to sue the company even though she was not in privity of contract with the seller or the manufacturer.

11. Bill wants to enroll in medical school, but does **not** have the financial resources to do so. Bill's brother Ted promises to pay for his medical degree after he graduates. Based on this information Bill borrows the money, enrolls, and subsequently graduates. Bill's brother then notifies Bill that he can no longer afford to pay his school loans. Even though there was no consideration by Bill, Ted's promise to pay may be enforceable under which one of the following?
    a. preexisting duties
    b. statute of limitations
    c. promissory estoppel
    d. past consideration

12. A contract stated in either oral or written words is known as a(n):
    a. express contract
    b. retractable contract
    c. implied contract
    d. bilateral contract

13. A corporation that does **not** exist in law but does exist in fact is called a(n):
    a. dejure corporation
    b. defacto corporation
    c. statutory corporation
    d. corporation by estoppel

14. When one party ceases to be associated with the partnership, the partnership undergoes a:
    a. dissolution
    b. reversion
    c. limited accounting
    d. separation

15. A unit of ownership of a corporation is a(n):
    a. proxy
    b. share
    c. dividend
    d. asset

16. Someone who is injured from a product's unsafe or defective condition may recover damages under:
    a. product liability law
    b. common law
    c. no-fault law
    d. criminal law

17. A corporation incorporated in one state but doing business in another is called a:
    a. out-of-state corporation
    b. imported corporation
    c. foreign corporation
    d. alien corporation

18. A _____ is a partnership with at least one general partner and one limited partner.
    a. partnership by proof of existence
    b. registered limited liability partnership
    c. limited partnership
    d. joint partnership

19. Which statement is **false** concerning silence as a method of acceptance?
    a. Automatic re-orders in a contract are valid.
    b. Parties' course of dealing may allow silence as a valid acceptance.
    c. If the offer states that silence means acceptance, then the offeree must respond or there will be a valid contract.
    d. The UCC allows conduct of the parties to give rise to a contract.

20. Consideration is **not** needed for:
    a. firm offers
    b. consideration is always required in a contract
    c. service contracts
    d. real estate sales

21. In most states a minor is a person under the age of:
    a. sixteen
    b. twenty-one
    c. seventeen
    d. eighteen

22. Pat signs an instrument that states it is being executed "in accord with a contract for the sale of four thousand barrels of oil dated April 15." This instrument is:
    a. nonnegotiable because it includes the specific date of a contract
    b. negotiable
    c. nonnegotiable because it refers to an express contract
    d. nonnegotiable because banks cannot easily process oil

23. Adam signs an instrument in favor of Francis that states it is "subject to a certain security agreement between Adam and Conrad." This instrument is:
    a. nonnegotiable because it refers to a security agreement
    b. nonnegotiable because it is made subject to a security agreement
    c. nonnegotiable because Francis and Conrad are not the same persons
    d. negotiable

24. Rita signs a promissory note for $10,000 in favor of State University (SU). The note does not specify the date of its payment. Rita defaults. In SU's suit to collect on the note, the court will most likely rule in favor of:
    a. SU because the note is an unconditional promise to pay the holder
    b. Rita because the note is not payable at a definite time or on demand
    c. Rita because SU assumed the risk that the note would not be paid
    d. SU because there is a uniform "default time" for repayment when a date is not specified

25. Elaine executes an instrument in favor of Jerry that states, "The holder of this note at the date of maturity, June 1, 2011, can extend the time of payment indefinitely, if the holder so desires." This language will result, after June 1,2011, in the instrument being treated as:
    a. a bearer instrument
    b. a promissory instrument
    c. an order instrument
    d. a demand instrument

26. Ben trains with and works as an agent for Computer Associates. For his personal gain after termination of the relationship, Ben can use:
    a. funds and supplies stolen from Computer Associates
    b. skills acquired during the relationship
    c. information acquired during the relationship
    d. knowledge acquired during the relationship

27. Beta Distribution Company grants its agent Cathy an exclusive territory in which to sell Beta products. Beta cannot compete with Cathy in that territory under the principal's duty of:
    a. compensation
    b. reimbursement
    c. cooperation
    d. indemnification

28. Julie rents a horse from a local stable and goes horseback riding. A worn strap on the saddle supplied by the stable breaks while Julie is riding causing her injuries. The stable is:
    a. liable for negligence because it could have discovered by reasonable inspection the strap was worn
    b. not liable it if did not know of the strap's condition
    c. liable because bailors are always liable to bailees for damage or harm caused by bailed property
    d. not liable because Julie assumed the risk of injury when she rented the horse and engaged in the potentially dangerous sport of horseback riding

29. Frank stores computer equipment in Great Storage Company's warehouse. The bailment contract includes a clause excusing Great Storage from liability for loss or damage. A fire attributable to Great Storage's negligence destroys Frank's equipment. The loss is suffered by:
    a. Great Storage because it is strictly liable for loss of bailed property
    b. Frank because a bailor always assumes the risk of loss
    c. Frank because the contract excused Great Storage from liability
    d. Great Storage because a warehouser is liable for loss of bailed property caused by the warehouser's negligence

30. Barb, a doctor, hires Mike, an accountant, to balance Barb's accounts. Barb is dissatisfied with the work and sues Mike alleging negligence. Mike may successfully defend against the suit by proving that:
    a. Barb could not have done a better job
    b. Mike is not familiar with every principle of accounting
    c. Barb was not injured in any way
    d. Mike's work is consistent with that of an ordinary person

Overview
The ability to solve common business mathematical problems is a basic skill needed 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 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

Web Site Resources
- How to Calculate Depreciation
  http://www.assetaide.com/depreciation/calculation.html
- Markup
  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
- 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

BUSINESS MATH SAMPLE QUESTIONS

1. 27 cubic feet is equal to how many cubic yards?
   a. 3 cubic yards
   b. 2.3 cubic yards
   c. 9 cubic yards
   d. 1 cubic yard

2. Which one of these is the most reasonable estimate of how long it would take an adult to walk five miles?
   a. 1.5 hours
   b. 5 hours
   c. 25 minutes
   d. 2 hours

3. What is the total cost including shipping and handling for a $20.15 order with a rate of 10 percent and minimum charge of 3.00?
   a. $22.20
   b. $24.15
   c. $25.35
   d. $23.15

4. A dress selling for $45 was reduced by $9. By what percent was the item discounted?
   a. 20 percent
   b. 22 percent
   c. 36 percent
   d. 5 percent

5. A bicycle has been marked down by 40 percent to $120. What was its original price?
   a. $200
   b. $195
   c. $210
   d. $180

6. Phil bought an $89.95 ski jacket that was discounted 20 percent, $24.95 ski gloves that were discounted 30 percent, and $18.49 ski goggles that were discounted 40 percent. Determine the discounted price of the three items.
   a. $103.01
   b. $100.52
   c. $91.53
   d. $102.37

7. 15/25 is equivalent to:
   a. 4/5
   b. 3/5
   c. 15/25 is the lowest equivalent
   d. 2/5

8. If a business grew by 212 percent in one year, what would be the decimal equivalent?
   a. 21.2
   b. 21.20
   c. .0212
   d. 2.12

9. Carmelita makes $18.60 an hour when she works overtime. This week her paycheck stub indicates that $269.70 was earned in overtime. How many overtime hours did she work this week?
   a. 14 hours
   b. 13.5 hours
   c. 14.5 hours
   d. 15 hours

10. If the monthly rate of interest is 1.75 percent, what would be the annual rate of interest?
    a. 21 percent
    b. 12 percent
    c. 17.5 percent
    d. 18 percent

11. Katelyn earns 8 percent interest on a certificate of deposit. Her bank statement shows that $80 has been earned in interest. How much is her certificate now worth?
    a. $1,000
    b. $1,080
    c. $1,008
    d. $1,800

12. 35 percent of what amount is $72?
    a. $2,057.15
    b. $250.71
    c. $205.71
    d. $2,057.10

13. The symbol < means:
    a. to round the number
    b. greater than
    c. to point to the left
    d. less than

14. When multiplying any number times *zero*, the resulting product is *always*:
    a. a three-digit number
    b. a two-digit number
    c. one hundred
    d. zero

15. When requesting an order of merchandise or materials, the originating document is referred to as a:
    a. net price
    b. purchase order
    c. discount price
    d. sales invoice

16. The smallest number that can be divided evenly by each original denominator is the:
    a. least common denominator
    b. prime number
    c. most common denominator
    d. sum of the numerators

17. When homes and other real estate are financed, the installment loans are known as:
    a. purchase prices
    b. mortgages
    c. unsecured loans
    d. open credit

18. Rename 63 percent as a decimal.
    a. .0063
    b. 6.3
    c. .63
    d. 63.00

19. Which one of the following is three hundred seventy-three thousandths written in correct decimal format?
    a. 373,000.00
    b. .0373
    c. 0.373
    d. .30073

20. You found a pair of jeans you would like to purchase. The original price states they are $70.00, however, the store is offering a 33 percent discount for preferred customers. Since you are vacationing and have never been in that store before, what can you expect to pay for those jeans?
    a. $46.90
    b. $70.00
    c. $23.10
    d. $93.10

21. Find the amount of trade discount offered for a purchase of $7,800 less a 25 percent discount.
    a. $19.50
    b. $19,500
    c. $1,950
    d. $195

22. Find the due date of a three-month loan made on April 15.
    a. July 15
    b. June 15
    c. July 16
    d. August 15

23. Rename 3/8 as a decimal.
    a. 0.375
    b. .0375
    c. 3.75
    d. 37.5

24. Round 2,748 to the nearest hundred.
    a. 2,800
    b. 2,750
    c. 2,740
    d. 2,700

25. When changing from one unit of measurement to another, a conversion factor is used to:
    a. multiply one unit of measure to obtain the equivalent of the other unit of measure
    b. add to one unit of measure to obtain the equivalent of the other unit of measure
    c. divide one unit of measure to obtain the equivalent of the other unit of measure
    d. subtract from one unit of measure to obtain the equivalent of the other unit of measure

26. In statistics, the word "mean" is:
    a. the ordinary arithmetic average
    b. of no value
    c. the middle number in a series of numbers
    d. the most frequent number in a listed series of numbers

27. A landscaper needs several pieces of tubing to irrigate a lawn. Each piece must be 6 ft. 8 in. in length. If he buys a 20 ft. long tube, how many pieces of the needed length can he cut?
    a. 3
    b. 3 1/3
    c. 30
    d. 4

28. Jay's Hardware & Supplies buys 1,000 6 oz. jars for 3.5 cents each and 2,000 10 oz. jars for 5.5 cents each. What is the total cost for the jars?
    a. $110.00
    b. $145.00
    c. $1,450.00
    d. $35.00

29. Ying earns $9.50 per hour. If her weekly gross pay was $139.65, how many hours did she work?
    a. 147
    b. 14.7
    c. 68.2
    d. 6.8

30. Hugo borrows $1,000 from his mother and promises to pay her back in one year at 6 percent interest. How much total will Hugo pay back for the loan?
    a. $1,160.00
    b. $1016.67
    c. $1,060.00
    d. $166.67

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,

Project Purpose
The business plan must describe a proposed business venture. The business venture must also be currently viable and realistic and must not have been in operation for a period exceeding 12 months before the NLC.

Web Site 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
- Small Business Planner
  http://www.sba.gov/starting_business/planning/basic.html
- Technology Ventures Corporation
  http://techventures.org/resources/docs/Outline_for_a_Business_Plan.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

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.

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 for the event or look at competitive events under the FBLA tab at www.fbla-pbl.org.

Web Site 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/busines_success.htm
- Copyright and Fair Use
  http://fairuse.stanford.edu/
- Toastmasters International
  http://www.toastmasters.org

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

6. _____ is the characteristic of work concerned with the degree of freedom, independence, and discretion a worker has in scheduling work and determining procedures.
   a. Interdependence
   b. Alienation
   c. Autonomy
   d. Feedback

7. A _____ can be any word, phrase, or picture that, when clicked, takes the user to another location.
   a. modem
   b. hyperlink
   c. remote access
   d. path

8. Table names can be no more than 64 characters in length and can contain:
   a. letters, numbers, and spaces
   b. letters and numbers only
   c. letters and underscores only
   d. letters and spaces only

9. To move to the last record in a table, click the:
   a. Last Record
   b. End Record
   c. Ending Record
   d. Final Record

10. Which one of the following techniques for improving creativity is best used in groups?
    a. back-burner thinking
    b. mnemonics
    c. brainstorming
    d. mind-mapping

11. Assertive behavior is:
    a. firm and polite
    b. impulsive and unfocused
    c. rude and hostile
    d. passive and shy

12. Role _____ is the relationship among roles that a group accepts.
    a. overload
    b. structure
    c. implications
    d. 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.
    a. growth
    b. introduction
    c. expansion
    d. maturity

14. _____ involves combining the efforts of two or more people to accomplish a task or achieve a goal.
    a. Homework
    b. Streamlining
    c. Teamwork
    d. Company work

15. Which of the following is a barrier to effective communication?
    a. mirroring
    b. eye contact
    c. noise
    d. rapport

16. Microsoft PowerPoint is a complete _____ program that allows you to produce professional looking slide shows.
    a. database
    b. presentation graphics
    c. personal information management
    d. spreadsheet

17. _____is an important skill for managers.
    a. Self-assurance
    b. Team building
    c. Processing
    d. Expert influence

18. Which is **true** of work groups?
    a. Work groups have become unpopular.
    b. Work groups are successful in America only.
    c. Asian cultures do not use work groups successfully.
    d. Generation Y employees like teamwork and decision making.

19. A(n) _____has no way of monitoring or adjusting itself.
    a. comparator system
    b. subsystem
    c. transducer system
    d. open-loop system

20. In the past, women were associated with which occupation?
    a. college faculty
    b. registered nurse
    c. office manager
    d. financial manager

21. A corporation in England and Canada uses:
    a. Ltd.
    b. Inc.
    c. B.I.
    d. S.A.

22. The _____ considers the needs of customers when planning a product or service.
    a. HR manager
    b. team leader
    c. retailer
    d. marketing concept

23. _____ is the result of personal trust and respect investors have for their company's leaders.
    a. Reward influence
    b. Position influence
    c. Identity influence
    d. Expert influence

24. A _____ language database allows you to get data using the same standard language you would use addressing another person.
    a. standard
    b. informal
    c. foreign
    d. natural

25. Technostress occurs:
    a. while working at home using electronic linkup
    b. while working on a WAN
    c. when the ATM eats your card
    d. when you get too much information from the computer

26. A branch or section of the Internet is called a:
    a. area
    b. center
    c. domain
    d. system

27. In decision making, adhere to:
    a. getting information first
    b. analyzing the facts
    c. creating a timeline
    d. defining the problem

28. The first step in the problem-solving procedure is:
    a. identifying the problem
    b. analyzing the solution
    c. identifying solutions
    d. conducting research

29. The number one source of job leads is:
    a. networking
    b. newspapers and print media
    c. career and trade associations
    d. career information services

30. One of the most important career management tools is the:
    a. career information survey
    b. career résumé
    c. career portfolio
    d. career goal setting

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 event.

Web Site 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
- Customer Service And Customer Loyalty
  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

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Role Play Scenario
You are an account representative and you just received an e-mail from a customer from Acme Industries (regular client with substantial orders) who needs/wants to change an order that is not yet in production. The customer indicated in the e-mail that he would call you momentarily.

Awaiting his call, you do some investigation on the order. The order was received 15 days ago. The order and production start date were confirmed to the customer 12 days ago. The order is scheduled to go into production tomorrow. Materials are obviously all on hand. To change the order at such a late date can be done, but there are change order fees that would come into play. The company policy is that any time an order is changed within five days of the production date, a $500 change order fee will be charged. However, should there be a new order placed to use up the excess materials within 60 days, the fee can be waived.

Your manager is out of the office for the next three days and you were empowered to make decisions concerning sales and orders.

After introductions, you should "answer the call" with the following greeting:

"Acme Industries, this is _____ (your name). How may I help you?"

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

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,

Web Site Resources

- 366 Community Service Ideas
  http://lancaster.unl.edu/4h/serviceideas.shtml
- Community Service Ideas for Kids all Ages
  http://www.kidactivities.net/post/Community-Service-Ideas-for-Kids.aspx
- Community Service Projects
  http://www.epa.gov/teachers/community-svc-projects.htm
- Do Something.org
  http://www.dosomething.org/
- True Hero
  http://www.truehero.org/

Additional Resource

- Market*Place*—FBLA Winning Reports—1st Place; FBLA Winning Reports—2nd Place

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.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/COMPUTERAPPLICATIONS.pdf

Web Site Resources

- Certiport
  http://www.certiport.com
- Computer Literacy Course
  http://www.ncl.leicester.sch.uk/lt2/index.htm
- How-to articles from Microsoft
  http://www.microsoft.com/education/tutorials.mspx
- Jan's Illustrated Computer Literacy 101
  http://www.jegsworks.com/Lessons/index.html
- Microsoft Word Mail Merge Tutorials
  http://mistupid.com/technical/mailmerge
- Webopedia
  http://www.pcwebopedia.com/

COMPUTER APPLICATIONS SAMPLE QUESTIONS

1. Software that lets you see information in map form is a:
   a. DSS
   b. genetic algorithm
   c. mapping agent
   d. neural network

2. Equal-to, less-than, and greater-than are examples of:
   a. arithmetic operations
   b. logical operators
   c. locations
   d. subtraction

3. Giving this element would **not** help to narrow a search:
   a. date
   b. applet
   c. boolean operator
   d. language

4. The most used top-level domain is:
   a. .edu
   b. .com
   c. .net
   d. .gov

5. DSL stands for:
   a. digital stream line
   b. digital subscriber line
   c. digital self-help line
   d. digital service line

6. A program that provides synonyms is called a(n):
   a. editing program
   b. form letter program
   c. thesaurus program
   d. indexing program

7. The result of a formula in a cell is known as the:
   a. label
   b. range
   c. value
   d. displayed value

8. Which one of the following is **not** a basic data maintenance operation?
   a. creating a report from existing data
   b. deleting existing data
   c. adding new data
   d. changing existing data

9. This term is gaining access to a computer network, file, or other resource without permission.
   a. interfering
   b. unauthorized use
   c. hacking
   d. unauthorized access

10. Which one of the following can you do when communicating online in a written form with another person?
    a. see their facial expressions
    b. see their body language
    c. hear their tone of voice
    d. see your computer screen

11. Which one of the following is **not** a form of electronic communications?
    a. face-to-face
    b. chat
    c. e-mail
    d. discussion postings

12. Which one of the following should you do when posting to a discussion group?
    a. post an item that includes irrelevant information
    b. keep posting the same item repeatedly until somebody responds
    c. post the same item four times
    d. first search previous postings to see if the topic has already been posted

13. Spreadsheet programs are powerful _____ tools that allow you to complete calculations
    a. currency
    b. presentation
    c. accounting
    d. database

14. Which one of the following is an example of an ISP?
    a. NetZero
    b. America Online
    c. AT&T Worldnet
    d. CompuServe

15. According to the FBLA-PBL format guide, which of the following sequences for memorandums is correct?
    a. standard style, side and bottom margins of 1.5 inches, and top margin of 1.5 inches
    b. standard style, top, side, and bottom margins of 1 inch
    c. standard style, side and bottom margins of 1 inch, and top margin of 2 inches
    d. standard style, side and bottom margins of 1.5 inches, and top margin of 2 inches

16. The em dash is used:
    a. to mark a sudden break or abrupt change of thought
    b. immediately after a comma, colon, or semicolon
    c. immediately after a comma
    d. at the beginning of any line of type

17. Which one of the following words uses a hyphen to break the words?
    a. turned back
    b. send off
    c. oat cake
    d. jungle side

18. A dimmed command:
    a. appears gray
    b. appears black
    c. appears light blue
    d. does not show

19. What external storage devices are still used to store personal computer-generated data?
    a. floppy disks and card readers
    b. CD-RW, CD-R, card readers
    c. Floppy disks, flash drives, card readers, PC video camera
    d. CD/DVD, floppy disks, flash drives

20. What are examples of output devices?
    a. printer, monitor, and keyboard
    b. keyboard and monitor
    c. printer and monitor
    d. keyboard, monitor, and mouse

21. The symbol for paragraph on the formatting menu bar of a word processing program means to:
    a. combine paragraphs
    b. delete a paragraph
    c. show spacing
    d. add a paragraph

22. Which sentence is grammatically correct?
    a. This is the computer which has not been working since we bought it.
    b. He wanted to see for himself the condition of the new golf course.
    c. He wanted to see for hisself the condition of the new golf course.
    d. Please read all the directions so you will set up the desks to face towards the west wall.

23. Ending with a _____ is the default option in a presentation program.
    a. black slide
    b. blank slide
    c. white slide
    d. summary slide

24. What is the name of the window that appears on the right side of the screen when opening a word processing program such as Word?
    a. task pane
    b. window task pane
    c. window pane
    d. task window

25. The search window allows you to find lost files and folders if you know the _____of the file or folder.
    a. exact name
    b. partial name
    c. whole name
    d. file extension and name

26. This is an appropriate response to a newbie posting.
    a. correcting every little mistake made
    b. a sarcastic response
    c. a lashing out ridiculing their inexperience
    d. a well-mannered kind response

27. This is known as expressing a strongly held opinion without holding back emotion.
    a. firewall
    b. opinion
    c. wringing
    d. flaming

28. To maximize a window, press the icon with the _____ on the upper right side of the computer screen.
    a. close down symbol
    b. minus symbol
    c. restore down symbol
    d. maximize symbol

29. Correct a word that has a _____ under the word (in your word processing program) by right clicking and choosing the correct spelling.
    a. red straight line
    b. red wavy line
    c. green wavy line
    d. green straight line

30. When selecting nonadjacent cells in a spreadsheet, you should select the first cells and then do which of the following actions?
    a. hold down the Shift key and select the remaining cells
    b. hold down the Ctrl key and select the remaining cells
    c. hold down the Any key and select the remaining cells
    d. hold down the Alt key and select the remaining cells

COMPUTER APPLICATIONS SAMPLE PRODUCTION PROBLEMS

JOB 1: Spreadsheet with Chart

Create the spreadsheet shown in Figure 1 below. Use formulas to calculate the figures in the % Increase column. To calculate this formula, take U.S. 2005 subtract U.S. 2004 and divide by U.S. 2005. Format the spreadsheet with spacing, alignment, and dollar signs as shown.

Figure 1

Average Price For Existing Homes

	Northeast	Midwest	South	West	U.S.	% Increase
2004	$ 164,300	$ 110,600	$ 122,800	$ 182,900	$ 145,150	
2005	170,800	117,300	128,000	190,900	151,750	
2006	177,500	123,900	135,800	204,700	160,475	
2007	184,200	130,500	143,600	218,500	169,200	

Using the data from the spreadsheet, create a bar chart showing the price for each region by year. Insert the chart below the spreadsheet.

- Title: Average Price for Existing Homes
- Y-axis label Year and the axis range from $50,000 to $250,000
- X-axis label is Dollars
- Create and label a legend

Print Job 1-A Print the formatted spreadsheet and chart on one page.
Print Job 1-B Print the spreadsheet and chart showing the formulas as well as the chart. Format so that the entire formula will be shown. Print to fit on one page.

Make the following changes in the spreadsheet:

1. Increase all the numbers in the Midwest column by 10 percent.

Print Job 1-C Print the revised spreadsheet and chart.

JOB 2: Sales Forecast Spreadsheet

Create the following spreadsheet. Use the following information to develop the correct formulas:

1. The total column on the right is the sum of the amounts in the Jan, Feb, and Mar columns.
2. Total Sales and Total Expenses rows are the sums of the data immediately above each total.
3. Net Income is Total Sales minus Total Expenses for each column.
4. Profit Margin is Net Income divided by Total Sales for each column.

Downtown Internet Café

First Quarter Forecast

	JAN	FEB	MAR	TOTAL
Sales				
Beverage	$ 13,600	$ 14,600	$ 15,600	
Food	7,100	7,300	7,400	
Internet	4,000	4,200	4,500	
Merchandise	3,100	3,200	3,300	
Total Sales				
	JAN	**FEB**	**MAR**	**TOTAL**
Expenses				
Cost of Goods	$ 6,950	$ 7,300	$ 7,600	
Salary	7,500	7,500	7,500	
Computers	6,400	6,400	6,400	
Lease	5,500	5,500	5,500	
Advertising	1,000	1,000	1,000	
Miscellaneous	1,500	1,500	1,500	
Total Expenses				$
Income				
Net Income				
Profit Margin				

Print Job 2-A Print the formatted spreadsheet on one page. The "Profit Margin" should show percent with decimal.

Print Job 2-B Print the spreadsheet showing the formulas. Format so that the entire formula will be shown. Print to fit on one page.

JOB 3: Column Chart

Using the spreadsheet from Job 2, create a column chart using Total Sales and Total Expenses. The spreadsheet should be titled FIRST QUARTER FORECAST. The y-axis is labeled "Dollars" and should range from $26,000 to $31,500. The x-axis should be labeled "Months." Create a legend.

Print Job 3 Print the formatted column chart on a page by itself.

JOB 4: Presentation

In this problem, you will create a presentation with six slides. You may use any appropriate presentation template for the presentation. Use the outline below to create each slide and add coffee-related clip art as desired.

Slide 1 (Title Slide)
Coffee Talk
Downtown Internet Café

Slide 2
Coffee Terms

- Flavor
  - —A coffee's aroma, acidity, and body
- Aroma
  - —The odor or fragrance of brewed coffee
- Acidity
  - —The sharp, lively characteristics of coffee
- Body
  - —The impression of a coffee's weight in the mouth

Slide 3
Central and South American Coffees

- Columbian
  - —Distinctive, heady aroma
  - —Clean, mellow, balanced flavor
- Guatemala Antigua
  - —Rich and satisfying
  - —Lively flavor
- Kona
  - —Delicately aromatic
  - —Smooth, mild flavor

Slide 4
East African Coffees

- Arabian
  - —Strong and sparkling
  - —Pungent, winy flavor
- Kenyan
  - —Intense flavor and acidity
  - —Rich and hearty
- Ethiopian
  - —Floral aroma and flavor
  - —Moderate body and acidity

Slide 5
Indonesian Coffees

- Java
  - —Deep, fragrant aroma
  - —Rich-bodied
- Sumatra
  - —Herbal aroma
  - —Spicy, vibrant flavor

Slide 6
Other Offerings

- Blends
- Dark Roasts
  - —Espresso (dark)
  - —Italian (darker)
  - —French (darkest)
- Decaffeinated
  - —Regular and dark roasts

Print Job 4-A Print the presentation showing all six slides on one page.
Print Job 4-B Print only Slide 2 on a full page.

JOB 5: Database with Reports and Queries

Using the data provided below, design and create a database for your newspaper advertisers.

Advertisers											
Advertiser ID	Business Name	Business Type	Contact Name	Phone Number	Billing Street	Billing City	Billing State	Billing Zip	Ad Size	Ad Rate	Ad Frequency
E592	Hearth & Home	Furniture Store	Doris Francis	(650) 555-0022	1002 Lincoln Rd.	Temple	CA	95056	1/2	$50.00	Biweekly
C425	Hair Dues	Beauty Salon	Jose Marcus	(650) 555-0444	909 Lincoln Rd.	Temple	CA	95056	1/2	$50.00	Biweekly
C321	Furry Friends	Pet Store	Katie Lewis	(650) 555-6078	190 Redwood Ln.	Beacon Shores	CA	95055	1/4	$25.00	Daily
C101	Discount Drugs	Pharmacy	Dan O'Donald	(650) 555-2233	142 Poppin Ave.	Beacon Shores	CA	95055	Full	$100.00	Daily
B324	Maxi Mart	Grocery Store	Maury McMann	(650) 555-7302	156 Washburn Rd.	Middlefield	CA	95054	Full	$100.00	Daily
B202	Fine Foods	Grocery Store	Hal Barry	(650) 555-4720	100 Main St.	Temple	CA	95056	1/2	$50.00	Daily
A340	Fix It Up	Auto Repair	Karen Little	(650) 555-3903	59 Main St.	Temple	CA	95056	1/4	$25.00	Daily
D100	Lou's Fine Dining	Restaurant	Lou Davis	(650) 555-3725	8037 Lauren Ct.	Middlefield	CA	95054	Full	$100.00	Monthly
B121	Fancy Pants	Clothing Store	Lucy Stevens	(650) 555-1938	222 Redwood Ln.	Beacon Shores	CA	95055	Full	$100.00	Monthly
E356	Lewis Drugs	Pharmacy	Stacey Travis	(650) 555-4119	316 Park Ave.	Beacon Shores	CA	95055	1/2	$50.00	Weekly
D333	Crazy Eddies	Restaurant	Ed Reese	(650) 555-4047	337 Wedlund Ave.	Temple	CA	95056	1/2	$50.00	Weekly
D276	Fancy Feast	Restaurant	Wanda Marsh	(650) 555-2183	395 Briar Way	Beacon Shores	CA	95055	Full	$100.00	Weekly
B493	Miller's Pharmacy	Pharmacy	Helen Franklin	(650) 555-5454	709 Lincoln Rd.	Temple	CA	95056	1/2	$50.00	Weekly
A123	The Page Turner	Book Store	Michael Brown	(650) 555-2121	636 Charing Rd.	Beacon Shores	CA	95055	1/2	$50.00	Weekly

Print Job 5-A Print your table(s) showing all the data.

Print Job 5-B Create and print a report that lists the Business Name, Contact Name, and Phone Number of all the advertisers.

Print Job 5-C Create and print a query that lists the Business Name, Ad Size, and Ad Rate for all the advertisers. Arrange them in ascending order by Ad Rate.

Print Job 5-D Create and print a query that lists the Business Name, Contact Name, and Contact Phone for all businesses with an Ad Rate of $100.

Print Job 5-E Create and print a report similar to the one shown on the following page. Include the Business Name, Ad Size, Ad Rate, and Ad Frequency. Group them by Ad Frequency and include summaries for the total of the Ad Rates for each group.

Advertisers Report

Ad Frequency	Ad Size	Business Name	Ad Rate
Biweekly			
	1/2	Hearth & Home	$50.00
	1/2	Hair Dues	$50.00
Summary for 'Ad Frequency' = Biweekly (2 detail records)			
Sum			**$100.00**
Daily			
	1/2	Fine Foods	$50.00
	1/4	Furry Friends	$25.00
	1/4	Fix It Up	$25.00
	Full	Discount Drugs	$100.00
	Full	Maxi Mart	$100.00
Summary for 'Ad Frequency' = Daily (5 detail records)			
Sum			**$300.00**

JOB 6: Word Processing Letter with Table

Key a letter to Mr. Adam Smart, 1643 Park Circle, Sherwood, MN 45003. The letter is from Rodney Schneider, Adventure Specialist. Use the current date and supply all necessary letter parts. Follow the FBLA-PBL Format Guide. Use the following paragraphs for the letter and include the table within the body of the letter as shown:

Imagine hiking and paddling your way through the rain forests of Costa Rica, camping under the stars in Africa, or following in the footsteps of the ancient Inca as you backpack along the Inca Trail to Machu Picchu. Turn these dreams of adventure into memories you will cherish forever by joining us on one of our four new adventure tours.

To learn more about these exciting new adventures, plan on attending one of the following presentations:

Date	Time	Location	Room
January 5	7:00 p.m.	Town Center Hotel	Room 284B
February 3	7:30 p.m.	Airport Manor	Conference Room A
March 8	7:00 p.m.	Country Inn	Mountainside Room

Our vacation tours are professionally planned and designed solely for your enjoyment. In appreciation for your past patronage, we are pleased to offer you a 10 percent discount off the price of any of the new tour packages. You must book the trip at least 60 days prior to the departure date. Please turn in this letter to qualify for the discount.

We hope you will join us this year on another special Adventure Travel journey. For reservations, please see your travel agent, or contact us directly at 1-800-777-0004.

Print Job 6 Print letter.

JOB 7: Flyer (10 points)

Use the following information to create a flyer for Adventure Travel Tours. Be creative with your use of clip art and appropriate type sizes and styles. Include a page border of some type on the flyer and make use of the full page. Additional instructions are given in parentheses.

Announcing
New Adventure Travel Tours
(Insert picture or clip-art picture here)
This year we are introducing four new tours offering you a unique opportunity to combine many different outdoor activities while exploring the world.
Hike the Inca Trail to Machu Picchu
Camping Safari in Tanzania
Climb Mount Kilimanjaro
Explore the Costa Rican Rainforests
Attend an Adventure Travel presentation to learn about some of the earth's greatest unspoiled habitats and find out how you can experience the adventure of a lifetime.
Call 1-800-777-0004 for presentation locations, a full color brochure, and itinerary information, costs, and trip dates.
Visit our Web site at AdventureTravelTours.com

Print Job 7 Print the finished flyer.

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 prior to the NLC to be judged, and all eligible individuals will present the program at the NLC in a preliminary round.

Web Site 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)
  http://www.siggraph.org
- Blizzard Entertainment
  http://www.blizzard.com
- CG Arena
  http://www.cgarena.com
- CGS (Society of Digital Artists)
  http://www.cgsociety.org
- Creative Hotlist
  http://www.creativehotlist.com
- Digital Media Net
  http://www.digitalmedianet.com
- Evolve CG (EVOLVE 3D)
  http://www.evolve3d.net
- Green Light Jobs
  http://www.greenlightjobs.com
- 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.

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 objective test.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/COMPUTERPROBLEMSOLVING.pdf

Web Site Resources

- A+ Essentials Hardware Practice Questions
  http://www.simulationexams.com/SampleQuestions/aplus-questions.htm
- Basic Computer Terminology
  http://www.zerocut.com/tech/c_terms.html
- 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

COMPUTER PROBLEM SOLVING SAMPLE QUESTIONS

1. Which type is used for a hard drive?
   a. Type IV
   b. Type II
   c. Type I
   d. Type III

2. What area of a laser printer can be a burn hazard?
   a. transfer
   b. cleaning
   c. fuser
   d. conditioner

3. Simulated memory using hard drive space is called:
   a. ROM
   b. virtual PC
   c. virtual memory
   d. RAM

4. Which is **not** a recovery console command?
   a. MORE
   b. LBLCONFIG
   c. BOOTCFG
   d. TYPE

5. Scanners are considered _____ devices.
   a. LCD
   b. output
   c. laser
   d. input

6. A drawback of wireless networking is:
   a. FDDI
   b. cable length
   c. security
   d. TCP/IP

7. What allows FDDI to be full-duplex?
   a. a modem
   b. the second ring
   c. fiber distribution
   d. TCP/IP

8. The term ____ is a generic term for anyone who intends to access a computer system without permission.
   a. hacker
   b. cracker
   c. smacker
   d. hijacker

9. A memory cache (SRAM) temporarily holds data in expectation of what the ____ will request next.
   a. ram
   b. hard drive
   c. motherboard
   d. CPU

10. To upgrade memory means to add more ____ to a computer.
    a. RAM
    b. data
    c. bandwidth
    d. speed

11. Windows Vista includes a basic graphics program called:
    a. Acrobat
    b. Illustrator
    c. CorelDRAW
    d. Paint

12. Marty is configuring a laptop to access his home wireless network. He is at the point of setting the channel number. When reviewing the wireless NICs installation manual, he notices that although his 802.11b NIC can support 14 different channels, because wireless networks are regulated in a certain way in the United States, he can only use channels:
    a. 1-6
    b. 1-9
    c. 1-11
    d. 1-13

13. Patrick is studying for his upcoming A+ certification exam. He's reviewing the material on printing and print languages. Right now, he is studying the print language that was developed by Adobe Systems. What is the name of that language?
    a. Enhanced Metafile Format (EMF)
    b. PostScript
    c. PrintScripting
    d. ASCII

14. Jeff is trying to troubleshoot a problem with his printer. He suspects the difficulty is with the printer cable. Of the options below, which one is most likely to help solve Jeff's problem?
    a. Verify that the F-switch connecting one printer between two computers is turned on.
    b. Enter the CMOS setup of the PC and check how the parallel port is configured.
    c. Use a longer printer cable.
    d. Verify that the parallel cable is IEEE 1394 compliant.

15. What should you do to check a battery of a laptop if the battery does **not** power the laptop or hold a charge?
    a. Plug the AC adapter and check the battery meter.
    b. Unplug the AC adapter while the laptop is running.
    c. Open the battery and check each cell individually.
    d. Charge the battery for 15 to 20 minutes, unplug the AC adapter, and press the Power button.

16. What should you do to manually check the health of a laptop's battery?
    a. Start the computer in normal mode, and record the current time with a fully charged battery.
    b. Connect the AC adapter, and charge the battery for 15 to 30 minutes.
    c. Connect the AC adapter, and fully charge the battery.
    d. Open the battery and check each cell individually.

17. What is the normal operating temperature range in most of the laptops?
    a. 35-40 degrees Celsius
    b. 20-25 degrees Celsius
    c. 50-55 degrees Celsius
    d. 55-60 degrees Celsius

18. Which random access memory (RAM) technology fetches 4 bits of data per clock cycle and uses 1.8 V to operate?
    a. DDR SDRAM
    b. SGRAM
    c. SDRAM
    d. DDR2 SDRAM

19. During which stage of the laser printing process is the laser used?
    a. fusing
    b. transferring
    c. writing
    d. developing

20. You specify multiple documents to print on your laser printer in the following order. FileA.doc, FileB.doc, FileC.doc. Due to time constraints, you want to print only FileB.doc and print it as quickly as possible. What should you do?
    a. Turn off the printer. Specify FileB.doc for printing again.
    b. Use Windows Task Manager to end the print task. Specify FileB.doc for printing again.
    c. Cancel printing of all documents from the printer spooler. Specify FileB.doc for printing again.
    d. Cancel printing of FileA.doc and FileC.doc from the printer spooler.

21. Which status value in the job completion status box in the Backup Progress window indicates that a backup job experienced no error?
    a. timed out
    b. completed with exceptions
    c. failed
    d. completed

22. What allows multiple SCSI devices to reside on a single SCSI chain?
    a. Each device is configured as either a master or a slave.
    b. The data cable is twisted to give each device a unique physical address.
    c. Each device is assigned a unique I/O address and IRQ.
    d. Each device is assigned a unique ID.

23. What does a cable rated as "plenum" indicate about the cable?
    a. It is rated for speeds of 1000 Mbps.
    b. It will not produce toxic gas when it burns.
    c. It is not Layer 2 protocol-dependent.
    d. It cannot be tapped without detection.

24. What is the most important activity that users must undertake while handling confidential data?
    a. logging off from the computer whenever they leave their workstations
    b. enabling auditing and monitoring on the computer whenever they leave their workstations
    c. encrypting passwords
    d. transferring data in an encrypted form

25. You want to allow a help desk technician to delete files and subfolders within a folder named MiscFiles regardless of the permissions protecting the files and subfolders on a Windows XP computer. What is the minimum permission that you should grant to the help desk technician to be able to delete files and subfolders within the MiscFiles folder?
    a. Allow - Modify
    b. Allow - Full Control
    c. Allow - Write
    d. Allow - Read

26. The following steps can be performed in response to electrocution of a person:
    1.Remove the person's contact with source of electricity by pulling him or her.
    2.Turn off the main switch.
    3.Call for medical help.
    4.Provide cardiopulmonary resuscitation.

    Which option represents the correct sequence in which these actions should be performed in event of an electrocution?
    a. 1, 2, 4, 3
    b. 2, 1, 4, 3
    c. 1, 2, 3, 4
    d. 3, 2, 4, 1

27. You are an electrical engineer for your company. You notice that there are spikes, surges, and occasionally drops in voltage. Which device should you deploy to address the problem?
    a. surge protector
    b. voltage transformer
    c. batteries
    d. UPS

28. You plan to replace some components within a computer. As a recommended practice, what should be the first step towards disassembling a computer?
    a. The memory modules should be removed from the motherboard.
    b. The power cords of the CPU should be disconnected.
    c. The power supply should be disconnected from the motherboard.
    d. The processor should be removed from the motherboard.

29. Which network type uses WEP for security?
    a. 802.3
    b. Bluetooth
    c. 802.11b
    d. 802.5

30. In which Windows XP Registry hive is control set data stored?
    a. HKEY_LOCAL_MACHINE\SOFTWARE
    b. HKEY_LOCAL_MACHINE\SYSTEM
    c. HKEY_LOCAL_MACHINE\SAM
    d. HKEY_LOCAL_MACHINE\SECURITY

CYBER SECURITY

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

This is an individual objective test.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/CYBERSECURITY.pdf

Web Site Resources

- An Overview of Cryptography
  http://www.garykessler.net/library/crypto.html
- Cyber Security Tips
  http://www.us-cert.gov/cas/tips/
- How Firewalls Work
  http://www.howstuffworks.com/firewall.htm

CYBER SECURITY SAMPLE QUESTIONS

1. What is the attack called in which the aggressor poses as the victim's legitimate DNS server?
   a. Web spoofing
   b. man in the middle
   c. DNS spoofing
   d. ARP poisoning

2. What technique is used so that a file is encoded so only the intended recipient may read the original contents?
   a. encryption
   b. password
   c. algorithm
   d. key

3. What allows you to pass reserved IP address through a public network that otherwise would not accept them?
   a. authentication
   b. tunneling
   c. VPN
   d. cipher

4. The _____ studies security issues and provides publications and alerts to help educate the public to threats facing information.
   a. IETF
   b. CERT/CC
   c. ISOC
   d. IESG

5. Packet sniffing can be used to obtain username and password information in clear text from which of the following?
   a. FTP (File Transfer Protocol)
   b. SSH (Secure Shell)
   c. SSL (Secure Sockets Layer)
   d. HTTPS (Hypertext Protocol over Secure Sockets Layer)

6. For system logging to be an effective security measure, an administrator must:
   a. implement circular logging
   b. configure SNMP (Simple Network Management Protocol) traps for logging events
   c. configure the system to shutdown when the logs are full
   d. review the logs on a regular basis

7. When an attacker targets an e-mail communication that uses POP3, which TCP port is he or she likely to use in the attack?
   a. 110
   b. 35
   c. 125
   d. 18

8. Information like financial information, product designs, and business strategies are classified as ____ by most organizations.
   a. secure
   b. secret
   c. sensitive
   d. classified

9. When an attacker modifies the transaction log, ____ is the target.
   a. integrity
   b. information
   c. accountability
   d. availability

10. The IDS signature that is based on the packet's TCP or UDP port is called:
   a. sensor signature
   b. NIDS
   c. port signature
   d. IP session logging

11. What does HTTPS stand for?
   a. Hypertext Transfer Protocol Software
   b. Hypertext Transfer Protocol Shell
   c. Hypertext Transfer Protocol System
   d. Hypertext Transfer Protocol Secure

12. What type of lock blocks access to disk drives or serial ports?
   a. preset lock
   b. slot lock
   c. cable trap
   d. port controls

13. What type of lock covers and controls on/off switches?
   a. switch control
   b. port lock
   c. slot lock
   d. switch lock

14. What is a common major hash function in use today that is in the public domain and requires no licensing?
   a. MD1
   b. SHA-1
   c. SHA-2
   d. MD5

15. A database that allows users to submit and retrieve digital certificates is called a(n):
    a. certificate server
    b. block algorithm
    c. distinguished name
    d. web of trust

16. What is another name for a public key algorithm, a method that uses different encryption and decryption keys?
    a. stream algorithm
    b. block algorithm
    c. symmetric algorithm
    d. asymmetric algorithm

17. The most important configuration file on your firewall is the____ file.
    a. access list
    b. data
    c. filter
    d. rules

18. Which type of cable is most difficult for an intruder to tap into without calling attention to his action?
    a. thin coax
    b. shielded twisted pair
    c. fiber optic
    d. thick coax

19. _____ protects files and databases in case of an unexpected system crash or power failure by backing out of a data entry that is not fully completed before the system goes down, keeping the file from being corrupted.
    a. The Transaction Tracking System
    b. Parallel Processing
    c. A standby UPS
    d. Net Ware File Synchronization

20. In _____ packet filtering the firewall examines every individual packet and decides whether to pass or block the packet, depending on the packet's content.
    a. stateful
    b. network
    c. static
    d. stateless

21. When you receive an e-mail that warns you of a virus and that encourages you to forward the message to all your friends, you should:
    a. forward it to everyone in your address book
    b. delete it
    c. forward it to your boss
    d. forward it to the local police

22. Which one of the following is **not** true of a service pack from Microsoft?
    a. A service pack can be downloaded from Microsoft's Web site or obtained as a CD-ROM.
    b. You should back up your system before installing a service pack.
    c. If there are several service pack versions, the most recent version also includes all previous versions.
    d. Only one service pack is issued at a time, and there are options in that service pack so that it can be applied to any Microsoft operating system.

23. The ____ mode of DES uses a previously-generated ciphertext as input to DES.
    a. cipher block chaining
    b. output feedback
    c. electronic code book
    d. cipher feedback

24. A(n) _____ is a device that provides power to electronic devices for a limited time period when the power goes out.
    a. NIC
    b. RAID
    c. USB
    d. UPS

25. _____ are people who use and create software for enjoyment or to gain access to information illegally.
    a. Surfers
    b. Contenders
    c. Hackers
    d. Lockers

26. RAID 4 is _____ -level stripping of data in which the data are stored in segments on dedicated data drives, and parity information is stored on a separate drive.
    a. incremental
    b. byte
    c. bit
    d. word

27. What method would an attacker use to attempt to penetrate a company's network through its remote access system?
    a. war driving
    b. PBX sniffing
    c. war dialing
    d. network sniffing

28. A _____ is a computer that is located between a computer on an internal network and computer on an external network with which the internal computer is communicating.
    a. Web server
    b. gateway
    c. proxy
    d. server

29. In the _____, any e-mail user can sign another user's digital certificate, thus vouching for that public key.
    a. trustworthy Web
    b. pretty good Web
    c. web of privacy
    d. web of trust

30. Which one of the following is a mechanism that can protect against repudiation attacks?
    a. smart cards
    b. backups
    c. digital signatures
    d. failovers

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 taken prior to the NLC.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/DATABASEDESIGNANDAPPLICATONS.pdf

Web Site Resources
- Access 2007 Tutorial--Advanced Concepts
  http://www.yevol.com/en/access2007/index.htm
- Database Design
  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/

DATABASE DESIGN & APPLICATIONS SAMPLE QUESTIONS

1. The rows in a table are called:
   a. fields
   b. events
   c. columns
   d. records

2. In a typical organization, the person or group in charge of the DBMS is called a(n):
   a. telecommunications expert
   b. object broker
   c. database administrator
   d. end user specialist

3. The ____ data type is used for large numbers without a decimal point.
   a. INTEGER
   b. MATH
   c. TINY
   d. SMALLINT

4. SQL is an abbreviation for:
   a. Structured Query Language
   b. Standard Query Language
   c. Select Query Language
   d. Simple Query Language

5. A field is often referred to as a:
   a. row
   b. column
   c. parameter
   d. tuple

6. When using SQL to modify fields in a table, specifying a data type of Char*(10)*:
   a. creates a variable length numeric field with 10 decimal places
   b. creates a numeric field with up to 10 digits
   c. creates a fixed length numeric field with 1 digit and 0 decimal places
   d. creates a fixed length field of 10 characters

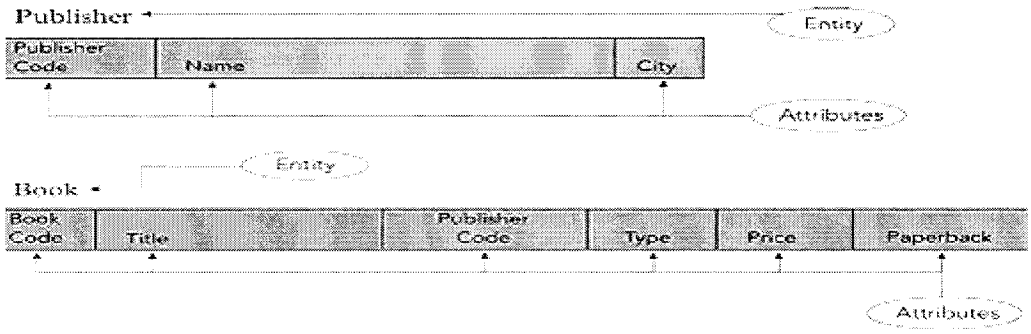
7. Which one of the following is the most likely candidate for the primary key in a table about driver information?
   a. phone numbers
   b. zip code
   c. last names
   d. driver license numbers

8. Modern databases contain "self-describing" information about themselves. This information is called:
   a. data definition
   b. attributes
   c. redundant data
   d. metadata

9. The maximum number of primary keys in a table is:
   a. 1
   b. 3
   c. 2
   d. unlimited

10. A partial dependency exists when:
    a. a nonkey attribute is determined by only part of the key
    b. the name of a related field is changed
    c. a field value is left null
    d. a record is removed before modifying the foreign key

11. Screen objects used to enter, maintain, view, and print records from a database are called:
    a. forms
    b. fields
    c. designers
    d. tables



12. Using the above image, what is the relationship between Sales Rep and Customer?
    a. many-to-many
    b. one-to-many
    c. one-to-one
    d. many-to-one

13. Getting a table into third normal form is done by removing all:
    a. partial and transitive dependencies
    b. recursive attributes
    c. duplicate rows
    d. repeating dependencies

14. The source of data for a(n) ____ control is an expression.
    a. unbound
    b. calculated
    c. bound
    d. dynamic

15. Calculations in a report can be used in any of the section **except:**
    a. page footer
    b. detail
    c. top header
    d. report footer

16. A _____ is an individual box in a table where a column and a row meet.
    a. cell
    b. row
    c. column
    d. group

17. The sequence to designing an effective data structure are:
    a. create each field, create each table, save, and identify the database
    b. identify the database, create each table, identify each field, and save
    c. identify the database, identify each field, create each table, and save
    d. create each table, identify the database, identify each field, and save

18. A database is a:
    a. library of queries and data files for querying
    b. collection of forms and reports that support a given purpose
    c. self-describing collection of related records
    d. set of applications and the data sets for those applications

19. Which one of the following is **true** about a relation?
    a. A relation may have duplicate rows.
    b. A relation may have duplicate column names.
    c. The order of columns in a relation must go from largest to smallest.
    d. All entries in any column must be of the same kind.

20. Given the table STUDENT(StudentID, Name, Advisor), which one of the following SQL statements would be used to change the value of the Advisor field to 'Smith' for all rows in the STUDENT table?
    a. MODIFY Advisor SET STUDENT = 'Smith';
    b. UPDATE STUDENT SET Advisor = 'Smith';
    c. UPDATE Advisor = 'Smith';
    d. MODIFY STUDENT SET Advisor = 'Smith';

21. Applying a filter to a query will:
    a. further limit the records that are displayed in the query results
    b. allow you to specify which fields will be displayed in the query
    c. total the values of all the fields in the table
    d. apply the query to another table

22. If you want to export a database object to an HTML file with the best possible formatting, you should export a:
    a. report
    b. form
    c. query
    d. table

23. In the condition Balance > = 0, the >= are:
    a. mathematical operators
    b. comparison operators
    c. variable operators
    d. relational operators

24. Using the word **not** in a comparison expression would:
    a. have no effect on the query results
    b. retrieve similar results in the query
    c. retrieve the results not listed in the criteria
    d. retrieve no results in the query each time

25. Which one of the following SQL Statements will retrieve customer information?
    a. Select * from orders
    b. Select * from shippers
    c. Select * from employees
    d. Select * from customers

26. A relational database is a group of related:
    a. records
    b. fields
    c. tables
    d. rows

27. Which one of the following sections print headings at the top of each page:
    a. page footer
    b. top header
    c. detail
    d. page header

28. The ____ data type is a number automatically generated that produces unique values for each record.
    a. RecordNumber
    b. OLE Object
    c. AutoNumber or Identity
    d. Number

29. You must create ____ before any of the other database objects.
    a. reports
    b. queries
    c. tables
    d. data access pages

30. Some developers like to use the __ property for a field to document its contents such as identifying a field as a primary or foreign key or providing users instructions about entering values into the field.
    a. purpose
    b. description
    c. name
    d. data type

DATABASE DESIGN & APPLICATIONS SAMPLE PRODUCTION TEST

JOB 1: Populate Database with Sample Data

Create records in your tables to reflect the following timesheets. As a hint, each line with Work Hours is a WorkDetails record with its TimeSheetID foreign key pointing back to the appropriate TimeSheets record.

Employee Name:	Jan Doe	Emp ID:	H43AXT
Time sheet ID: Auto#	Week Ending Date:	Oct 14,2008	
ProjectID	Project Name	Work Date	Work Hours
TP001	Test Project 1	Oct 10, 2008	5.0
TP003	Test Project 3	Oct 10, 2008	3.0
TP002	Test Project 2	Oct 11, 2008	8.0
TP003	Test Project 3	Oct 12, 2008	8.0

Employee Name:	Pat Smith	Emp ID:	H57AXW
Time sheet ID: Auto#	Week Ending Date:	Oct 14,2008	
ProjectID	Project Name	Date	Hours
TP003	Test Project 3	Oct 13, 2008	3.8
TP002	Test Project 2	Oct 13, 2008	4.2
TP001	Test Project 1	Oct 14, 2008	8.0

Print Job 1-A Print the contents (not the definitions) of the TimeSheets table.
Print Job 1-B Print the contents (not the definitions) of the WorkDetails table.

JOB 2: Design Database for New Requirement (15 points)

Create a time card report that best represents the data shown in the table below. Name the report Employee Time Card.

Employee Name:	Pat Smith	Emp ID:	H57AXW
Time sheet ID: Auto#	Week Ending Date:	Oct 14,2008	
ProjectID	Project Name	Date	Hours
TP003	Test Project 3	Oct 13, 2008	3.8
TP002	Test Project 2	Oct 13, 2008	4.2
TP001	Test Project 1	Oct 14, 2008	8.0

Print Job 2 Print the updated database relationships, showing tables, fields, and relationships.

JOB 3: Develop A Simple Select Query (15 points)

Create a query (e.g., name it qryJob4) that selects all Timesheets showing the Employee ID, Employee Name, TimeSheetID, and WeekEndingDate.

Print Job 3-A Print the query definition in design view .
Print Job 3-B Print the query.

JOB 4: Develop A Select Query with Criteria (15 points)

Create a query (e.g., name it qryJob5) that selects all "full day" WorkDetails records (these are records that show more than eight or more hours were worked), showing the Employee ID, Employee Name, Project ID, Project Name, WeekEndingDate (for the TimeSheet), WorkDate, and the WorkHours.

Print Job 4-A Print the query definition in design view.
Print Job 4-B Print the query.

JOB 5: Develop A Select Query that Summarizes (15 points)

Create a query (e.g., name it qryJob6) that totals all hours spent by employees on Projects. There should be one line for each Project showing the ProjectID, ProjectName, and the total hours spent on the project.

Print Job 5-A Print the query definition in design view.
Print Job 5-B Print the query.

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 prior to the NLC to be judged, and all eligible individuals will present the program at the NLC in a preliminary round,

Web Site Resources
- 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.

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 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/DESKTOPPUBLISHING.pdf

Web Site Resources
- Business Education Links
  http://lessonplans.btskinner.com/
- Graphic Design Tutorials
  http://graphicdesign.sfcc.spokane.cc.wa.us/tutorials/

DESKTOP PUBLISHING SAMPLE QUESTIONS

1. The print quality of a graphic is known as:
   a. pixels
   b. graphic quality
   c. resolution
   d. print quality

2. Experienced designers know that the first consideration in designing a document is the _____ that will be used.
   a. color
   b. graphics
   c. medium
   d. printer

3. Which one of the following words is spelled incorrectly?
   a. descendant
   b. handkercheif
   c. February
   d. fourteen

4. The thickness of a line is measured in:
   a. dots
   b. pixels
   c. points
   d. picas

5. The design of a line is referred to as the line:
   a. style
   b. weight
   c. design
   d. pattern

6. The thickness of a line is called:
   a. point size
   b. line weight
   c. line thickness
   d. line style

7. When you want to change the direction of an image use the:
   a. rotating tool
   b. pointer tool
   c. rectangle frame tool
   d. cropping tool

8. The space between the graphic and the wrapped text is the:
   a. text wrap space
   b. standoff
   c. gutter
   d. wrap space

9. The company logo should:
   a. attract the reader's attention
   b. be very large
   c. be small and unremarkable
   d. be placed at the bottom of the page

10. _____ refers to the arrangement of shapes, illustrations, and text on a page so the elements create a harmonious composition.
   a. Text layout
   b. Balance
   c. Brightness
   d. Perspective

11. Which one of the following sentences does **not** follow correct number usage rules?
   a. John is six feet three inches tall.
   b. Class starts at 8:45 a.m.
   c. The dimensions of the room were 15 by 30 feet.
   d. Do you know what your retirement benefit will be at age 65?

12. Which sentence is **not** punctuated correctly?
   a. The bid arrived after we had made our decision.
   b. Whomever you nominate will have my support.
   c. Please review these quickly, I need them tomorrow.
   d. Before we make a decision, we must have all the facts.

13. Which sentence is **not** punctuated correctly?
   a. This package is for Amy whom I am visiting.
   b. Please don't litter; recycle whenever possible.
   c. In 2004, 35 cases were reported.
   d. In the article I read, there was no mention of the trip.

14. Which name and title is capitalized incorrectly?
   a. Mr. Larry Brooks, Associate Dean
   b. Ladies and Gentlemen:
   c. Associate professor Diane Keller
   d. Dear Ms. Wilson:

15. Which term is a synonym for "stacking"?
    a. layering
    b. nudging
    c. wrapping
    d. separating

16. What does the acronym "dpi" stand for?
    a. dots per increment
    b. dots per inch
    c. dot point increments
    d. dot points include

17. A _____ folds the sides in toward the middle of the page.
    a. gatefold
    b. trifold
    c. Z fold
    d. accordion fold

18. What term is defined as "a nonprinting page that contains text, graphics, and other elements that will appear on every page in the publication"?
    a. publication template
    b. document master
    c. document template
    d. publication master

19. What type of publication is most likely to include detailed information about a product or service?
    a. poster
    b. business card
    c. brochure
    d. newsletter

20. Which one of the following actions would a publication designer do to align text in multiple columns perfectly even at the bottom of a newsletter?
    a. adjust the leading
    b. adjust the tracking
    c. adjust the kerning
    d. add graphics to fill the space

21. One of the most useful design techniques is contrast. Which one of the following statements correctly lists the three elements of contrast?
    a. lightness, brightness, texture
    b. repetition, scale, texture
    c. scale, tone, texture
    d. scale, brightness, contrast

22. Which one of the following statements lists a step that is **not** typically completed during the proofreading process?
    a. Look at the line spacing between paragraphs and before and after main or text headings.
    b. Verify that the correct type of paper has been used for the publication.
    c. Check for widows and orphans.
    d. Assess the uniformity and appropriateness of all margins.

23. Many desktop publishing programs let you apply ____ options that are used to change the appearance of a page.
    a. built-in
    b. plug-in
    c. add-on
    d. template

24. Which method is used by most desktop publishing programs to set ruler guides?
    a. You click or Shift-click on the ruler and drag the guide into the window.
    b. They are set in the Page Setup or Document Setup dialog box.
    c. You click on the ruler marking where you want the guide to be, and it appears in the window.
    d. They are set in the Ruler Guides dialog box.

25. Which command can be used to link an object in a document as opposed to embedding the object?
    a. Link
    b. Paste Special
    c. Paste Link
    d. Paste

26. The settings that control how a publication prints on your desktop printer are called print:
    a. characteristics
    b. properties
    c. traits
    d. parameters

27. Many desktop printers have a ____ region, which is an area at the top, bottom, or sides of a document that it cannot print in.
    a. mask
    b. transparent
    c. nonprintable
    d. forbidden

28. The ____ is a collection of linked documents, graphics, and sounds that can be accessed over the Internet.
    a. Web
    b. digital divide
    c. cyberspace
    d. blogosphere

29. There are _____ points in an inch.
    a. 72
    b. 12
    c. 10
    d. 36

30. _____ is the area on a page that has no text or graphics.
    a. White space
    b. Blank space
    c. Open space
    d. Unused space

DESKTOP PUBLISHING SAMPLE PRODUCTION TEST

General Instructions

Your high school is offering a special international field trip class for seniors. The class involves attending a regular class during the students' senior year and taking a field trip to Mexico during their spring break. The name of the class will be "International Studies and Field Experience."

Your task is to create two publications. The first publication is a promotional poster advertising the class, and the second publication is a brochure that students can take home to their parents with information about the class.

In addition to the information and instructions for the publications provided below, somewhere in your publication you must include a minimum of **five (5)** of the following elements:

- Four or more appropriate graphics
- Lines with patterns and/or weights
- Filled shapes
- Reverse text
- Two or more typefaces and font sizes
- Rotated text
- Shadow boxes

Your publications will be graded on usability. The creativity, originality, and appeal of your layout and effective use of graphics will be judged. You will also be evaluated on your use of technical features, including appropriate font selection, effective text treatment (indents, bullets, paragraphs, text alignment, and text wrapping), and effective application of special effects (drop cap, shadowing, reverse type, mirror images, etc), if utilized.

JOB 1: Promotional Poster

You are to create a promotional poster advertising the international field trip class. Print the poster on one 8.5-by-11-inch page.

Include all of the following information on the poster, arranged any way you choose. Be sure to include some of the required elements listed above in the **General Instructions**.

Bienvenido!
International Studies and Field Experience
Available for seniors 2010 - 2011

Earn honors credit
Learn about International Business
Spend a week in Mexico February 22–March 1, 2011
Experience the Mexican culture by immersing yourself in it
Meet new people and interact with other students

For more information, see Mrs. Taylor in Room 208

Print Job 1 Print promotional poster.

JOB 2: Informational Brochure

The purpose of the informational brochure is to provide detailed information about the class. Interested students will take the brochure home to their parents.

You will print your brochure on two 8.5-by-11-inch pages (one for the front and one for the back), or you may print your brochure on the front and back of one page if you have that capability. You may choose to design a brochure that will be folded once or twice or any other creative brochure format you choose.

Be sure to include some of the required elements listed on the prior page in the **General Instructions** section. Additional information for the brochure is provided below. Some of the following information is required and some is optional, as space allows.

Required information:

International Studies and Field Experience
Available for seniors 2010–11

Earn honors credit
Learn about International Business
Spend a week in Mexico February 22–March 1, 2011
Experience the Mexican culture by immersing yourself in it
Meet new people and interact with other students

For more information, contact Mrs. Taylor in Room 208 or at (555) 555-1234

Space is Limited
Reserve your spot now!

Enrollment is only guaranteed for the first ten students. After that, students will be admitted on a space-available basis.

Cost Information:
Students are responsible for the cost of the trip including hotel, airfare, and fees, which total approximately $1,500. An additional $350 to $500 (or more) of spending money to cover food and entertainment while on the trip is recommended. A $100 non-refundable deposit is due upon pre-registration (by November 15) to reserve your airline ticket.

Passport Information:
Students are required to have a passport. If you do not already have a passport, apply for one now—these could take six weeks or more to process. Students can apply for passports and have their photos taken at their local post offices.

Course Requirements:
Course requirements include individual and group international business and culture research assignments before leaving for Mexico. Participation in the actual trip is required, including attendance at ALL lectures, tours, and required group activities. While in Mexico, students will keep a daily journal of their learning experiences, and a report will be submitted by each student approximately four weeks after returning to school.

Optional Information—Choose at least two or all of the following paragraphs to include:

International Studies and Field Experience is a once-in-a-lifetime opportunity to earn high school honors credit while participating in the most exciting and learning-intensive field trip a student will ever take!

Through a partnership with San Jose State University and the Universidad Autonoma de Guadalajara (UAG), Mexico's oldest private university, students will learn about international business while fully immersed in an authentic cultural experience.

Guadalajara is Mexico's second largest city, located in the state of Jalisco, which boasts a lovely, moderate climate most of the year—fortunately, we'll be missing the rainy season. The experience begins at Lake Chapala, Mexico's largest lake where we'll have the opportunity to experience Mexican culture in its true form. If you've only been to Cancun, you know nothing about Mexican culture!

After two days of sight-seeing, shopping, and exploring; the "class" part of the trip begins. Each day consists of a lecture followed by a tour of a business or manufacturing facility, with free time most evenings to explore the city and visit historic government buildings, churches, museums, and markets.

Some of last year's lecture topics included international trade, small business ownership and development, the Asian market experience, the Mexican banking system, and work safety and risk. Facility tours included Empaques Modernos, a cardboard packaging manufacturer; Exportacion Artesal Orbe, a glass blowing factory; and BIMBO, a bakery.

In addition to the lectures and tours, we have the opportunity to eat at some of Mexico's finest restaurants, some "not-so-fine" restaurants, and experience the "big city" feel of Guadalajara. Throughout the experience, we are chaperoned by representatives of UAG during all required activities, and follow the "buddy system" at all other times.

Print Job 2 Print brochure.

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 prior to the NLC to be judged, and all eligible chapters will present the project at the NLC in a preliminary round.

Web Site 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
- Creative Hotlist
  http://www.creativehotlist.com
- Green Light Jobs
  http://www.greenlightjobs.com
- Krop
  http://www.krop.com
- NAPP (National Association of Photoshop Professionals)
  http://www.napp.com
- SGIA (Specialty Graphic Imaging Association)
  http://www.sgia.org
- Smashing Magazine Jobs
  http://jobs.smashingmagazine.com
- 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.

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 prior to the NLC to be judged, and all eligible chapters will present the project at the NLC in a preliminary round.

Web Site 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
- Creative Hotlist
  http://www.creativehotlist.com
- Green Light Jobs
  http://www.greenlightjobs.com
- Krop
  http://www.krop.com
- NAPP (National Association of Photoshop Professionals)
  http://www.napp.com
- SGIA (Specialty Graphic Imaging Association)
  http://www.sgia.org
- Smashing Magazine Jobs
  http://jobs.smashingmagazine.com
- The Creative Group
  http://www.thecreativegroup.com

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.

Overview
This event recognizes FBLA members who have developed proficiency in the creation and design of Web commerce sites.

This is an individual or team event and consists of two-parts: a URL is submitted prior to the NLC to be judged, and all eligible chapters will present the project at the NLC in a preliminary round.

Web Site Resources

- AceHTML
  http://freeware.acehtml.com/download.html
- AnfyJava Applet Creator 1.4: Neat program with lots of applets that can be used on web pages.
  http://www.anfyteam.com/ajdownl.html
- Arachnophilia HTML Editor
  http://www.mrzone.com/freeware/arachnophilia.html
- ArtGallery
  http://ourworld.compuserve.com/homepages/hpeer/Javaexamples/javaexamples.htm
- Business Education Links
  http://lessonplans.btskinner.com/
- Buttonz & Tilez
  http://www.b-zone.de/software/bt.htm
- ColorCop
  http://www.datastic.com/tools/colorcop/
- Copyright and Fair Use Guidelines for Teachers
  http://www.mediafestival.org/copyrightchart.html
- Copyright Law of the United States
  http://www.copyright.gov/title17/circ92.pdf
- Copyright Overview
  http://fairuse.stanford.edu/
- Creating Web Sites
  http://www.refdesk.com/html.html
- E-Commerce Assessment Tool
  http://asbdc.ualr.edu/ecommerce/tool.asp
- How to Build Business Websites
  http://www.build-your-website.co.uk/business-websites.htm
- How to Create Webpages
  http://www.teleport.com/~danal/Pages/making.html
- How to Make a Website
  http://www.allaboutyourownwebsite.com/
- Javascript Mouseover Creator
  http://www.mrzone.com/freeware/jsmoc.html
- The Net: User Guidelines and Netiquette Index by Arlene Rinaldi
  http://www.fau.edu/rinaldi/net/index.html
- The Home Page Maker
  http://www.wizard.com/~fifi/pagemake.html

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.fbla-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 objective test.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/ECONOMICS.pdf

Web Site Resources

- Business Education Links
  http://lessonplans.btskinner.com/
- Economics Website
  http://www.mcwdn.org/ECONOMICS/EconMain.html
- Economic Sample Quizzes
  http://www.sscnet.ucla.edu/ssc/labs/cameron/e1f98/e1qz_.htm
- Investing Pays Off Curriculum (teacher's guide, worksheets, answer keys) by Merrill Lynch
  http://philanthropy.ml.com/ipo/volunteer/curriculumletter.html
- MDI Educator Resources on Insurance
  http://insurance.mo.gov/consumer/teens/educators.htm
- Monetary and Fiscal Policy
  http://www.socialstudieshelp.com/Eco_Mon_and_Fiscal.htm
- tutor2u
  http://www.tutor2u.net/quiz/economics/default.asp

ECONOMICS SAMPLE QUESTIONS

1. A rightward shift of the demand curve for some product Q might be caused by:
   a. a decrease in the price of a product that is a complement good to product Q
   b. a decrease in income if Q is a normal good
   c. a decrease in the price of a product that is a close substitute good to product Q
   d. an increase in income if product Q is an inferior good

2. Fiscal policy tools include:
   a. changing the level of taxes only
   b. changing the level of government spending only
   c. changing the rate of growth in the money supply
   d. changing the levels of taxes and government spending

3. A government subsidy to producers of a product:
   a. increases product demand
   b. increases product supply
   c. reduces product demand
   d. reduces product supply

4. An unusually large crop of corn might:
   a. increase the price of wheat
   b. increase the supply of corn
   c. decrease the supply of corn
   d. decrease the amount of corn consumed

5. Which one of the following economic concepts provides the basic rationale for international trade?
   a. comparative advantage
   b. absolute advantage
   c. increasing opportunity costs
   d. the law of demand

6. An economist who favors smaller government would recommend:
   a. tax increases during a recession and reduced government spending during times of inflation
   b. tax cuts during a recession and reduced government spending during times of inflation
   c. tax increases during a recession and increased government spending during times of inflation
   d. tax cuts during a recession and increased government spending during times of inflation

7. In the short run, purely competitive firms will maximize profits where:
   a. AFC=AVC
   b. ATC=AVC
   c. MC=MR
   d. AFC=ATC

8. In the short run, a purely competitive firm should produce as long as total revenue covers its:
   a. marginal costs
   b. total fixed costs
   c. total variable costs
   d. accounting costs

9. Economists would describe the U.S. automobile industry as:
   a. purely competitive
   b. an oligopoly
   c. a monopoly
   d. monopolistically competitive

10. For most state governments, the biggest expenditure is for:
    a. economic development
    b. state police
    c. education
    d. prisons

11. A firm in a purely competitive market is:
    a. a price maker
    b. mutually interdependent
    c. a price chooser
    d. a price taker

12. Which barrier creates a natural monopoly?
    a. large economies of scale
    b. small economies of scale
    c. legal barriers
    d. inefficiency

13. A monopoly price is:
    a. lower than a competitive price and is where average cost equals price
    b. the highest price possible
    c. equal to the competitive price
    d. higher than a competitive price and is where marginal revenue equals marginal cost

14. Which one of the following would both be expansionary fiscal policy?
    a. decrease government spending and raise taxes
    b. decrease government spending and cut taxes
    c. increase government spending and cut taxes
    d. increase government spending and raise taxes

15. Many countries have argued that their young industries need protection from more mature foreign competition. This argument for trade barriers is called the:
    a. save domestic employment argument
    b. infant industry argument
    c. mature industry argument
    d. self sufficiency argument

16. When economic profits increase:
    a. new entry occurs and prices will rise
    b. firms tend to invest less and supply decreases
    c. firms tend to invest more and supply increases
    d. investment increases and firms exit the market

17. Suppose a steel plant pollutes in a river and causes real estate values to decrease. Which one of the following is a judicial solution?
    a. The steel company purchases the right to pollute the river.
    b. The real estate owners sue the steel company.
    c. The EPA shuts down the steel plant and fines the company.
    d. The steel company and the real estate owners negotiate through a mediator and come to an agreement for compensation.

18. The biggest portion of local government spending is:
    a. education
    b. prisons
    c. airports
    d. highways

19. Social security and Medicare are examples of the government's role as:
    a. an advocate of free markets
    b. economic stabilizer
    c. the world's only superpower
    d. a safety net for society

20. Which one of the following is a public good?
    a. an aircraft carrier
    b. a television
    c. a concert
    d. a movie

21. The median voter theorem suggests:
    a. voters should pick the candidate with better positions than the median candidate
    b. median voters decide elections
    c. voters should pick the candidate closest to the median position
    d. half the voters are liberal and half are conservative

22. A proportional tax also is called a:
    a. progressive tax
    b. redistributive tax
    c. indirect tax
    d. flat tax

23. Industrial equipment is an example of a:
    a. human resource
    b. consignment good
    c. natural resource
    d. capital good

24. Which one of the following is an example of a government regulation that affects a business's working conditions?
    a. minimum wage
    b. food inspection
    c. zoning laws
    d. price supports

25. A country imports goods and services from other countries in order to:
    a. create a trade deficit
    b. participate in domestic trade
    c. create a trade surplus
    d. satisfy domestic wants and needs

26. What is the correct fiscal policy when a recession is caused by decrease in aggregate demand?
    a. decrease government spending and decrease taxes
    b. increase government spending and increase taxes
    c. decrease government spending and increase taxes
    d. increase government spending and decrease taxes

27. When price rises on a price-inelastic good, what happens?
    a. quantity demanded decreases, but by a larger percentage
    b. demand decreases
    c. quantity demanded decreases, but by a smaller percentage
    d. quantity demanded decreases

28. The United States' four largest trading partners are:
    a. Canada, China, Germany, and France
    b. Canada, Italy, Germany, and Mexico
    c. Canada, China, Saudi Arabia, and Korea
    d. Canada, China, Japan, and Mexico

29. Which one of the following best describes monopoly?
    a. barrier to entry, lots of firms
    b. price chooser, one firm
    c. easy entry, one firm
    d. price chooser, lots of firms

30. A merger of two firms with unrelated products is called a:
    a. horizontal merger
    b. conglomerate merger
    c. vertical merger
    d. multinational merger

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 resume can provide.

This event is prejudged and all participants must register for the NLC.

Web Site Resources

- Creating Your Portfolio
  http://www.uwstout.edu/art/artedportfolios/creatingyour/index.html
- electronicportfolios.org
  http://electronicportfolios.com/
- Portfolio Components
  http://www.itma.vt.edu/studio/portfolio.htm

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.

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.

ENTREPRENEURSHIP

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 ten (10) 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/ENTREPRENEURSHP.pdf

Web Site Resources

- Business Education Links
  http://lessonplans.btskinner.com/
- Entrepreneurship
  http://www.quickmba.com/entre/

ENTREPRENEURSHIP SAMPLE QUESTIONS

1. Taxes matched by both employers and employees are:
   a. unemployment taxes
   b. Social Security and Medicare taxes
   c. income taxes
   d. property taxes

2. Empowerment works best in work environments where:
   a. managers function as coaches not as bosses
   b. authority and responsibility are given out incrementally to the most trusted employees
   c. there is minimal training
   d. mistakes are quickly identified and punished

3. The choice of advertising medium is primarily determined by:
   a. what media the industry focuses on
   b. the target audience and the message
   c. what media the competition uses
   d. the unique selling proposition and budget

4. The most meaningful unique selling proposition:
   a. counters the strengths of the competition
   b. identifies as many product features as possible
   c. stresses price
   d. describes the primary benefit of the product

5. Which form of ownership generally has the least ability to accumulate capital?
   a. partnership
   b. S-corporation
   c. sole proprietorship
   d. corporation

6. The most critical disadvantage of the sole proprietorship is:
   a. limited skills and capacities of the owner
   b. unlimited personal liability
   c. lack of continuity
   d. limited access to capital

7. _____ are negative external forces that inhibit the firm's ability to achieve its objectives.
   a. Opportunities
   b. Threats
   c. Strengths
   d. Weaknesses

8. The form of ownership with the greatest ability to accumulate capital is the:
   a. corporation
   b. joint venture
   c. sole proprietorship
   d. partnership

9. The focus of the small company's marketing plan is:
   a. attracting capital
   b. an evaluation of key competitors
   c. the customer
   d. its product or service

10. One "natural" advantage small businesses have over large businesses, which can be a significant competitive advantage, is:
    a. their lower costs
    b. their ability to conduct market research
    c. their ability to serve many highly diverse target markets
    d. relationship marketing

11. One major advantage of the _____ is that once the owner has paid all of the company's expenses, he/she can keep the remaining profits (less taxes):
    a. sole proprietorship
    b. corporation
    c. limited liability company
    d. partnership

12. An online ad that changes the background of the page being viewed is a:
    a. banner ad
    b. wallpaper ad
    c. floating ad
    d. trick banner

13. Barker Industries makes an annual donation of $100,000 to local charities, and allows its top managers leaves of absence to serve charities involved in community service. What area of social responsibility is Barker demonstrating?
    a. community
    b. environment
    c. employees
    d. customers

14. Which trade agreement ended trade barriers between the United States, Mexico, and Canada?
    a. United States Department of Agriculture
    b. General Agreement on Tariffs and Trade
    c. South American Trade Agreement
    d. North American Trade Agreement

15. Which one of the following generally is not required by a Certificate of Incorporation?
    a. a statement of how stock proceeds will be used
    b. the names and the addresses of the incorporators
    c. a statement of the corporation's purpose
    d. the corporation's bylaws

16. The loan proposal portion of the business plan should include:
    a. a listing of anyone who owns more than 20 percent of the business
    b. three sets of forecasts: optimistic, realistic, and pessimistic
    c. a realistic time table for repayment or for investors to exit
    d. pro forma for two to three years

17. Discussion of profitability and anticipated profitability of firms in the market segment, along with the entry, exit, and merger of those firms, is all part of the _____ section of the business plan.
    a. business strategy
    b. company history
    c. marketing strategy
    d. business and industry profile

18. A significant advantage a franchisee has over the independent small business owner is participation in the franchiser's:
    a. profits
    b. policies
    c. centralized and large-volume buying power
    d. social gatherings

19. Which one of the following is **not** a part of the marketing mix?
    a. product
    b. potential
    c. price
    d. people

20. Which one of the following would most likely be accepted as collateral for a $25,000 secured loan?
    a. home equity of $12,000
    b. a $32,000 automobile that is paid for
    c. an apartment that you rent
    d. a $2,500 computer system

21. Which one of the following is **not** one of the three most important elements of a company's financial strength?
    a. liabilities
    b. assets
    c. payroll
    d. owner's equity

22. The Equal Employment Opportunity Act means that:
    a. there is a maximum number of hours employees can work each week
    b. employers must maintain safe working conditions for their employees
    c. business with 15 or more employees must accommodate the needs of employees with disabilities
    d. a person cannot be turned down for a job based on age, race, color, national origin, religion, or gender

23. When the employment relationship between a company and an employee is ended it is known as a:
    a. new hire
    b. transfer
    c. termination
    d. promotion

24. Which one of the following is **not** an organizational benefit of diversity?
    a. Individuals will feel they are respected and supported despite their differences.
    b. The company will have a broader base of knowledge and understanding when making decisions.
    c. Prospective employees and managers are drawn from the broadest possible employment pool.
    d. Prospective customers will have a more positive image of the company.

25. On the first day of business for your candy store, Rocky Mountain Fudge, a five-year-old girl comes in with $1 and wants to purchase a package of chocolate candy that costs $1. You explain to her that she does not have enough money to buy the fudge because she must pay:
    a. sales tax
    b. property tax
    c. income tax
    d. payroll tax

26. As the owner of a business, you will be responsible for collecting and paying taxes on the wages you pay your employees. This tax is:
    a. property tax
    b. payroll tax
    c. income tax
    d. sales tax

27. The promotion of human welfare through giving is:
    a. norms
    b. philanthropy
    c. ethics
    d. social responsibility

28. Which one of the following determines if an idea for a new business is practical?
    a. capitalism
    b. marketing plan
    c. business plan
    d. feasibility analysis

29. What information should be included in a business plan?
    a. financial plans
    b. marketing ideas
    c. all topics should be include
    d. business management and personal goals

30. Joni's Jellies has offered to sell Andy's Eatery two cases of homemade jelly for $100 each month for an entire year. Andy's Eatery responds by signing the offer and returning it to Joni's Jellies. Which of the following is **true**?
    a. An agreement has been reached.
    b. Capacity does not exist.
    c. Legality does not exist.
    d. Consideration has been exchanged.

ENTREPRENEURSHIP SAMPLE CASE STUDY

PARTICIPANT INSTRUCTIONS

1. You have 20 minutes to review the case and may take notes on the two note cards that were provided. The note cards will be collected following the presentation.
2. Presentation time is seven minutes. At six and seven minutes the timekeeper will stand. 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. All members of the team must participate in the presentation, as well as answer the questions.

CASE STUDY SITUATION

Sharon and Fred have owned Rev Coffee, a coffee shop in their neighborhood for the past two years. They opened Rev Coffee in a vacant shop adjacent to Fred's auto repair shop. Sharon manages Rev Coffee while Fred manages the auto repair shop. Rev Coffee is open from 6 a.m.- 6 p.m. seven days a week. In its first year, Rev Coffee did not make a profit, but was able to meet all its financial obligations. At the end of the second year, Sharon met with her accountant to review the balance sheet and income statements for Rev Coffee. Progress is being made in paying off the renovation of the building and all of the purchased equipment, and all debts should be paid off by the end of the third year. Although Rev Coffee did not make a profit in the second year either, it is not losing money. Sharon would like to increase revenue during the third year so that a profit can be realized.

Sharon manages Rev Coffee and is finding that she spends 70–80 hours a week at the coffee shop. She and Fred have two children ages 8 and 11, and Sharon would like to be able to spend more time with them. Other employees at Rev include the assistant manager, Andy, who has worked at Rev since it opened. He works Tuesday–Friday from 5:30 a.m.–5:30 p.m. Martha is another assistant manager and works Saturday–Monday from 5:30 a.m.–5:30 p.m. Although she does not stay at Rev all day, Sharon does open and close the shop every day. Two other full-time employees work the counter and cash register. Four other employees work part-time serving as cashiers and assist with clean up.

Rev is beginning to have problems with their inventory. Several times in recent months they have run out of Styrofoam coffee cups and the coffee beans for their house coffee. Sharon thought that she had ordered the supplies but could find no record of placing the order. She realizes that she needs a better system for tracking inventory and reordering when supplies are low.

Several customers have inquired recently about the Styrofoam cups that Rev uses. They have complained that these are not environmentally friendly and would like to see a change in the cups to a recycled paper cup. Sharon does not have any knowledge about environmentally friendly products but is interested in learning more about them.

Sharon and Fred have hired you to advise them about their business. What advice will you give Rev Coffee?

FBLA PRINCIPLES AND 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.

Competencies
http://www.fbla-pbl.org/docs/ct/FBLA/FBLAPRINCIPLESANDPROCEDURES.pdf

Web Site Resources
- FBLA-PBL
  www.fbla-pbl.org
- National Association of Parliamentarians
  http://www.parliamentarians.org/

FBLA PRINCIPLES & PROCEDURES SAMPLE QUESTIONS

1. Nomination forms for the Adviser Wall of Fame must:
   a. be postmarked by April 1
   b. include a picture of the nominee
   c. be verified by the state chair
   d. be verified by the local school board

2. All participants who enter a competitive event must have paid their national dues by _____ of the current school year.
   a. January 1
   b. March 1
   c. February 1
   d. April 1

3. The FBLA-PBL Code of Ethics consists of ____ "I will" statements.
   a. 7
   b. 9
   c. 8
   d. 6

4. There are _____ sections to Article III of the bylaws
   a. two
   b. five
   c. four
   d. three

5. The M&M Game is a motivational activity with peanut butter and jelly highlighting:
   a. cooperative skills
   b. speaking skills
   c. listening skills
   d. team skills

6. In the Job Interview event you must provide a:
   a. letter of application, résumé, job application, and interview
   b. letter of application, résumé, job application, and taped interview
   c. résumé, job application, and interview
   d. résumé, job application, and taped interview

7. A chapter budget should be made:
   a. whenever a new fundraising activity is attempted
   b. at the beginning of the fiscal year
   c. only on July 1
   d. at the same time the chapter's program of work developed

8. Individual test events guidelines state that ties will be broken by comparing the performance of affected members on the:
   a. last fifteen questions of the exam, and then broken by time
   b. first ten questions of the exam, and then broken by time
   c. last five questions of the exam, and then broken by time
   d. last ten questions of the exam, and then broken by time

9. The last word of the FBLA-PBL pledge is:
   a. "leader"
   b. "everyone"
   c. "occupation"
   d. "program"

10. A memory-assisting technique using letters of the alphabet to represent numbers when focusing on remembering a formula is called:
    a. mnemonics
    b. chunking
    c. attack
    d. take control

11. The National Leadership Conference (NLC) Internship Program allows a _____ stipend plus complimentary NLC registration to selected interns.
    a. $100
    b. $200
    c. $150
    d. $50

12. The Edward D. Miller Award is which chapter project?
    a. American Enterprise Project
    b. Business Plan
    c. Community Service Project
    d. Business Ethics

13. FBLA-PBL sets aside the following week as FBLA-PBL week:
    a. the first week of February
    b. the second week of February
    c. the second week of March
    d. the third week of February

14. How many goals does FBLA-PBL have?
    a. 9
    b. 8
    c. 12
    d. 10

15. In the officer installation ceremony there is one white candle and how many colored candles?
    a. 8
    b. 6
    c. 5
    d. 7

16. Which one of the following is accepted under the FBLA dress code?
    a. hats or flannel fabric clothing
    b. denim pants
    c. bolo ties
    d. women's two-piece pant suit that is designed not to have a blouse

17. Where will the NLC be held in 2014?
    a. St. Louis, MO
    b. Nashville, TN
    c. Chicago, IL
    d. Kansas City, MO

18. _____ must be worn for all conference functions.
    a. Name badges
    b. Watches
    c. Name plates
    d. FBLA pins

19. The following is a definition of which term: Generally used to send a pending question to a relatively small group of selected persons, a committee, so the question can be carefully investigated and put into better condition for the assembly to consider.
    a. Lay on the Table
    b. Question for Review
    c. Committee Review
    d. Commit

20. The FBLA-PBL Creed states "I believe that every person should prepare for a useful _____ and carry on the _____ in a manner that brings the greatest good to the greatest number. (Both blanks are the same word)
    a. occupation
    b. resume
    c. understanding
    d. work ethic

21. The national association of FBLA-PBL is:
    a. a limited liability company
    b. a partnership
    c. incorporated
    d. a proprietorship

22. The national Web site URL is:
    a. www.FBLA-PBL.net
    b. www.FBLA-PBL.web
    c. www.FBLA-PBL.com
    d. www.FBLA-PBL.org

23. To be eligible for chapter awards and to compete, national dues receipt deadline is:
    a. November 1
    b. March 1
    c. October 20
    d. December 1

24. Proposals for new events or for the retirement of current competitive events must be submitted by the first Friday in:
    a. February
    b. January
    c. March
    d. May

25. Any changes made for event participation must be made by the first:
    a. Friday in June
    b. Monday in June
    c. Friday in May
    d. Monday in July

26. November 15 is recognized as:
    a. American Enterprise Day
    b. Community Service Day
    c. Entry day for Mission LIFT
    d. Adviser Recognition Day

27. According to the FBLA Goals, money management should be:
    a. established
    b. understood
    c. practiced efficiently
    d. budgeted

28. *Robert's Rules of Order Newly Revised* shall govern in all cases which they apply and in which they are:
    a. consistent
    b. not consistent
    c. not common
    d. common

29. The national officers will be president, ____ vice presidents, secretary and treasurer.
    a. five
    b. four
    c. six
    d. two

30. The increasing use of the Internet in all phases of life around the world has led to the addition of _____ as a competitive event.
    a. Intrusion Security
    b. Cryptography
    c. Cyber Security
    d. Forensics Security

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

Competencies
http://www.fbla-pbl.org/docs/ct/FBLA/FUTUREBUSINESSLEADER.pdf

Web Site Resources

- Interviewing Information
  http://www.collegegrad.com/intv/
- Monster.com
  http://resume.monster.com/archives/samples/
- Soyouwannabeace 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

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FUTURE BUSINESS LEADER SAMPLE QUESTIONS

1. Which one of the following is **not** a question to consider when editing the content of a report?
   a. Is the information relevant to the overall writing goal?
   b. Is the font appropriate?
   c. Is each point supported with evidence?
   d. Is the argument complete?

2. In order to maximize total revenue, a firm should price its product:
   a. in the elastic range of demand
   b. in the unit elastic range of demand
   c. in the inelastic range of demand
   d. out on the open range

3. What is the purpose of a transition word or phrase?
   a. to show who or what performs the action of the verb
   b. to introduce a new idea
   c. to indicate the relationship between one thought and the next
   d. to indicate the message is coming to an end

4. The mission of the FBLA National Awards Program (NAP) is to prepare students for successful careers in business through support for curriculum development and:
   a. effective classroom instruction
   b. job search skills development
   c. innovative assessment tools
   d. career aptitude testing

5. The groundskeeper in Janna's apartment complex failed to properly notify her and other residents about the slick conditions resulting from a broken water pipe in the building. Janna subsequently fell and broke her ankle. What type of tort was committed in this instance?
   a. Vicarious
   b. Intentional
   c. Strict
   d. Negligence

6. The manager of the Ace Motel is replacing carpet in four rooms. Room A needs 26 3/4 yards, Room B needs 33 1/3 yards, Room C needs 41 7/8 yards, Room D needs 36 1/2 yards. How many yards of carpet are needed for the four rooms?
   a. 139
   b. 138 11/24
   c. 137 13/24
   d. 136 9/24

7. If you wanted to compare American TV viewing rates with those of Canadians and South Africans, you should use which type of graph?
   a. Pie graph
   b. Contrast graph
   c. Line graph
   d. Bar graph

8. One of the most widely used presentational software tools is:
   a. ProfessionalPresenter
   b. PicturePerfect
   c. PowerPoint
   d. Pagemaker

9. The ways in which businesses get products and services to potential customers are known as _____ of distribution.
   a. methods
   b. models
   c. channels
   d. agents

10. Copying on both sides of a page is known as:
   a. collating
   b. duplexing
   c. sorting
   d. folding

11. A group of people who **cannot** get motor vehicle insurance who are assigned to each insurance company operating in the state is called:
   a. high-risk pool
   b. assigned-risk pool
   c. traffic insurance police
   d. no motor vehicle insurance group

12. One million bytes of data is called a:
   a. Megabyte
   b. Gigabyte
   c. Kilobyte
   d. Terabyte

13. If cash is paid for advertising:
    a. an asset and owner's equity are changed
    b. two assets are changed
    c. two liabilities are changed
    d. an asset and a liability are changed

14. A pricing strategy that is based on what the competition does is called:
    a. counter advertising
    b. cooperative advertising
    c. comparative advertising
    d. deceptive advertising

15. The process of buying foreign exchange, stocks, bonds, and other commodities in one market and immediately selling them in another market at expected hopefully higher prices is called:
    a. arbitrage
    b. avalisationacceed
    c. accumulation
    d. arbitration

16. Which one of the following types of software would be the most appropriate for maintaining schedules and lists of telephone numbers and addresses?
    a. database
    b. personal information manager
    c. presentation
    d. spreadsheet

17. NAFTA is a free trade agreement between:
    a. Mexico and the United States
    b. Canada and the United States
    c. Canada, Mexico, and the United States
    d. France, China, and the United States

18. The intersection of a column and a row in a spreadsheet is which one of the following?
    a. cell
    b. record
    c. formula
    d. object

19. A business incurred a gross loss. This means:
    a. operating revenue exceeds operating expenses
    b. revenue was greater than expenses
    c. cost of goods sold exceeds sales income
    d. sales income exceeded cost of goods sold

20. A year ago, you put $1000 in a savings account. The interest rate for one year was 6 percent. The inflation rate during that year was 4 percent. How much money would you need at the end of the year to buy what you bought a year ago with $1000?
    a. $1040
    b. $1060
    c. $1020
    d. $1100

21. You often see displays in stores and decide to buy the item on the spur of the moment. This is called:
    a. impulse buying
    b. necessities
    c. purchasing
    d. open buying

22. A financial institution that traditionally specialized in savings accounts and mortgage loans is called:
    a. commercial bank
    b. savings and loan association
    c. investment company
    d. credit union

23. The process of spreading your assets among several different types of investments to reduce risk is called:
    a. diversification
    b. speculative investments
    c. options
    d. investment

24. A fund that is established for a corporation to make deposits in for the purpose of paying back a bond issue is:
    a. bond fund
    b. pay-back fund
    c. sinking fund
    d. debtor fund

25. The increase of an amount of money due to earned interest or dividends is called:
    a. future value
    b. time value of money
    c. financial opportunity costs
    d. opportunity costs

26. A for-profit institution that offers a full range of financial services, including checking, savings, and lending is called:
    a. credit union
    b. investment company
    c. savings and loan association
    d. commercial bank

27. The _____ considers the needs of customers when planning a product or service.
    a. marketing concept
    b. retailer
    c. team leader
    d. HR manager

28. What would be the primary purpose of this situation: It is December, and your bank sends you a calendar for the upcoming new year.
    a. to persuade
    b. to establish or build goodwill
    c. to get more customers
    d. to obtain information

29. A major advantage of a partnership is:
    a. partners can specialize in their individual areas of expertise.
    b. double taxation of profits and dividends
    c. limited liability of the partners
    d. death of a partner ends the partnership

30. _____makes it possible for managers in different cultures around the world to use the Internet.
    a. Groupware
    b. Hard drives
    c. Modems
    d. Cookies

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 ten (10) 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/GLOBAL BUSINESS.pdf

Web Site Resources
- Business Education Links
  http://lessonplans.btskinner.com/
- 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
- International Business Culture, Customs, and Etiquette
  http://www.executiveplanet.com/
- International Business Glossary
  http://www.mhhe.com/business/management/hill/student/olc/gl_a.html

GLOBAL BUSINESS SAMPLE QUESTIONS

1. _____ risk refers to the interference with the ongoing operations of a firm.
   a. Ownership
   b. Commercial
   c. Operating
   d. Political

2. The _____ structure combines various different structures.
   a. graphic
   b. hybrid
   c. area
   d. matrix

3. The mixed structure:
   a. combines various different structures
   b. involves geographic divisions that are responsible for all manufacturing and marketing worldwide
   c. involves functional areas that are responsible for the worldwide operations of their own functional areas
   d. involves product divisions that are responsible for all manufacturing and marketing worldwide

4. Which of the following is **true** of code law?
   a. It is based on tradition.
   b. It is based on a comprehensive set of written statutes.
   c. It originated in England.
   d. It is used in the United States.

5. The two major legal systems in the world are:
   a. common law and theocracy
   b. theocracy and Roman law
   c. theocracy and code law
   d. common law and code law

6. Domestication often leads to:
   a. widespread decreases in the perceived quality of the product
   b. increased sales to foreign importers due to the stability and reputation of the government run companies
   c. increased costs of production because the foreign government often guarantees labor rates that are higher than in private industry
   d. inefficiency due to protection from foreign and domestic competition

7. Backward innovation refers to:
   a. reinventing the wheel
   b. reversing the technology trend
   c. introducing a drastically simplified version of a firm's product because of lack of purchasing power or usage conditions
   d. trying to keep pace with competitors that are ahead in technology

8. Most U.S.-based companies try to fill senior positions abroad with:
   a. expatriates
   b. home-country nationals
   c. locals
   d. third-country nationals

9. When working for a global company, getting along with coworkers is high priority. Remember to:
   a. share the credit and tell about the efforts of others
   b. take praise whenever you can
   c. let everyone know when you are awarded special privileges
   d. when you are a winner, let everyone know

10. Determining what the organization needs to do and how best to get it done requires:
    a. processing
    b. planning
    c. organizing
    d. controlling

11. _____ exporting is used when a company takes complete responsibility for marketing products to other countries.
    a. Indirect
    b. Venture
    c. Direct
    d. Foreign

12. A strong economy will generally be associated with a _____currency.
    a. strong
    b. normal
    c. fluctuating
    d. weak

13. Price-fixing is in violation of:
    a. price-lining laws
    b. puffing laws
    c. anti-trust laws
    d. insider-trading laws

14. Businesses must gather information about _____in order to determine if they can successfully market products in foreign countries.
    a. preindustrial economies
    b. video conferencing
    c. subsidies
    d. consumer characteristics

15. The same marketing functions must be completed by businesses whether marketing nationally or internationally and include but aren't limited to:
    a. distribution, selling, financing, promotion
    b. investments, manufacturing, culture, management
    c. culture, financing, subsidies, investments
    d. product/service management, selling, promotion, investment

16. The _____ is the indicator of a country's international trade that provides the broadest measure of its trade performance.
    a. balance of payments
    b. balance of trade
    c. trade surplus
    d. trade deficit

17. A company in Denmark having to pay for imported goods with Mexican pesos is an example of:
    a. store of value
    b. measure of value
    c. bartering
    d. medium of exchange

18. A drop in the value of the U. S. currency relative to another country's currency can:
    a. cause the value of our trading bloc's to decrease
    b. lower the value of our nation's economy
    c. encourage saving
    d. boost the nation's economy

19. A language that is **not** considered a major language for international business purposes is:
    a. German
    b. Spanish
    c. French
    d. Portuguese

20. Packaging laws, antidumping laws, and currency exchange controls are examples of:
    a. social risks
    b. political risks
    c. marketing risks
    d. economic risks

21. An example of on-the-job training would be:
    a. an internship program with an exporting company
    b. an international company tour for students from different nations
    c. a global economics seminar with employees from several companies
    d. an international seminar delivered online

22. An electronics company is paid a fee by a foreign firm. The foreign firm gains the right to market its products in its home country under the electronics company's brand name. The electronics company and the foreign firm are involved in a(n) _____ relationship.
    a. illegal
    b. international licensing
    c. import/export
    d. international franchising

23. Slogans and trademarks:
    a. stay the same for company recognition
    b. may not have the same translation in different countries
    c. have no specific international purpose
    d. should always stay the same for ease in marketing products

24. Not all countries have the same code of ethics. Which one of the following would be legal but unethical for industrialized countries?
    a. trading works of art without documentation
    b. donating food with expired dates to undeveloped nations
    c. using the trademark from products from another country
    d. pirating the formula for a product and passing it off as their own

25. Per capita GDP is a better measure of a nation's economic development than total GDP because it:
    a. gives a better comparison between countries of different population sizes
    b. shows how wealthy each person in the country is
    c. shows how the unemployment rate affects the relationship between two countries
    d. shows how the unemployment rate affects GDP

26. Wholesalers benefit the economy and other businesses by:
    a. selling products to manufacturers
    b. being intermediaries between sellers and customers
    c. shipping products to manufacturers
    d. being intermediaries between producers and sellers

27. When the government imposes tariffs on one import such as steel, the steel industry benefits from higher prices while products manufactured from steel experience negative effects. Which one of the following is **not** a negative effect of tariffs on steel?
    a. layoffs
    b. transfer of businesses to other countries
    c. upgrades of steel plants
    d. plant closings

28. The official currency of the Eurozone is the Euro. One Euro equals:
    a. 100 cents
    b. 50 cents
    c. 200 cents
    d. 500 cents

29. When a corporation decides to "go global," they must consider a mode of entry. Typical modes include all of the following **except**:
    a. joint ventures
    b. strategic alliances
    c. personal contact
    d. indirect exporting

30. Preparing oneself for cultural differences is developing a skill called:
    a. ethnocentrism
    b. degrees of mobility
    c. cross-cultural literacy
    d. cultural bias

GLOBAL BUSINESS SAMPLE CASE STUDY

Procedures

- Review the event guidelines in the *CMH* since guidelines may change.
- Review the Competitive Events Tips in the front of the book.
- Teams will be sequestered.
- Teams have twenty (20) minutes to review the scenario.
- Members will have seven (7) minutes to interact with a panel of judges and present the solution to the case.

CASE STUDY SITUATION

Patrick has a major in French. He took Spanish and German classes in college as well, but he never took a business class. He landed a job in a high-growth company working in their International Division to take advantage of his language skills.

After working at the company for six years, he was asked by the company president to spend nine months in their Singapore subsidiary. Asia was an important part of their international growth strategy, but the subsidiary was going through some tough times of growth and change. In order to get the growth in the region, the office needed to do the following:

- Double the staff size
- Double the sales
- Change the office location to better accommodate an expanded staff
- Select and install a new Sales/CRM software
- Develop a marketing program once a marketing person was hired
- Keep the staff happy and morale high

The only other Westerner in the office was the managing director. However, two days before leaving, Patrick learned that the managing director would be let go one week after his arrival.

There are three key managers in the staff of 12 people (before expanding staff)—Finance, Sales, and Service.

You just met Patrick on a flight to Singapore where you also will be conducting business. Your team learned about Patrick's mission and learned that you are a group of management consultants. Intrigued by his story, his mission, and his situation, you ask if he would like some advice—free of charge. He gladly accepts the offer and would like to know what you believe he should focus on during his first 30 and 60 days on-site.

In his estimation, Patrick believes he needs to consider warehouse issues, processes, and building relationships with the staff.

Do you agree with his choices? If so, why and how should he go about doing that? If not, where should focus his first efforts, and why?

After introductions, you should begin providing feedback and guidance to Patrick (judges) as to where you believe he should focus his first efforts.

Each member of your presentation team should provide some feedback and guidance to Patrick.

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 objective test.

Competencies
http://www.fbla-pbl.org/docs/ct/FBLA/HEALTHCAREADMINISTRATION.pdf

Web Site 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/
- Health Care Quality Resources
  http://www.quality.org/html/hc-res.html
- Hospitals and Healthcare Companies
  http://www.pohly.com/companies.html
- Integrated Healthcare Association
  http://www.iha.org/
- World Health Organization
  http://www.who.org/

HEALTH CARE ADMINISTRATION SAMPLE QUESTIONS

1. The methods medical system administrators use to increase employee job performance include increasing:
   a. employees' barriers and bias
   b. delegation and cross training
   c. administrator's authority
   d. employees' quid pro quo

2. The _____ prohibits job discrimination.
   a. Employee State Government Manual
   b. Equal Employment Opportunity Law
   c. Employee Training Manual
   d. Employee Federal Government Manual

3. Which one of the following describes a time frame that most employers require to evaluate new employees?
   a. practice
   b. probationary
   c. flex-time
   d. productivity

4. Which one of the following reflects the communication cycle?
   a. sender and receiver
   b. sender, message, and receiver
   c. sender, message, channel, receiver, and questions
   d. sender, message, channel, receiver, and feedback

5. Barriers to communication can be caused by which one of the following?
   a. listening
   b. information
   c. eye contact
   d. culture

6. Unfair treatment of a group is referred to as which option?
   a. dependence
   b. discrimination
   c. displaced anger
   d. depression

7. The American Medical Association adopted which one of the following guides to physicians' standards of conduct?
   a. Oath of Hippocrates
   b. AAMA Code of Ethics
   c. Principles of Medical Ethics for the Physician
   d. Modern Hippocratic Oath

8. _____ are permanent legal documents stating the results of an examination.
   a. Medical reports
   b. Diagnosis
   c. Medical records
   d. Laboratory report

9. Which option describes under penalty?
   a. law suit
   b. subpoena
   c. plaintiff
   d. privileged information

10. Accounts that are more than 30 days past due are considered to be which one of the following?
    a. notes payable
    b. aging accounts
    c. accounts payable
    d. closed accounts

11. Which law allows for collection of taxes to funds state government programs?
    a. Federal Unemployment Tax Act (FUTA)
    b. Federal Unemployment Payment Tax (FUPT)
    c. Federal Withholding Tax Act
    d. Federal Insurance Contributions Act (FICA)

12. _____ are conditions of insurance.
    a. Exclusions
    b. Physicians medical history
    c. Physicians staff
    d. Physicians office hours

13. Controlling health care costs refers to the following:
    a. only hospitals
    b. all health care settings
    c. only physicians in private practice
    d. laboratory settings

14. Individuals who adhere to laws refers to which one of the following?
    a. complaint
    b. defendant
    c. deposition
    d. compliance

15. The _____ states the desires of an individual if they become incompetent because of injury or illness when death is imminent.
    a. implied consent
    b. privileged information
    c. living will
    d. litigation

16. Eligibility for Medicaid is established by:
    a. federal government
    b. state government
    c. city government
    d. county government

17. Which process judicially settles payment on an insurance claim?
    a. adjudicate
    b. third party payment
    c. fee schedule
    d. waiver

18. The _____ position where the last name is coded in a personal name.
    a. second
    b. third
    c. first
    d. fourth

19. Which is the correct sequence for filing records?
    a. sort, code, index
    b. code, sort, index
    c. index, code, sort
    d. sort, index, code

20. _____represents the given name.
    a. Surname
    b. First name
    c. Middle name
    d. Nickname

21. _____ is a mental process of determining the filing segment by which a record is to be stored.
    a. Storing
    b. Indexing
    c. Maintenance
    d. Distribution

22. Latent infection is:
    a. non-persistent infection without symptomatic relapses and remission
    b. persistent infection without symptomatic relapse and remission
    c. non-persistent infection with symptoms that relapses and goes into remission
    d. persistent infection of symptoms that relapses and goes into remission

23. Health Information Management focuses on:
    a. healthcare facilities and managerial human resources
    b. healthcare data and the management of healthcare information resources
    c. healthcare facilities and patient healthcare rights
    d. healthcare facilities and patient human resources

24. The Centers for Disease Control and Prevention (C) is the principal agency concerned with the health and safety of people throughout the:
    a. world
    b. Southwest region
    c. United States
    d. Northwest region

25. Which one of the following represents a collection of information stored electronically?
    a. network
    b. printer
    c. database
    d. computer port

26. E-mail refers to which one of the following?
    a. a manual process of sending, receiving, storing, or forwarding messages
    b. an in-office communication
    c. a mail delivery person
    d. a computerized process of sending, receiving, storing, or forwarding messages

27. The five phases of the record life cycle include which of the following?
    a. creation distribution, use, maintenance, and transference
    b. creation, distribution, use, maintenance, and destruction
    c. creation distribution, use, protection, and retention
    d. creation, distribution, use, maintenance, and disposition

28. Hippocrates is considered as the father of:
    a. physicians
    b. nursing administrators
    c. medicine
    d. patients' rights

29. Medical Assisting is a team of medical:
    a. registered nurses that perform administrative and clinical procedures
    b. optometrists that perform administrative and clinical procedures
    c. professionals that perform administrative and clinical procedures
    d. radiologists that perform administrative and clinical procedures

30. Certified Medical Assistant: CM represents attaining a certain level of knowledge and skills for:
    a. ophthalmologists
    b. pharmacists
    c. medical assistants
    d. podiatrists

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 collaboratively by the team members and the top ten (10) 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/HELPDESK.pdf

Web Site Resources
- Help Desk Institute
  http://www.ThinkHDI.com

HELP DESK SAMPLE QUESTIONS

1. _____ is a term describing changing trends in the use of WWW technology that aim to enhance creativity, information sharing, collaboration, and functionality of the Web.
   a. Web 2.0
   b. Internet 2
   c. Web collaboration
   d. Avatar

2. A(n) _____ is a computer user's representation of him or her.
   a. avatar
   b. Web 2.0
   c. self-image
   d. Skype

3. _____ is based on a scheme that enables an individual to gain credits for each certification exam taken.
   a. HDI certification
   b. SSPA certification
   c. ITIL certification
   d. Project management certification

4. _____ is the most widely recognized and required certification for entry-level help desk service technicians.
   a. SSPA certification
   b. ITIL certification
   c. HDI certification
   d. CompTIA certification

5. A widely recognized entry-level vendor certification is:
   a. CompTIA
   b. SSPA
   c. Apple Certified Support Professional
   d. HDI

6. If your help desk provides good Web-based support, which is **not** true?
   a. Good problem-solving skills are increasingly important for analysts.
   b. Help desk analysts must get better at solving simple problems quickly.
   c. Communication skills play a secondary role.
   d. Writing skills have greater importance.

7. In the _____, the support industry, in an effort to elevate the role of the help desk, began to offer certification programs geared specifically to help desk professionals.
   a. early 1990s
   b. late 1980s
   c. early 1980s
   d. late 1990s

8. Which type of experience is least likely to help you prepare for a help desk career?
   a. experience stocking shelves
   b. teaching experience
   c. experience working in a restaurant
   d. experience working at a store in the mall

9. _____ is a summary document that describes the project, its objectives, and the way these objectives will be achieved.
   a. Project scope
   b. Work breakdown structure
   c. Gantt chart
   d. Project plan

10. _____ is a task-oriented division of the work to be done in a given project.
    a. Project plan
    b. Work breakdown structure
    c. Project scope
    d. Gantt chart

11. A(n) _____ call center is **not** a typical type of call center.
    a. blended
    b. multipurpose
    c. outbound
    d. inbound

12. A(n) _____ call center takes orders, responds to billing inquiries, and provides customer support.
    a. outbound
    b. inbound
    c. blended
    d. multipurpose

13. A(n) _____ call center primarily does telemarketing.
    a. outbound
    b. inbound
    c. blended
    d. multipurpose

14. A(n) _____ is a department or a person within a company that supplies information, products, or services to another department or person within the same company.
a. internal service desk
b. internal service provider
c. internal contact center
d. external service desk

15. Tracking the incident to ensure that the customer is kept informed about the status of the incident is called:
a. taking ownership
b. escalating
c. customer tracking
d. incident tracking

16. _____ uses training systems that people access from any personal computer that has an Internet connection and a browser.
a. Internet-based training
b. Network training
c. Computer-based training
d. CAD training

17. _____ distribute(s) digital media files over the Internet to personal computers and portable media players.
a. Webinars
b. Web-based seminars
c. Podcasting
d. Wiki

18. _____ are used to deliver presentations, lectures, and workshops over the Internet.
a. Overhead projectors
b. Podcasts
c. Wiki
d. Webinars

19. A help desk that has its analysts located at home or in another location is called a(n):
a. outsourced help desk
b. consulting help desk
c. remote help desk
d. virtual help desk

20. A _____ help desk approach enables an organization to provide 24-hour coverage with each regional service desk working only during the usual business hours for its location.
a. structured
b. point-of-sale
c. routine
d. follow-the-sun

21. The process of determining a customer's need and routing him or her to the appropriate support group is known as:
a. request
b. forwarding
c. triage
d. documenting

22. When the budget items required to run the help desk are considered an expense to the company, the help desk is referred to as:
a. cost center
b. internal center
c. in-house center
d. department center

23. A leading help desk supplier in the market is:
a. World Data Systems
b. Electronic Data Systems
c. Apple Data Systems
d. HP Help Desk

24. A help desk that must cover its expenses and perhaps make a profit by charging a fee for support services is known as:
a. revenue center
b. sales center
c. marginal center
d. profit center

25. The most common help desk service being outsourced today is:
a. out-of-country support
b. multilingual support
c. hardware support and repair
d. after-hours service

26. _____ involves measuring a person's physical characteristics, such as a palm print or the retina of an eye.
a. Bioengineering
b. Biometrics
c. Bioenergetics
d. Biodegradable

27. The condition of good physical and mental health, especially when maintained by proper diet and exercise, is called:
a. fitness
b. dieting
c. wellness
d. biometrics

28. An area outfitted with equipment and furnishings for a worker is known as:
a. workstation
b. work environment
c. workplace
d. workspace

29. _____ are physical symptoms caused by excessive and repeated use of the hands, wrists, arms, and thumbs.
a. Carpal tunnel injuries
b. Carpal tunnel syndrome
c. Computer vision syndrome
d. Repetitive stress injuries

30. _____ is a common repetitive stress injury that affects the hands and wrists, particularly from repetitive typing.
    a. Carpal tunnel syndrome
    b. Computer vision syndrome
    c. Hand and wrist syndrome
    d. Retinal injuries

HELP DESK SAMPLE ROLE PLAY

PARTICIPANT INSTRUCTIONS

1. You have 10 minutes to review the scenario.
2. You will have an interactive five-minute presentation with the judges who will ask questions throughout the presentation.

CASE STUDY SITUATION

Background
You are the help desk associate for Sweet Peas, Inc. Sweet Peas is a multimillion dollar shoe company. The company has over 30 salesmen working throughout the world. The sales force does not work at the headquarters' office but at home.

Situation
Two weeks ago you set up a brand new laptop for the new salesman. You installed virus protection and many other applications that are needed for the new salesman (judges) to work at home. The salesman telecommutes.

Today, one hour before you leave for the day, the new salesman comes into the office to complain about his laptop. The new salesman, who is irate from his three-hour commute to the office headquarters, is complaining that his laptop is running extremely slow when he turns it on and when he opens up any application. The salesman stated that he has very important orders that need to go out tonight. He needs his laptop fixed today.

Tasks
Your time is limited. What should you do first?

Next, with time ticking away, you try several different ways to speed up the laptop. Name at least five different ways to speed up the laptop.

It is now 30 minutes before you leave for the day, and some of the procedures you tried are not working. What should you do?

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 an individual objective test.

Competencies
http://www.fbla-pbl.org/docs/ct/FBLA/HOSPITALITYMANAGEMENT.pdf

Web Site Resources
- American Hotel & Lodging Association
  http://www.ahla.com/
- National Restaurant Association
  http://www.restaurant.org/

HOSPITALITY MANAGEMENT SAMPLE QUESTIONS

1. Table-service dining refers to:
   a. only four-star restaurants
   b. high-cost restaurants
   c. restaurants that employ servers
   d. fast-food places

2. ___ are the major activities of the marketing process.
   a. Manufacturing, promotion, distribution, and pricing
   b. Research, production, promotion, and consumption
   c. Identification, production, distribution, and consumption
   d. Planning, pricing, promotion, and distribution

3. ____ is where a business stands in relation to other similar businesses.
   a. Mission
   b. Market share
   c. Market position
   d. Target objective

4. _____ travel involves traveling within the United States.
   a. Interstate
   b. International
   c. Domestic
   d. Global

5. Niche marketing involves which one of the following?
   a. concentrating on a smaller, uniquely defined group of people
   b. international travel to multiple locations
   c. focusing on the widest possible population
   d. avoiding complaints of discrimination

6. Travel agents will:
   a. not be affected by airline rate changes
   b. prefer individual to corporate clients
   c. provide the same service as online systems at a lower cost
   d. earn commissions on reservations they make

7. Yield management is:
   a. the ratio of occupied to available rooms
   b. not directly related to occupancy rates
   c. a way of ensuring customer satisfaction
   d. concerned with maximizing revenue from room sales

8. ___ is an effective objective that a hotel supply business might develop before proceeding with the marketing planning process to achieve the objective.
   a. Reduce prices on seasonal products
   b. Develop advertising to appeal to a broad audience
   c. Increase sales this year by 10 percent over last year
   d. Hire more salespeople

9. What amount is a hotel gift shop losing in a year if two employees give their friends the 25 percent employee discount on goods that sell for a total of $1,500?
   a. $525.00
   b. $675.00
   c. $450.00
   d. $375.00

10. ____ is an example of a housekeeping productivity standard for a hotel.
   a. Four minutes to check in an arriving guest
   b. Three minutes to unload a supply shipment
   c. Five minutes to park a guest's vehicle
   d. Six minutes to change sleeping room bedding

11. Hotels that dedicate marketing personnel to build customer loyalty are called:
   a. customer-centric
   b. independent operators
   c. single-image
   d. franchise marketers

12. Large hotels and resorts ____ to enhance their guests' experience during their stay at the facility.
   a. offer discounted packages
   b. sell related products
   c. plan various activities
   d. make dining reservations

13. When a fax arrives that requires a guest's immediate attention, the hotel employee should:
   a. have the document delivered to the guest right away
   b. place the fax in a folder for the guest to pick up later
   c. ask the bell staff to place the fax in the mail pick-up rack
   d. call the guest's room and advise him/her about the fax

14. Anytime that an employee has contact with a customer or when the service product meets the service delivery is referred to as:
   a. service delivered
   b. guerilla marketing
   c. moment of truth
   d. marketing differentiation

15. Job shadowing is:
    a. not available for high school students
    b. an Internet privacy issue
    c. following a worker to learn about his or her job
    d. usually a paid internship

16. Jon just received a letter informing him that someone else was hired for a hospitality job for which Jon had been interviewed. Since Jon didn't get the job, does he need to write an interview follow-up letter to the company?
    a. No, since Jon wasn't hired, he doesn't need to write.
    b. Yes, the company will be expecting to hear from Jon.
    c. Yes, he should have already sent the follow-up letter.
    d. No, it's too late to send a follow-up letter.

17. One of the main reasons why people develop a network of friends and business associates is to:
    a. organize social activities
    b. increase their educational level
    c. identify career opportunities
    d. understand the work environment

18. ___ is the department primarily responsible for communicating with guests and coordinating interrelated activities among the hotel's various departments.
    a. Front office
    b. Housekeeping
    c. Maintenance
    d. Bell staff

19. A legal agreement to operate a business under the name of an already established business trade name or brand is a:
    a. corporation
    b. sole proprietorship
    c. franchise
    d. management contract

20. ___ involves evaluating demand and selling prices that result in maximum revenue.
    a. Yield management
    b. Room management
    c. Customer feedback
    d. Occupancy rate

21. When a hotel experiences a fire, earthquake, or tornado the motel staff should:
    a. not panic guests with details
    b. call the local law enforcement agency
    c. follow appropriate emergency procedure
    d. call all rooms individually

22. The Internet:
    a. offers infomediaries to reserve hospitality and tourism services
    b. has very little impact on the hospitality industry
    c. has made a slower impact on society than television
    d. has not proven to be an effective sales tool

23. Hotels keep records of customers and their preferences using:
    a. business programs
    b. sales records
    c. guest-history database
    d. purchased mailing lists

24. Hotels want to be included in the database of intermediaries because:
    a. they earn more commission from Internet business
    b. they can reach more potential customers
    c. they can collect information about customers
    d. rooms can be rented for reduced rates

25. Hotel supply companies that operate at the international level should be aware of political factors such as civil unrest or ____ that affect trade.
    a. competitors
    b. currency rates
    c. business cycles
    d. embargoes

26. The key feature of resort marketing is:
    a. presenting an economical package
    b. marketing the experience more than the space
    c. effective use of timeshares
    d. taking advantage of off-peak rates

27. What is one of the greatest advantages of collecting primary data for a hotel marketing research project?
    a. Primary data can be gathered quickly.
    b. Collecting primary data is inexpensive.
    c. The data collected is most closely related to the project.
    d. The market researcher may influence the consumer's response.

28. Personal selling is:
    a. creating and maintaining extensive partnerships with other companies in the same industry
    b. a one-on-one presentation to encourage a customer to buy a product or service
    c. an outdated strategy for maximizing sales in the hospitality industry
    d. a promotion or set of promotions to encourage customers to buy products

29. _____ is a combination of related services in a single-priced product.
    a. Joint venture
    b. Partnership
    c. Alliance
    d. Package

30. A company that sells high-ticketed industrial goods for large convention hotels will make the greatest impact with:
    a. advertising
    b. personal selling
    c. sales promotion
    d. publicity

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.

Web Site 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 Topic

- 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?
- Who do you consider a successful business leader? Why?

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

Web Site Resources
- Introduction to Business
  http://glencoe.mcgraw-hill.com/sites/0078747686/

INTRODUCTION TO BUSINESS SAMPLE QUESTIONS

1. Firms that have adopted _____ seek to do more than simply sell a product; they seek to learn as much as possible about their customers in order to satisfy and even delight them with goods and services over time.
   a. the marketing mix
   b. customer relationship management
   c. management by objectives
   d. nonprofit marketing

2. Which one of the following statements best reflects the concept behind the rule of indemnity?
   a. If a written contract exists between the insured and an insurance company, the insured is entitled to receive the maximum amount stated in the contract in the event of a loss.
   b. If a large number of people are exposed to the same risk, a predictable number of losses will occur during a given period of time.
   c. An insured person cannot collect more than the actual loss from an insurable risk.
   d. If an insurance company's premiums generate excess funds, these excess funds must be returned to the policyholders in the form of dividends or reductions in future premiums.

3. _____ insurance replaces part of your income if you become unable to work for an extended period of time.
   a. Workers' compensation
   b. Product liability
   c. Disability
   d. Professional liability

4. The Fed uses _____ to regulate the money supply.
   a. stock market investments
   b. the deposit requirement
   c. the political negotiation process
   d. the discount rate

5. A _____ is an overall explanation of why an organization exists and where it is trying to head.
   a. corporate charter
   b. prime directive
   c. tactical plan
   d. vision

6. _____ is the amount a business earns over and above what it spends for salaries and other expenses.
   a. Profit
   b. Revenue
   c. Dividends
   d. Interest

7. A _____ represents a promise by a bank to pay a foreign company a given amount if certain conditions are met.
   a. bond indenture agreement
   b. certificate of deposit
   c. letter of credit
   d. callable option

8. After the interview, you should send a _____ to the person who interviewed you.
   a. transmittal letter
   b. cover letter
   c. recommendation letter
   d. thank you letter

9. The level of management that is directly responsible for assigning specific jobs to workers and evaluating their daily performance is called:
   a. secondary management
   b. primary management
   c. supervisory management
   d. middle management

10. The last step in the marketing process often includes:
   a. collecting the cash
   b. developing a written report to summarize the results
   c. building relationships with customers
   d. deciding the best way to distribute the product

11. The Gross Domestic Product (GDP) is the total dollar value of all final goods and services produced in a country during one year and include three major categories. Which one of the following is **not** one of those categories?
   a. what businesses spend for buildings, equipment, and supplies
   b. what government agencies spend to pay employees and buy supplies
   c. what consumers spend for food, clothing, and housing
   d. what private and government agencies spend on foreign aide

12. Patrick lives in a capitalist country. He owns his own home and car, as well as his own business and building. Patrick is able to maintain ownership of these items under the right to:
   a. eminent domain
   b. freedom of choice
   c. freedom of competition
   d. private property

13. _____ is choosing among two or more alternatives.
   a. Organizational selection
   b. Decision making
   c. Contingency planning
   d. Utility analysis

14. Doctors obtain _____ insurance to cover claims from patients who have been injured as a result of the doctor's carelessness.
    a. malpractice
    b. disability
    c. workers' compensation
    d. product liability

15. The banking panic of 1907 and the resulting cash shortage led to the formation of the:
    a. gold standard for currency, and the establishment of a gold repository at Fort Knox
    b. FDIC
    c. Comptroller of the Currency
    d. Federal Reserve System

16. The American banking system serves two major types of customers:
    a. commercial clients and residential clients
    b. short-term borrowers and long-term borrowers
    c. secured creditors and unsecured creditors
    d. depositors and borrowers

17. The *Occupational Outlook Handbook* is a good source of:
    a. local businesses
    b. job description
    c. jargon
    d. employment agencies

18. Which one of the following would be used by a manager who wanted to fill a position using an internal source?
    a. help wanted ads
    b. private employment agencies
    c. public employment agencies
    d. promotion of a current employee

19. Communism is an economic system in which:
    a. all or most of the productive resources are owned by private businesses
    b. individual consumers make all economic decisions
    c. the government makes most of the major economic decisions
    d. the government and private citizens own equal shares of the economic resources

20. A compilation of samples of your work is called a:
    a. portfolio
    b. cover letter
    c. journal
    d. project

21. In an effort to increase customer loyalty, management at Palms International has worked to create a personal dialogue with their customers. This dialogue will enable Palms to offer products that exactly meet their customers' needs and provide personalized service before and after the sale. Palms International's new strategy illustrates:
    a. relationship marketing
    b. a production orientation
    c. personalized promotion
    d. niche marketing

22. Which one of the following is, in general, the best known magazine in the area of product quality?
    a. *Digest for Consumers*
    b. *Consumers Union*
    c. *Consumer Reports*
    d. *Scientific Information*

23. Which one of the following is the easiest way to become a business owner?
    a. purchase an existing business
    b. buy stock in a corporation
    c. start a business of your own
    d. become a business partner

24. Which one of the following is classified as a disadvantage of a sole proprietorship?
    a. the owner receiving all profits from the business
    b. the amount of owner-supplied capital can be limited
    c. the owner being his/her own boss
    d. the ease in starting the business

25. The abbreviation for an incorporated U.S. company is "Inc." Which one of the following is the equivalent abbreviation in England?
    a. GmBH
    b. S.A.
    c. Ltd.
    d. N.V.

26. During a career information interview, which one of the following would be the best question for the interviewer to ask?
    a. In what ways do you think your occupation is better than others?
    b. Can a worker move up the ladder quickly?
    c. How much money do you earn?
    d. How many hours a week do you work?

27. What is the term for payment made to employees based on their total number of hours worked?
    a. wages
    b. salary
    c. profit sharing
    d. commissions

28. Which one of the following is the purpose of antitrust laws?
    a. controlling inflation
    b. encouraging government regulation of prices
    c. encouraging monopolies
    d. preventing unfair business practices

29. Due to the large financial losses suffered by the victims of Hurricane Katrina, what has happened to insurance deductibles?
    a. They have decreased.
    b. They have been eliminated.
    c. They have become outdated.
    d. They have increased.

30. Which item below is a result of voluntary exchange in the marketplace?
    a. prosperity
    b. productivity
    c. inflation
    d. free enterprise

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

Web Site Resources

- Dale Carnegie Training
  http://www.dalecarnegie.com/
- Get It Write
  http://www.getitwriteonline.com/archive/tips.htm
- Webgrammar
  http://www.webgrammar.com/grammartips.html
- Your Dictionary
  http://www.yourdictionary.com/

INTRODUCTION TO BUSINESS COMMUNICATION SAMPLE QUESTIONS

1. Experts recommend that sentences used in business and technical documents **not** exceed __ words.
   a. 35
   b. 20
   c. 17
   d. 25

2. Which sentence has the better possessive use?
   a. My sister's friend's house overlooks Hoover Dam.
   b. My sister's friend has a house that overlooks Hoover Dam.

3. Which sentence below is exclamatory?
   a. Project a positive image.
   b. Did you get the job?
   c. First impressions count.
   d. Stop the car!

4. Which sentence is punctuated for clarity?
   a. After the class, discussion on this topic will continue in Room 6.
   b. After the class discussion on this topic will continue in Room 6.

5. Select the synonym for the fuselage of a plane.
   a. body
   b. tail
   c. propeller
   d. wings

6. Pleasant sounding words that take the place of unpleasant or awkward subjects are:
   a. facts
   b. euphemisms
   c. opinions
   d. motivators

7. Upon starting its _____ into the Denver airport, the plane began to rock violently.
   a. dissent
   b. descent

8. Which one of the following is likely to cause an audience to have no opinions?
   a. ego
   b. apathy
   c. values
   d. disinterest

9. Which phrase contains precise words?
   a. a high temperature
   b. soon
   c. a large profit
   d. these 6 ingredients

10. Words can be concrete or abstract. Select the concrete word.
    a. privacy
    b. value
    c. efficiency
    d. telephone

11. Select the word that means to be mentally awake.
    a. conscious
    b. conscience

12. If you felt sure of yourself in passing an exam, you would be:
    a. confident
    b. confidant

13. When you need to discuss items that can be counted, you use the word:
    a. less
    b. fewer

14. Your contractor indicated the old house would be:
    a. razed
    b. raised

15. Oral presentations are often enhanced by software such as:
    a. database software
    b. spreadsheet software
    c. word processing software
    d. presentation software

16. Planning, writing, and revising are the three main stages of the:
    a. practice session
    b. writing process
    c. audience participation
    d. spell check

17. Which sentence contains an error in the use of a preposition?
    a. The director was accompanied by two assistants.
    b. The driver took us in a newly developed office park.
    c. I will be available every morning except Friday.
    d. That hotel is not convenient to the conference site.

18. Which sentence makes a comparison?
    a. This company is also more productive than any company of its size.
    b. The atmosphere at this company is more friendlier than the atmosphere where I worked previously.
    c. In addition, the benefits here are better than Cromwell Company.
    d. The employees here are the friendliest employees that I have ever met.

19. Which of the following sentences is punctuated correctly?
    a. The mens room is just around the corner.
    b. The mens' room is just around the corner.
    c. The men's room is just around the corner.
    d. The men room is just around the corner.

20. Which word in this sentence is a preposition?
    The data that you requested last Friday should arrive in tomorrow's mail.
    a. that
    b. mail
    c. in
    d. last

21. Which one of the following sentences is punctuated correctly?
    a. For the holidays, I'm going to Chicago, Illinois to visit my grandparents.
    b. For the holiday's, I'm going to Chicago, Illinois, to visit my grandparents.
    c. For the holidays I'm going to Chicago, Illinois, to visit my grandparents.
    d. For the holidays, I'm going to Chicago, Illinois, to visit my grandparents.

22. Randy is very _____ that does **not** mean he is always right.
    a. intelligent, but
    b. intelligent; But
    c. intelligent; but
    d. intellgent but

23. In which sentence is the word *near* used as an adjective?
    a. We will probably find the store map near the entrance.
    b. Since the holidays are near, we must finish the road repair as quickly as possible.
    c. The new headquarters is near my uncle's office.
    d. If you sit near me in the meeting, I will introduce you to the others.

24. Which of the following sentences is punctuated correctly?
    a. Stacy's car which is twelve years old still runs just fine.
    b. Stacy's car, which is twelve years old still runs just fine.
    c. Stacys car, which is twelve years old, still runs just fine.
    d. Stacy's car, which is twelve years old, still runs just fine.

25. Which verb completes this sentence correctly?
    By the time the company expanded, James _____ there for three years.
    a. had worked
    b. worked
    c. will be working
    d. will have worked

26. Which one of the following organization techniques is recommended by speech experts?
    a. Preview the topic, develop the main points, and thank the audience.
    b. Repeat your main points in the introduction, body, and conclusion.
    c. Use no formal structure because it makes the speech too stiff.
    d. State the topic in the introduction, a thesis in the body, and your main points in the conclusion.

27. You have analyzed your audience and believe that audience members will be hostile. What should you avoid during your presentation?
    a. visual aids and startling statistics
    b. objective data and expert opinions
    c. a question-and-answer period
    d. a delivery style that includes direct eye contact or slow, even speech

28. A colleague mentioned that she had trouble understanding your most recent presentation to the staff because you spoke too quickly. What should you focus on during your next presentation?
    a. volume
    b. uptalk
    c. pitch
    d. rate

29. The body of a short, 20-minute presentation should focus on:
    a. up to ten main points
    b. as many points as necessary to get your point across
    c. at least five to eight main points
    d. approximately two to four main points

30. Your boss has just told you that you speak in a monotone when you give sales presentations. What do you need to work on?
    a. pronunciation
    b. pitch
    c. voice quality
    d. volume

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.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/INTRODUCTIONTOPARLIAMENTARYPROCEDURE.pdf

Web Site Resources

- Go to http://www.parliamentarians.org/membership.htm to download 300 test questions used to review for the national parliamentary test. Also go to http://www.parliamentarians.org/ to look at study materials.

INTRODUCTION TO PARLIAMENTARY PROCEDURE SAMPLE QUESTIONS

1. There are _____ elected FBLA National officers?
   a. 5
   b. 9
   c. 7
   d. 8

2. Three voting delegates represent a chapter membership of:
   a. over 100 members
   b. 50-99 members
   c. 51-100 members
   d. 50-100 members

3. A member who falls in arrears in the payment of his dues:
   a. automatically loses the right to make motions
   b. does not lose the right to vote unless the bylaws so provide
   c. automatically loses the right to attend meetings
   d. is under a disciplinary suspension

4. If the society is to have an executive committee, the full board is usually designated as the:
   a. board of directors
   b. board of trustees
   c. board of management
   d. executive board

5. The hour at which meetings are to be held should:
   a. be specified in the standing rules
   b. be specified in the special rules of order
   c. be specified in the bylaws
   d. not be specified in any document

6. A motion is recorded in the minutes as:
   a. it was stated by the maker
   b. the wording was improved by the chairman
   c. it was put by the chair finally before being voted on by the assembly
   d. approved by the seconder

7. Proposed action on an emergency issue may be approved by members of a board by:
   a. only a vote in a meeting, a quorum being present
   b. absentee vote
   c. individual contact by telephone
   d. individual interview of every member of the board

8. The teller's report:
   a. should not count illegal votes in the number of votes cast
   b. is entered in the minutes with only the names of the elected candidates listed
   c. should include the number of members eligible to vote
   d. is entered in full in the minutes

9. If a society has an executive board, the board:
   a. can set its own powers and responsibilities
   b. cannot have staggered terms for its members
   c. must be provided for in the bylaws
   d. is composed of only the elected officers

10. If several general orders are made for the same time, they are considered:
    a. in alphabetical order
    b. by voting for the order in which they are to be considered (filling blanks)
    c. in an order determined by the chair
    d. in the order in which they were made

11. By a single vote, a series of special orders or general orders–or a mixture of both–can be made; and such a series is called:
    a. a regular order of business
    b. a series of primary amendments
    c. an agenda
    d. secondary amendments

12. If the chair assigns the floor to the wrong person when preference in recognition was timely claimed by another member:
    a. a point of order should be raised
    b. an appeal should be made
    c. the member to whom the floor was assigned must be allowed to speak
    d. an objection to the consideration of the question should be made

13. Which one of the following motions may be reconsidered?
    a. Take a recess
    b. Fix the time to which to adjourn
    c. Division of a question
    d. Close nominations

14. The chair may make the motion to:
    a. object to the consideration of the question
    b. reconsider
    c. postpone indefinitely
    d. amend

15. An adjournment of a mass meeting is:
    a. used only to terminate the session
    b. never open to debate or amendment
    c. in order at any time during the session
    d. used to dissolve the assembly, unless a time has been set for another meeting

16. The FBLA fiscal year shall be:
    a. June 30 to July 1
    b. April 1 to March 31
    c. January 1 to December 31
    d. July 1 to June 30

17. FBLA state chapter charters shall be issued upon the approval of the:
    a. board of directors
    b. Advisory Council
    c. National Executive Council
    d. National Officers

18. A prospective officer candidate must file an official application with the association president by:
    a. April 15
    b. June 1
    c. May 15
    d. May 1

19. The National Leadership Conference site is recommended by:
    a. FBLA-PBL national officers
    b. the National Executive Council
    c. National staff
    d. Advisory Council

20. The official emblem and insignia item designs are protected by the U.S. Patent Office under the Trademark Act of:
    a. 1945
    b. 1947
    c. 1948
    d. 1946

21. Article X of the FBLA Bylaws describes:
    a. National Executive Council
    b. parliamentary authority
    c. committees
    d. emblems and colors

22. In the standard order of business, new business comes:
    a. immediately after reports of officers
    b. after unfinished business and general orders
    c. immediately following the reading of the minutes
    d. at the discretion of the president

23. A motion is open to debate when:
    a. the motion has been stated by the chair
    b. a member has made the motion
    c. the majority of the assembly indicates it wishes the motion to be debated
    d. the motion is seconded

24. The maker of a motion:
    a. has the right to speak first in debate on the motion
    b. must speak first in debate
    c. may speak three times on the motion
    d. may assign his right to speak first to another member

25. Unless there is a rule to the contrary, a member may speak:
    a. as many times necessary to explain their debate
    b. once during the same day
    c. twice on the same question on the same day
    d. twice during the same day

26. Subsidiary motions:
    a. are all debatable
    b. are of higher rank than incidental motions
    c. assist the assembly in disposing of a main motion
    d. do not require a second

27. With a main motion pending and a motion to Amend being debated, which one of the following motions would be out of order?
    a. Lay on the Table
    b. Limit or Extend Limits of Debate
    c. Postpone Indefinitely
    d. Main Motion

28. The purpose of FBLA is to provide, as an integral part of the instructional program, additional opportunities for secondary students (grades ____) in business and/or business-related fields to develop vocational and career supportive competencies and to promote civic and personal responsibilities.
    a. 7-12
    b. 6-12
    c. 9-12
    d. 5-12

29. The fiscal year of the Future Business Leaders of America shall be:
    a. July 1 through June 30
    b. June 1 through May 31
    c. August 1 through July 30
    d. January 1 through December 31

30. To delay consideration of the main motion until the next regular meeting a member would move to:
    a. Postpone Indefinitely
    b. Lay on the Table
    c. Postpone to a Certain Time
    d. Limit or Extend Limits of Debate

Overview
This event provides recognition for FBLA members who understand the basic principles involved in computer technology.

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/INTRODUCTIONTOTECHNOLOGYCONCEPTS.pdf

INTRODUCTION TO TECHNOLOGY CONCEPTS SAMPLE QUESTIONS

1. The _____ unit is the case that holds the main circuit boards, microprocessor, power supply, and storage devices.
   a. house
   b. main
   c. system
   d. abode

2. The technology in which a message is divided into several parcels that can be routed independently to their destination is called:
   a. handshaking
   b. circuit switching
   c. protocol
   d. packet switching

3. A file _____ is defined as the arrangement of data in a file and the coding scheme that is used to represent the data.
   a. schema
   b. type
   c. native
   d. format

4. You can use a _____ utility to rearrange the files on a disk so that they are stored in contiguous clusters.
   a. compress
   b. decompress
   c. compact
   d. defragmentation

5. Data _____ makes it possible to convert letters, sounds, and images into electrical signals.
   a. representation
   b. remastering
   c. processing
   d. management

6. A(n) _____ device works with continuous data.
   a. binary
   b. digital
   c. streaming
   d. analog

7. A _____ contains the smallest unit of meaningful information in a database.
   a. field
   b. record
   c. structure
   d. definition

8. The _____ database model remains in use today for storing data characterized by fairly simple relationships and routine, predictable requirements.
   a. object-oriented
   b. hierarchical
   c. network
   d. relational

9. In a _____ database, the database is stored on different computers, on different networks, or in different locations.
   a. client-based
   b. server
   c. distributed
   d. geographical

10. A field _____ rule is a specification that the database designer sets up to filter the data entered into a particular field.
    a. validation
    b. filter
    c. cardinality
    d. structure

11. Software _____ refers to a program development process in which mathematical, engineering, and management techniques are applied to reduce the cost and complexity of a computer program while increasing its reliability and modifiability.
    a. analysis
    b. coding
    c. engineering
    d. programming

12. The _____ performs arithmetic operations, such as addition and subtraction.
    a. ATA
    b. register
    c. ALU
    d. control unit

13. In terms of data storage, each 1 or 0 is called a(n):
    a. byte
    b. bit
    c. analog
    d. log

14. Executing a ____ command directs the computer to a different section of the program.
    a. GOSUB
    b. MOVE
    c. NEWSECT
    d. THEN

15. In a hierarchical database, a record type is referred to as a(n):
    a. node
    b. parent
    c. order
    d. mode

16. The _____ database model allows many-to-many relationships, in addition to one-to-many relationships.
    a. parent-child
    b. hierarchical
    c. network
    d. all of the above

17. _____ automatically appear on the screen when a certain action is performed.
    a. Toolbars
    b. File names
    c. Smart tags
    d. Tracking changes

18. What do electronic kiosks often have?
    a. light pens
    b. touch screens
    c. trackballs
    d. touchpads

19. PDAs ship with a basic _____, which is the primary input device.
    a. stylus
    b. light pen
    c. keyboard
    d. touch screen

20. The speed of an ink-jet printer is measured by the number of _____ it can print.
    a. characters per minute (cpm)
    b. pages per second (pps)
    c. characters per second (cps)
    d. pages per minute (ppm)

21. ___ is a type of high-speed memory that a processor can access more rapidly than RAM.
    a. Read only memory
    b. SDRAM
    c. Cache memory
    d. BEDO-RAM

22. _____ has been adopted as a network standard for Internet communications.
    a. 802.11
    b. token ring
    c. Ethernet
    d. TCP/IP

23. Generally, users change records in a file:
    a. to update old data with new data and when a record no longer is needed
    b. when they obtain new data and to correct inaccurate data
    c. to correct inaccurate data and to update old data with new data
    d. whenever errors are present

24. A _____ is a program that copies itself repeatedly in memory or on a network, using up resources and possibly shutting down the computer or network.
    a. utility software
    b. computer virus
    c. Trojan horse
    d. worm

25. When customers make a purchase with a credit card, they are interacting with a(n):
    a. MIS
    b. OIS
    c. DSS
    d. TPS

26. Publishing entities, such as news services, use _____ to keep Web sites up to date.
    a. VPN tunnels
    b. HTML tags
    c. CMS
    d. RAID

27. Internet telephony:
    a. uses the public switched telephone network
    b. is it not very common
    c. uses a slow speed dial-up connection
    d. also is called Voice over IP

28. The COM port (short for communications port) on the system unit is one type of:
    a. MPEG port
    b. serial port
    c. parallel port
    d. printer port

29. To start up, a computer locates:
    a. application software in storage and loads it into memory
    b. an operating system in memory and loads it onto storage
    c. application software in memory and loads it onto storage
    d. an operating system on the hard drive and loads it into RAM

30. The Accelerated Graphics Port (AGP) is:
    a. a bus that eliminates the need to install cards into expansion slots
    b. a bus designed to improve the speed with which 3-D graphics and video transmit
    c. the most common and slowest expansion bus
    d. a bus designed to decrease the speed of graphic transmission

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.

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

Web Site Resources
- Interviewing Information
  http://www.collegegrad.com/intv/
- Monster.com
  http://resume.monster.com/archives/samples/
- Soyouwannabeace 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

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.

Additional Resource
- Market*Place*—FBLA Winning Reports—1st Place; FBLA Winning Reports—2nd Place

NLC Judges' Comments
- Use headings and subheadings for easier reading
- Don't use tabs on divider pages
- Follow the format as indicated on the rating sheet

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 ten (10) 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

Web Site Resources

- Management
  http://www.quickmba.com/mgmt/

MANAGEMENT DECISION MAKING SAMPLE QUESTIONS

1. Which one of the following utilizes technologies to convert inputs into outputs?
   a. transformation processes
   b. motivation techniques
   c. performance reviews
   d. employee reward systems

2. Jack receives unsolicited merchandise in the mail. What must he do?
   a. return the merchandise within thirty days to avoid payment.
   b. return the merchandise within fifteen days to avoid payment.
   c. keep the merchandise without any obligation to the sender.
   d. return the merchandise within five days to avoid payment.

3. This contains the verbal symbols and nonverbal cues representing the information that the sender wants to convey to the receiver.
   a. richness
   b. message
   c. channel
   d. grapevine

4. The major courses of action that an organization takes to achieve its goals are called:
   a. competencies
   b. strategic plans
   c. strategies
   d. initiatives

5. Diversified enterprises operating unrelated businesses most often use this strategy.
   a. horizontal integration
   b. alliance
   c. concentric diversification
   d. conglomerate diversification

6. It prescribes general rules of acceptable behavior that is intended to be impartial.
   a. social norms
   b. values
   c. moral principles
   d. ethics

7. This principle complements the moral rights approach.
   a. justice
   b. fairness
   c. natural duty
   d. distributive

8. What is the allocation of the cost of fixed assets called?
   a. salvage value
   b. matching revenues and expenses
   c. depreciation
   d. fixed cost allocation

9. Carol is a partner in Delta Accounting Service. Carol can inspect:
   a. all of Delta's books and records
   b. Delta's books and records only as the firm's management permits
   c. Delta's books and records relating to her capital contribution only
   d. Delta's books and records only for a reasonable purpose

10. This is the transfer and exchange of information and understanding from one person to another through meaningful symbols:
    a. technology
    b. language
    c. encoding
    d. communication

11. The obligation of organization management to make decisions and take actions that will enhance the welfare and interests of society as well as the organization is referred to as:
    a. discretionary responsibility
    b. economic responsibility
    c. organizational responsibility
    d. social responsibility

12. The deliberate process through which someone becomes aware of personal skills, interests, knowledge, motivations, and other characteristics; and establishes action plans to attain specific goals is:
    a. career planning
    b. career development
    c. job rotation
    d. career management

13. A plan in which employees work the same number of hours a day but may start and finish their work days at different times is:
    a. job sharing
    b. employee assistance
    c. illegal
    d. flextime

14. The type of human resources approach that uses the best available managers without regard for their countries of origin is the:
    a. regiocentric approach
    b. ethnocentric approach
    c. geocentric approach
    d. polycentric approach

15. The four zones in business communication are intimate, personal, social, and public. Which zone lacks the most personal interaction between participants?
    a. public
    b. social
    c. intimate
    d. personal

16. The actions of a private or civil wrongdoing where action can be taken to receive damages is called:
    a. tort law
    b. criminal law
    c. civil law
    d. negligence

17. By obtaining a _____ an individual has the ability to earn more money throughout the duration of his/her life.
    a. certification
    b. professional license
    c. skilled trade
    d. college degree

18. A (n)_____ can determine what types of jobs a person may be qualified for or best utilized in.
    a. aptitude test
    b. altitude test
    c. skills assessment
    d. conceptual test

19. The Food and Drug Administration markets products that have no chemicals or pesticides as:
    a. natural
    b. healthy
    c. organic
    d. chemical-free

20. An evaluation of a company's progress towards having programming that is socially responsible and responsive is referred to as:
    a. environmental audit
    b. social audit
    c. environmental testing
    d. diversity test

21. Jill invests in a franchise with Kandy Shops Corporation. With respect to a franchise, a franchisee may have legal protection under:
    a. federal law only
    b. state law only
    c. laws of city hall
    d. federal and state law

22. The decision by the CSX to downsize and reduce its labor force is in the:
    a. social responsibility
    b. domain of ethics
    c. domain of free choice
    d. domain of codified law

23. This is a system for arranging everything around you in such a way that your environment works for you and with you.
    a. feng shui
    b. backtranslation
    c. proxemics
    d. internal networking

24. An agreement that is legally binding and enforceable between two or more parties is a:
    a. consolidation
    b. patent
    c. consideration
    d. contract

25. The point at which a person gives up one's work, usually between the ages of 60 to 65.
    a. career anchors
    b. decline stage
    c. growth stage
    d. retirement

26. When members of the nonprotected class feel that they are rejected due to affirmative action laws and quotas they experience a feeling of:
    a. discrimination
    b. reverse discrimination
    c. unlawful hiring practices
    d. conditional provisions

27. Which one of these includes all elements existing outside the boundary of the organization that has the potential to affect the organization?
    a. task environment
    b. organizational environment
    c. general environment
    d. internal environment

28. Validity refers to the:
    a. amount of error in a test
    b. importance of a test
    c. relationship between a score on a selection test and subsequent job performance
    d. relevance of a test

29. Which one of these is a disadvantage of high channel richness?
    a. one-way
    b. impersonal
    c. slow feedback
    d. spontaneous

30. A blueprint specifying the resource allocations schedules, and other actions necessary for attaining goals is referred to as a:
    a. mission
    b. vision
    c. plan
    d. goal

MANAGEMENT DECISION MAKING SAMPLE CASE STUDY

PARTICIPANT INSTRUCTIONS

1. You have 20 minutes to review the case and may use the two note cards that were provided. Note cards will be collected following the presentation.
2. This is a sequestered event.
3. The team has seven (7) minutes to interact with a panel of judges and present the solution to the judges.

CASE STUDY SITUATION

Lambert Manufacturing, Inc. is a second-generation custom manufacturing house. It opened its doors in 1945 and has enjoyed a steady business every year. Last year was an exceptional year for the company. They had banner sales and profit because of some very large orders with double the traditional profit. The outlook for this year in current orders and future blanket purchase orders is strong.

The bump in profit last year has left the company in a position of having $800,000 ($800K) of net profit to reinvest into the company. They have called you in, as an executive management advisory team, to help them decide where and how to spend the money.

Through interviews that you have conducted with some of the staff (20 out of the 85 employees, all levels represented), you have compiled a list of 10 suggestions. They are shown on the following page:

Suggestion	Estimated Cost
Two pieces of equipment are getting old (15+ years)	$550K for both machines
Employees are doing overtime (OT) on a regular basis – consider five (5) Full-Time Employees (FTE)	$200K per year
Customer Relations, Accounting, and Engineering software packages are outdated and need to be upgraded	$45K = software $55K = implementation
Redesign the production / manufacturing lines to improve workflow and throughput	$125K
Employees' raises have been low over the last three years. Give employees a one-time bonus to show appreciation. Prorated, if necessary.	85 employees x $2K = $170K
Bump employees' salaries	$5K per person, over the year = $425K total
Give senior management a bonus to show appreciation for solid leadership and performance achievement	7 people x $10K = $70K
Renovate office area and building landscape to create a more welcoming work environment	$150K
Improve the health benefits package for employees by lowering the health care cost that each employee pays	$2K savings per year, per person = $170K
Bring in a process improvement consultant for 12 months to do a company-wide cost reduction, improvement plan for the next five years	$75K

As a management advisory team, you should weigh the pros and cons of your proposal and present your analysis to the management team (judges). Keep in mind that each member of the management team may have specific interests in certain suggestions.

If you do not like the suggestions above, what others can you offer? Give rationale for your new suggestion(s).

After introductions, you should begin providing feedback and information to the management team (judges) as to how you recommend they invest the company profit.

Each member of your presentation team should provide some feedback and information to the management team (judges).

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 ten (10) 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

Web

- 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
  http://www.ieee.org/
- Information Systems Research
  http://isr.commerce.ubc.ca/
- MIS Resources on the Internet
  http://www.brint.com/

MANAGEMENT INFORMATION SYSTEMS SAMPLE QUESTIONS

1. Costs for increasing memory capacity:
   a. remain unchanged
   b. continue to decline
   c. double every 18 months
   d. are climbing

2. A _____ is a special-purpose high-speed network that provides direct connections between data storage devices and computers.
   a. local area network
   b. storage area network
   c. wide area network
   d. sequential access storage device

3. Programs that help users solve particular computing problems are called:
   a. system software
   b. computer systems
   c. application software
   d. spreadsheets

4. The _____ allows applications to make use of the operating system.
   a. user interface
   b. synchronous dynamic ram
   c. kernel interface
   d. application program interface

5. The operating system performs a(n) _____ function to ensure that files in secondary storage are available when needed.
   a. virtual memory
   b. file management
   c. linking and embedding
   d. multitasking

6. _____ is an operating system developed under the GNU General Public License, and its source code is freely available to everyone.
   a. Galileo
   b. Windows NT
   c. Linux
   d. Windows 2003

7. Which one of the following allows individuals to access and command the computer system?
   a. menus
   b. hardware
   c. user interface
   d. utilities

8. Which one of the following is a key supply chain management subprocess?
   a. customer contact
   b. demand forecasting
   c. inventory management
   d. demand fulfillment

9. The computing power required of a Web server depends on the software it requires and the:
   a. CPU size
   b. expected volume of e-commerce transactions
   c. network connection type
   d. user interface

10. _____ make their money by taking a commission from the merchant.
   a. Web hosting companies
   b. Online services
   c. Internet service providers
   d. Storefront brokers

11. _____ is the process of generating output records and reports.
    a. Document production
    b. Data entry
    c. Data storage
    d. Data manipulation

12. Decisions made using rules, procedures, or quantitative methods are:
    a. nonprogrammed
    b. unstructured
    c. programmed
    d. ill-structured

13. _____ is the process of making sure the finished product meets customer needs.
    a. CAM
    b. Quality control
    c. Manufacturing MIS
    d. CIM

14. A major factor in determining pricing policy is the analysis of the:
    a. manufacturing outlook
    b. demand curve
    c. key-indicator reports
    d. human resources MIS

15. A DBMS is a(n):
    a. unique group of records
    b. interface between the database and the user and other application programs
    c. knowledge base
    d. a field or a set of fields that uniquely identifies a record

16. The _____ approach to data management was a more efficient and effective means of organizing data than what had been previously available.
    a. hierarchical
    b. traditional
    c. database
    d. network

17. A _____ provides a detailed description of all data used in the database.
    a. network model
    b. data dictionary
    c. data model
    d. schema

18. For most organizations, ___ support the routine, day-to-day activities that occur in the normal course of business.
    a. DSSs
    b. ESSs
    c. MISs
    d. TPSs

19. Computer scientists have tired to build systems to approximate the way a human sees, hears, and feels objects. These are referred to as ____ systems.
    a. perceptive
    b. neural
    c. genetic
    d. computerized

20. _____ are rules that suggest certain conclusions.
    a. Fuzzy logic
    b. Forward chaining
    c. Case statements
    d. If-then statements

21. Most IS departments have established tight _____ in order to maintain data security.
    a. system controls
    b. image logs
    c. backups
    d. sign-on procedures

22. The most popular database model currently in use is the:
    a. relational model
    b. object model
    c. hierarchical model
    d. network model

23. A sales representative at Compuland wanted to make sure that a graphics card was compatible with a PC her customer was buying. The representative needs to use a(n):
    a. EDI-enabled system
    b. order entry system
    c. TPS
    d. sales configuration system

24. A business enters all transactions throughout the day but they are **not** processed until midnight. This is an example of:
    a. occurrence processing
    b. batch processing
    c. OLTP
    d. real-time processing

25. ____ testing is done on individual programs.
    a. System
    b. Volume
    c. Module
    d. Unit

26. A ____ is a simplified process that is used to access an application from where it left off after a problem occurs.
    a. restart procedure
    b. lookup table
    c. logical procedure
    d. sign-on procedure

27. A company's ____ refers to all the hardware, software, databases, telecommunications, people, and procedures that are configured to collect, manipulate, store, and process data into information.
    a. technology infrastructure
    b. Internet architecture
    c. systems architecture
    d. expert system architecture

28. The phases of a system development life cycle (SDCL) methodology include all the following **except:**
    a. physical design
    b. logical design
    c. ongoing support
    d. prototyping

29. Why were object-oriented data models created?
    a. the data models being used could not support employee data
    b. the data models being used could not support graphics or audio files
    c. there is no such thing as the object oriented model
    d. the data model being used could not support the system

30. A DELETE statement in a column list:
    a. can be used to delete from a view
    b. deletes every column in the table
    c. deletes every row in the table
    d. results in an error message

MANAGEMENT INFORMATION SYSTEMS SAMPLE CASE STUDY

PARTICIPANT INSTRUCTIONS

1. You have 20 minutes to review the case and may use the two note cards that were provided. Note cards will be collected upon leaving the presentation.
2. The presentation is interactive with the judges who will ask questions throughout the presentation.
3. Presentation time is seven minutes. At six and seven minutes the timekeeper will stand.

EVENT SITUATION

Your high school offers "Community School" classes after school hours. The majority of the programs are adult continuing education such as computer courses, personal finance, ballroom dancing, yoga, and photography. The director of these programs is having a hard time getting the recordkeeping done. Most of the records and course matching is done using spreadsheets. A modernization effort is underway, which includes building integrated application and database systems to perform basic business functions. The director has asked for your team to provide her with a functional system model and design with commentary about potential issues that could arise with the system.
This system needs to include the following functions:

- Information about the Courses
- Information about the Students
- Information about the Instructors
- Information about Section of the Course
- Information about the Fees
- Information about the Schedule

The director would like you to develop a system that meets the following goals:

- An online inquiry system for potential students to use that identifies what courses are available—search by keyword, instructor, and day offered; function for student information gathering for follow-up calls; and basic "Community School" information.
- Limits updating the system to director only.
- Improves the process of identifying what courses are available.
- Maintains and creates unique reports of the schedules (with the appropriate details for each) for the student, instructor, and director—each of the three report types would be different.

Allows simple maintenance to be handled by the director

Overview
This event provides recognition for FBLA members who possess knowledge of the basic principles of marketing.

This event consists of two parts: an objective test and a performance. The objective test is taken and the top ten (10) individuals 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

Web Site Resources
- American Marketing Association
  http://www.marketingpower.com/
- Marketing
  http://www.quickmba.com/marketing/

MARKETING SAMPLE QUESTIONS

1. Which one of the traditional four "P's" of the marketing mix concerns the various outlets and channels a business uses to distribute its products?
   a. place
   b. price
   c. product
   d. promotion

2. Which one of the following would be classified as a "quantitative marketing objective"?
   a. Increase our market share from 20 percent to 27.5 percent.
   b. Improve our after-sales service.
   c. Produce products that are better quality than the competition.
   d. Monitor competitor prices constantly to ensure we are competitive.

3. Which method of distribution is favored by Dell—the leading manufacturer of personal computers?
   a. agency
   b. direct selling
   c. retail
   d. wholesale

4. How do agents, such as those involved in real estate transactions, usually make their money?
   a. by taking a commission from the sales they generate
   b. by buying products and selling them for a profit
   c. by charging government agencies for all the work performed
   d. by charging fixed fees for every hour worked

5. Ready-to-go-Meals, a manufacturer of microwavable dinners, want to know what proportion of customers examines the information on their product labels in a supermarket. What is the best way of obtaining this information?
   a. focus groups
   b. observation
   c. telephone survey
   d. mail survey

6. Which one of the following models of ethical management style is devoid of ethical principles?
   a. remorseful management
   b. moral management
   c. immoral management
   d. amoral management

7. Which one of the following would be considered an external source of a marketing manager's values?
   a. her loyalty to the company
   b. her professional values
   c. her performance based on company objectives
   d. the way she conforms to company norms

8. Over the past 30 years, most countries have:
   a. come to rely less heavily on international trade and marketing
   b. become more isolated than in the previous 100 years
   c. come to export less than 10 percent of the GDP
   d. come to rely more heavily on international trade and marketing

9. In lesser-developed nations, American businesspeople are often perceived as arrogant and condescending. If true, this may be the result of:
   a. cultural reactionism
   b. ethnocentris
   c. geocentrism
   d. isolationism

10. Employee dishonesty is one of the risks that businesses experience. Many businesses guarantee protection from losses that result from this kind of risk by:
   a. purchasing surety bonds
   b. hiring well-qualified employees
   c. installing a security system
   d. screening employees carefully

11. The quantity of a product consumers are willing and able to purchase at a specific price is known as:
   a. resources
   b. demand
   c. value
   d. production

12. The channels of distribution for a service business are:
   a. expensive for customers
   b. short
   c. long
   d. composed of many individuals

13. Generally speaking, what is the most effective method of specialized or high-priced consumer goods?
   a. telemarketing
   b. wholesaling
   c. personal selling
   d. retailing

14. If a company is found guilty of deceptive advertising, it may have to pay a fine to:
   a. its target market
   b. its customers
   c. its upper management
   d. the government

15. Often, businesses may decide **not** to enter the international market because:
    a. it requires too many employees
    b. the results are not worth the effort
    c. the process appears to be complicated and difficult
    d. it is an expensive process

16. The most difficult challenge facing international marketers is:
    a. political adjustment
    b. cultural adjustment
    c. economic adjustment
    d. legal adjustment

17. Information already collected for another purpose that can be used to solve the current problem is:
    a. primary data
    b. secondary data
    c. research data
    d. data analysis

18. What is the first step in planning a market research project?
    a. surfing the Internet for existing data
    b. getting permission from the holder of the marketing budget
    c. contacting a market research agency
    d. defining the research problem

19. Which of the following is **not** one of the five basic business management functions?
    a. planning
    b. delegating
    c. organizing
    d. controlling

20. How do managers assess organizational satisfaction?
    a. evaluate how well goals are being met
    b. poll senior management
    c. survey customers and consumers
    d. ask the board of directors

21. Which management function involves assigning responsibility and authority among various departments or divisions?
    a. staffing
    b. organizing
    c. planning
    d. controlling

22. Which one of these is **not** a stage of the product life cycle?
    a. introduction
    b. maturity
    c. extinction
    d. growth

23. Which one of the following is a benefit to consumers of the exchanges that occur as a result of marketing?
    a. gaining repeat business
    b. obtaining items when needed
    c. making maximum profits
    d. determining how to meet wants

24. Information that is gathered to address a specific issue or problem at hand is known as:
    a. marketing intelligence data
    b. secondary data
    c. primary data
    d. MIS data

25. When marketing mixes are prepared for different market segments, the strategy is called _____ marketing.
    a. compartmentalized
    b. differentiated
    c. directed
    d. custom

26. The first stage of the research process is:
    a. analyzing data
    b. selecting a sample of respondents
    c. defining the problem
    d. planning the research design

27. Marketers who view political forces as being beyond their control are taking a _____ response toward these forces.
    a. aggressive
    b. reactive
    c. competitive
    d. proactive

28. A liability for unpaid wages that are due to an employee for work performed is an example of:
    a. wage liability
    b. liability for debt, loss, and injury
    c. strict liability
    d. product liability

29. The increasing move towards selling directly to customers rather than through intermediaries is known as:
    a. disintermediation
    b. channel convergence
    c. channel proliferation
    d. disaggregation

30. _____ethics involves studying and characterizing morality as it is.
    a. Normative
    b. Relative
    c. Descriptive
    d. Existential

MARKETING SAMPLE CASE STUDY

PARTICIPANT INSTRUCTIONS

1. You have 20 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 presentation. The judges will play the roles of general manager and marketing manager for Bank of the Plains (or judges may change names), a large loyal customer for National Office. You are the management team for National Office. Your team must create a strategy to maintain the goodwill and future business of Bank of the Plains. Your team must describe strategies to improve customer service, recognize loyal customers, and improve attitudes and scheduling of sales associates.

PERFORMANCE INDICATORS

- Explain the concept of production
- Describe the crucial elements of a quality circle
- Demonstrate a customer-service mindset.
- Explain the role of customer service as a component of selling relationships
- Explain key factors in building a clientele

CASE STUDY SITUATION

You are to assume the role of a management team for a national office supply store (National Office). You have been made aware that one of your top corporate clients (Bank of the Plains) is not happy with the service that they received the last time that they visited your store. Your management team must consider all factors that made the experience unpleasant for your loyal customer and implement changes for your office supply store to maintain top customer relationships with all clients.

This past week your store offered numerous coupons and specials that attracted a large customer traffic count. Finding committed employees has become increasingly difficult in your growing city that currently has a population of 150,000 people. Your store had eight employees scheduled to work on Saturday since you expected a high volume of business with all of the special promotions. Only five employees showed up to work; three of the five employees were hired within the last two weeks and are still in training.

Long lines of customers waiting to pay for merchandise were very frustrated with the slow process. One of the employees had to leave their cash register to get computer merchandise for a customer while leaving a line of four customers unattended. A shrill alarm (whistle sound) also was blaring throughout the store. The security system was tripped when a customer tried to move a computer from a shelf. Unfortunately, none of the sales associates on duty knew how to turn off the alarm.

Bank of the Plains purchases more than $250,000 of merchandise from your store each year; representatives from Bank of the Plains waited 15 minutes to pay for a large order of merchandise. The sales associate did not acknowledge the loyal customers and they questioned the coupons used by the customers before actually accepting them. The sales associate complained about the store's general management and hinted that they were ready to quit on the spot. Bank of the Plains was not impressed with their experience and they have indicated that they will take their business to a competitor in the future. You do not want to lose the business of Bank of the Plains and have set up a meeting to convince them to give you one more chance. You must explain to the customer what you have done to improve the service and management for your store. You also must provide Bank of the Plains an incentive to come

back to your store. You must explain how your store will schedule employees in the future, what your store will do to create a quality circle, and what strategy is in place to improve customer service.

You will meet the general manager and marketing manager for Bank of the Plains in your office and must convince them to give your store another chance.

THINGS TO CONSIDER

- Analyze the current employee training strategies used by your company to make decisions for improvement.
- Understand the importance of positive public relations and create a PR strategy for Bank of the Plains.
- Create a customer rewards program that recognizes loyal customers when they are at the check out purchasing merchandise.
- Explain an improved employee training program that will better serve the needs of customers.
- Analyze your company's strengths and weaknesses and outline a strategy to overcome the weaknesses.
- What is the strategy to regain the commitment of a loyal customer who has decided to take their business to a competitor?

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 ten (10) 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

Web Site Resources
- Network Management Definitions
  http://whatis.techtarget.com/glossary/network-management-category-.html

NETWORK DESIGN SAMPLE QUESTIONS

1. Which layer of the OSI model has the important role of providing error checking?
   a. presentation layer
   b. session layer
   c. application layer
   d. transport layer

2. _____ is the type of media access method used by NICs that listen to or "sense" the cable to check for traffic ad send only when they hear that no one else is transmitting.
   a. CSMA/CD
   b. Token passing
   c. Demand priority
   d. CSMA/CA

3. What part of an HP LaserJet printer is malfunctioning if you receive a "50 Service" error?
   a. AC power supply
   b. laser scanner assembly
   c. fuser
   d. toner cartridge

4. The message "missing operating system" appears when booting up the PC from the hard drive. To attempt a repair to the drive without losing data, you should first try which of the following?
   a. boot to a bootable floppy disk and type SYSTEM C:
   b. repartition the drive using FDISK
   c. boot to a bootable floppy disk and type SYS C:
   d. boot to a bootable floppy disk and type FORMAT C: /S

5. What equipment type limits network equipment, so it cannot send and receive at the same time?
   a. half-duplex
   b. muted
   c. single-duplex
   d. IEEE

6. UTP network cable typically has what type of connectors at each end?
   a. RJ-11
   b. RJ-45
   c. AUI
   d. BNC

7. Which one of the following authentication protocols supports the use of smart cards?
   a. SPAP
   b. MS-CHAP
   c. EAP
   d. MS-CHAP2

8. Why would a network administrator want to limit the size of failure domains when designing a network?
   a. reduces the impact of blocking broadcast packets at the edge of the local network
   b. reduces the impact of a key device or service failure
   c. reduces the impact of Internet congestion on critical traffic
   d. reduces the effect of Ethernet collisions

9. Domain Name Services on a UNIX or Linux system is referred to as what service?
   a. NAME
   b. DHCP
   c. HOST
   d. BIND

10. What is the purpose of Spanning Tree Protocol?
    a. create smaller collision domains
    b. prevent routing loops on a router
    c. create smaller broadcast domains
    d. prevent loops at Layer 2

11. What must be used to set IRQs on legacy ISA network interface cards with no jumpers?
    a. Device manager
    b. COMS
    c. DIP switches
    d. Configuration software

12. Windows NT organizes user accounts into _____ that provide the same permissions to all members.
    a. teams
    b. groups
    c. account headers
    d. workgroups

13. What does it mean if a network administrator can PING a resource server using its IP address, but **not** its Internet name?
    a. The computer is not configured to use DNS.
    b. The computer is not configured to use DHCP.
    c. The computer is not configured to use WINS.
    d. The computer is not configured to use ARP.

14. _____ is immune to electromagnetic or radio-frequency interference.
    a. Twisted-pair cabling
    b. Fiber-optic cabling
    c. CSMA/CD
    d. Broadband coaxial cabling

15. ACL statements operate in sequential, logical order. If a condition match is true, the rest of the ACL statements are **not** checked. If all of the ACL statements are unmatched, what happens to the packet?
    a. The implicit deny any statement placed at the end of the list will cause the packets to be dropped.
    b. The implicit permit any statement placed at the end of the list will allow the packets to flow through uninhibited.
    c. The packets will be placed in a buffer and forwarded when the ACL is removed.
    d. The packets will be sent to the source with an error notification message.

16. Workgroup network switches typically function at what layer of the OSI model?
    a. Layer 4
    b. Layer 2
    c. Layer 3
    d. Layer 1

17. What is the binary representation of 128.1.128.7?
    a. 10001111.00011111.10000111.00000111
    b. 10001111.01100001.10001100.11000111
    c. 11111111.11111111.11111111.11111001
    d. 10000000.00000001.10000000.00000111

18. What TCP/IP utility would you use to check the pathways and status of network devices between two Internet paths/sites?
    a. NetStat
    b. Tracert
    c. Nslookup
    d. Ping

19. Due to the drop in hard drive storage, a newer backup strategy is emerging that allows for very quick backup and recovery while still using older technologies for archival purposes and is called:
    a. tape backup
    b. tape-to-disk-to-disk backup
    c. disk-to-disk-to-tape backup
    d. disk backup

20. What RAID format is considered the best by most administrators because it does **not** require the operating system to handle most of the data striping and parity calculations?
    a. Master RAID
    b. Super RAID
    c. Software RAID
    d. Hardware RAID

21. The administrator has set a backup routine that includes differential backups Monday through Friday with a full (normal) backup on Sunday. Your system crashes Wednesday morning. What tapes will be needed for the restore?
    a. last Sunday and Tuesday
    b. last Friday, Sunday, and Tuesday
    c. all of last week's tapes, Monday-Friday, Sunday, and Monday the current
    d. last Sunday, Monday, and Tuesday

22. When configuring DNS with a new Domain entry you create a new:
    a. network
    b. zone
    c. stub
    d. host

23. Your client reports that when they print their word processing document it appears on the printer as X!###$DF()+~~ and continues to print numerous pages with random characters. What is most likely the problem?
    a. wrong printer cable
    b. wrong printer driver
    c. wrong font
    d. wrong paper format

24. Given the IP address and subnet mask of 192.168.134.56 and 255.255.255.224, on which subnet does this address reside?
    a. 192.168.134.32
    b. 192.168.0.0
    c. 192.168.134.48
    d. 192.168.134.0

25. FTP provides a reliable, connection-oriented service for transferring of files. Which transport layer protocol is used for data transfer when this service is being used?
    a. DNS
    b. IP
    c. TFTP
    d. TCP

26. Which protocol is used by e-mail servers to communicate with each other?
    a. HTTP
    b. FTP
    c. SMTP
    d. POP

27. What does a switch do when it receives a frame and the source address is unknown?
    a. The switch will issue an ARP request to confirm that the source exists.
    b. The switch will map the source address to the port on which it was received.
    c. The switch will discard the frame.
    d. The switch will flood the frame to all attached devices.

28. Which one of the following start the test of destination reachability?
    a. echo reply issued by destination
    b. echo request issued by source
    c. echo request issued by destination
    d. echo reply issued by source

29. What units are used to measure Internet bandwidth?
    a. bytes per second
    b. bits per second
    c. megabytes per second
    d. hertz

30. Which port numbers are used by PAT to create unique global addresses?
    a. 1024 and below
    b. 64,000 and above
    c. 1025 and above
    d. 255 and below

NETWORK DESIGN SAMPLE CASE STUDY

PARTICIPANT INSTRUCTIONS

1. You have 20 minutes to review the case and may take notes on the two note cards that were provided. Note cards will be collected following the presentation.
2. Presentation time is seven minutes. At six and seven minutes the timekeeper will stand. 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. All members of the team must participate in the presentation, as well as answer the questions.

CASE STUDY SITUATION

The GoodDay Toy Company currently has several production facilities throughout the United States, and corporate offices located in Memphis, Tennessee. Your team must participate in the design and partial implementation of three new production facilities that the company will be opening in the next 12 months.

The requirements follow:

- Each new site will have its own separate network that will connect to the company's central network.
- Every new network will be configured to support two subnets allowing for managers and employees to gain access to central corporate documents.
- An approved software list will be utilized. The allowed programs will be used to incorporate into already existing profiles set by job and function. (These profiles will include site default printers and intranet homepages.)
- There will be three noncolor and one color network-capable laser printers installed for each location.
- All of the printers' queues will be managed by a central print server that will be connected to and only have access from the managers' sub-network.
- One of the subnets will only have WYSE thin-clients connected (which will only be allowed to connect to the network via terminal services to a central server) and will also be configured to connect to a central router set with its own SNMP community ID and string.
- All servers will have a connection to a 10-gigabit switch that is located adjacent and/or nearby the central router in order to allow for production growth and server clustering.
- At least two subordinate managers will have backup dial-up connections via their offices' own separate phone lines.

The corporate guidelines currently allow for major changes of IT operation to occur during business nonworking hours. These can include web server upgrades, e-mail service administration, and new package roll-outs. A new Oracle database front-end will be utilized on at least one machine at every site beginning next year. One server and one new full desktop workstation will be required for this new project and some of its other business administration functions.

Interviews with company IT personnel indicate that administration may restrict the IT budget of the new production sites. Costs should be kept to a minimum, and most installations should be completed by existing personnel. The team should assume that local telecom companies exist in the location of the new production facilities and are able to provide a variety of connection options, including DSL, T1 and T3 lines, and standard dial-up.

The proposed solution should include the following:

- Necessary network infrastructure to accommodate the new production sites
- Consider budget restraints of The GoodDay Toy Company

- Ensure that the upgrades do not interfere with production schedules
- Consider security of the network and workstations at all times
- Consider network operating systems that maintain high availability and scalability for future expansion
- Create a diagram of your proposal including computers, servers, printers, and cabling
- Also include a logical and physical topology with necessary network addressing, connecting all remote sites with the corporate offices

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 objective test.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/NETWORKINGCONCEPTS.pdf

Web Site Resources
- Networking
  http://www.pctechguide.com/29network.htm
- Network Topologies
  http://www.webopedia.com/Networks/Network_Topologies/

NETWORKING CONCEPTS SAMPLE QUESTIONS

1. The connection-oriented, reliable transport of data takes place at what layer of the OSI model?
   a. transport
   b. network
   c. data-link
   d. session

2. You are the administrator of a network with 250 nodes. You want to implement video conferencing, but your network is performing poorly. Through network analysis software, you determine that the hub is the bottleneck. Which device should you install in place of the hub to alleviate the bottleneck?
   a. a transceiver
   b. a repeater
   c. a switch
   d. a MAU

3. Which connector should you use with fiber optic cabling?
   a. RJ-45
   b. ST
   c. BNC
   d. AUI

4. Which benefit does starting Samba on a UNIX/LINUX server provide?
   a. Web access
   b. Telnet access
   c. Print server access
   d. Secured server access

5. Which fiber connector uses a twist-type attachment mechanism?
   a. SC
   b. ST
   c. MT-RJ
   d. FC

6. Your company is planning to rebuild its network infrastructure. You are asked to provide a topology that will be scalable and easy to troubleshoot. Which topology should you recommend?
   a. ring
   b. mesh
   c. bus
   d. star

7. You are assisting your senior technician in extending the Denmarc for a new DSL circuit. Which tool should you use?
   a. punch down tool
   b. bit error rate tester
   c. multimeter
   d. optical tester

8. What is the process of changing the configuration of an A, B, or C network so that it treats the network and node number differently?
   a. proxying
   b. reverse lookup
   c. routing
   d. subnetting

9. Which network transmission medium is limited to 10 megabits per second and can support cable segments up to a maximum of 100 meters?
   a. 10Base-F
   b. 10Base-2
   c. 10Base-T
   d. 10Base-5

10. Which one of the following applications, if running on a server, would most likely require more RAM than the minimum specified by the NOS vendor?
    a. MS SQL Server
    b. Netscape Navigator
    c. Telnet
    d. MS-DOS

11. You must propose a cabling scheme for your company's new location. Several departments are located on the same floor with a maximum distance of 61 meters (200 feet) between departments. You want a relatively easy, low-cost installation with simple connections. Which type of cabling would you propose?
    a. unshielded twisted-pair
    b. fiber-optic
    c. yhicknet
    d. yhinnet

12. You are experiencing connection problems with the fiber-optic cables in the 100BaseFX LAN that you administer. What could be the cause of this problem?
    a. The cable length between workstations and hubs is less than 1,000 meters.
    b. The cable is experiencing problems with ESD.
    c. The cable is not properly terminated.
    d. The cable in the plenum is too close to an energy source.

13. Twisted pair cabling is commonly terminated with what type of connector:
    a. RJ-45
    b. BNC
    c. RJ-11
    d. RJ-12

14. To use file level security you should have what file system installed?
    a. FAT
    b. FAT32
    c. CDFS
    d. NTFS

15. Twisted pair cable installations are covered by what wiring standard?
    a. TIA/EIA 568
    b. IEEE 802.3
    c. TAI/EAI 568
    d. IEEE 802.1

16. What is 10Base5 considered?
    a. category 5 UTP
    b. thinnet
    c. thicknet
    d. category 6 UTP

17. ____ is **not** a fiber-optic connector.
    a. MT-RJ
    b. RJ-45
    c. SMA
    d. MIC

18. With respect to structured cabling, a(n) ____ is the location of the cabling and equipment that connects a corporate network to a third-party telecommunications provider.
    a. work area
    b. equipment room
    c. cable plant
    d. entrance facility

19. The job of the ____ to convert bits into signals for outgoing messages and signals into bits for incoming messages.
    a. MAC sublayer
    b. data link layer
    c. LLC sublayer
    d. physical layer

20. ____ frames are created for any computers on a network that "listen" to a shared network address.
    a. Group
    b. Multicast
    c. Broadcast
    d. Unicast

21. ____ is a name-to-address resolution protocol that functionally operates at the Session layer of the OSI model.
    a. ICMP
    b. ARP
    c. DHCP
    d. DNS

22. Class ____ addresses are reserved for experimental use and cannot be used for address assignment.
    a. D
    b. A
    c. C
    d. E

23. A form of ____ is used in wireless LANs with an access point.
    a. polling
    b. CSMA/CA
    c. demand priority
    d. switching

24. ____ defines Gigabit Ethernet over fiber-optic cable.
    a. 1000BaseO
    b. 1000BaseC
    c. 1000BaseX
    d. 1000BaseF

25. ____ uses specially shielded, balanced, copper jumper cables.
    a. 1000BaseTX
    b. 1000BaseSX
    c. 1000BaseCX
    d. 1000BaseT

26. A V.90 modem uses a technique called ____ that digitizes analog signals.
    a. MP3
    b. PCM
    c. WAV
    d. CODEC

27. One of the most widely used high-speed digital lines is the ____, a DDS technology that uses two two-wire pairs to transmit full-duplex data signals at a maximum rate of 1.544 Mbps.
    a. ADSL
    b. T1
    c. T3
    d. ISDN

28. Most NICs in computer workstations today are connected to what type of bus architecture?
    a. AGP
    b. firewire
    c. PCI
    d. USB-x

29. When a computer boots up and tries to obtain an IP address automatically, but does **not** find a DHCP server, what addressing is used?
    a. APIPA
    b. ICANN
    c. IP
    d. DNS

30. The main active directory unit that is the building block of the structure allowing for distribution of resources and administration is:
    a. domain
    b. forest
    c. tree
    d. organizational unit (OU)

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 ten (10) 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/PARLIAMENTARYPROCEDURE.pdf

Web Site Resources

- Go to http://www.parliamentarians.org/membership.htm to download 300 test questions used to review for the national parliamentary test. Also go to http://www.parliamentarians.org/ to look at study materials.

PARLIAMENTARY PROCEDURE SAMPLE QUESTIONS

1. Which one of the following motions is **not** a motion to bring a question again before the assembly?
   a. ratify
   b. amend something previously adopted
   c. rescind
   d. reconsider

2. A motion that has been postponed to a certain time:
   a. is in the same condition at a later session as it was before postponement except that any limitation on debate is exhausted
   b. cannot be reconsidered
   c. can be called up by the motion to take from the table
   d. cannot again be postponed

3. Incorporation by a society is advisable for all of the following reasons **except** for:
   a. exemption from tax and revenue laws
   b. the right to inherit property
   c. obtaining and holding property
   d. the capability to sue or be sued

4. Fix the time to which to adjourn:
   a. is always a privileged motion
   b. does not affect when the present meeting will adjourn
   c. is out of order when there is no meeting scheduled later in the same session
   d. is out of order at an adjourned meeting

5. While a main motion is pending, a member who voted with the prevailing side moves to reconsider the vote on a motion that was adopted during the same meeting. The motion to reconsider is seconded. The chair should now:
   a. instruct the secretary to enter the motion to reconsider in the minutes
   b. request a motion to lay the motion to reconsider on the table
   c. take a vote on whether to enter the motion to reconsider on the minutes
   d. state the motion to reconsider as pending

6. When the assigned time for taking up a topic in an agenda arrives, the chair announces that fact. Then he puts to a vote any pending questions without allowing further debate unless:
   a. someone immediately moves to amend by substitution
   b. they are debatable questions
   c. the debate relates to an urgent matter
   d. someone immediately moves to lay the question on the table

7. A vacancy in a committee is filled by:
   a. the president only
   b. the appointing power
   c. the person who is vacating the position
   d. the committee members

8. A member who wishes to avoid a direct vote on a question might move any of the following, **except:**
   a. division of a question
   b. objection to the consideration of the question
   c. leave to withdraw a motion
   d. postpone indefinitely

9. Which one of the following motions will no longer adhere if laid on the table with a main motion at one session and subsequently taken from the table during the next session?
   a. postpone indefinitely
   b. postpone to a certain time, if taken from the table before the time of the proposed postponement
   c. previous question
   d. commit or refer

10. Special committees of the assembly:
   a. are always appointed "with power"
   b. are dissolved at the close of the annual meeting
   c. may make a partial report
   d. may be discharged by the board

11. During the proceedings of a committee:
   a. the committee may adopt its own rules
   b. the motion to reconsider is not in order
   c. the chairman has the right to debate, but not make motions
   d. motions to close or limit debate are generally not allowed

12. On a question of direct personal interest, a member:
   a. must send out notice prior to the meeting that he will abstain
   b. should abstain from voting on the motion
   c. always votes if the vote is by ballot
   d. can be compelled to refrain from voting by the other members

13. A motion within the control of the assembly, because it has **not** been finally disposed of, may be renewed if:
   a. more than a quarterly time interval will elapse before the next regular session
   b. voted on and a motion to reconsider made but not called up
   c. postponed to the next session
   d. laid on the table

14. The motion to reconsider does **not** apply to:
   a. the vote on a motion that can be renewed at a reasonable time
   b. all the answers are correct
   c. any vote that has caused something to be done that it is impossible to undo
   d. an affirmative vote whose provisions have been partly carried out

15. Active FBLA members must be all of the following **except:**
    a. be enrolled in business and/or business-related fields
    b. accept the purpose of FBLA
    c. be secondary students
    d. currently contributing to good school-community relations

16. The affairs and property of FBLA are managed by the:
    a. advisory council
    b. executive council
    c. board of directors
    d. CEO

17. Which one of the following states is **not** a part of the Mountain Plains Region?
    a. South Dakota
    b. Missouri
    c. New Mexico
    d. Nebraska

18. A main motion yields to:
    a. a motion to bring a question again before the assembly
    b. the motion to ratify
    c. all applicable secondary motions
    d. all answers are correct

19. Which statement is **true?**
    a. Incidental motions have an assigned position in the order of precedence of motions.
    b. There are twelve ranking motions.
    c. More than one secondary motion may be pending at a time.
    d. There are four classes of secondary motions.

20. The fiscal year of the Future Business Leaders of America shall be:
    a. June 1 through May 31
    b. August 1 through July 30
    c. January 1 through December 31
    d. July 1 through June 30

21. In addition to active members, the bylaws provide for:
    a. Professional, Honorary Life, and National Honorary Life
    b. Professional, State Honorary Life, and National Honorary Life
    c. Alumni, Honorary Life, and State Honorary Life
    d. Alumni, State Honorary Life, and National Honorary Life

22. The official emblem and insignia item designs are described and protected from infringement by registration in the U.S. Patent Office under the Trademark Act of which year?
    a. 1946
    b. 1948
    c. 1962
    d. 1966

23. The officer candidates must be certified by the:
    a. CEO
    b. National Executive Council
    c. board of directors
    d. Officer Screening Committee

24. Which one of these subsidiary motions has no corresponding incidental main motion?
    a. limit or extend limits of debate
    b. commit or refer
    c. postpone indefinitely
    d. previous question

25. A motion to censure the action of an officer:
    a. is not amendable
    b. opens the entire question to debate
    c. is not debatable
    d. may not be reconsidered

26. The adoption of the motion to postpone indefinitely:
    a. allows the main motion to be brought up again at the business meeting the next day during a convention
    b. suppresses the main motion for all future meetings
    c. kills the main motion for the duration of the session
    d. allows the action to be renewed after intervening business has transpired

27. To amend something previously adopted is:
    a. an incidental motion
    b. an incidental main motion
    c. an original main motion
    d. a subsidiary motion

28. Which one of the following motions can be made without a time limit?
    a. take from the table
    b. reconsider
    c. discharge a committee
    d. rescind

29. When dissolving a society, which of the following is **not** required?
    a. holding a public hearing
    b. disposal of assets in accordance with state and federal tax laws
    c. adoption of a resolution of dissolution
    d. the same notice and vote as are required to amend the bylaws

30. Which of the following statements, concerning a member's right to speak and vote, is correct?
    a. A member may vote and speak as he chooses so long as his debate is germane.
    b. A member may not speak against his own motion unless through amendment it becomes a different question.
    c. A speaker is required to speak for his motion.
    d. A member may vote for or against his motion.

PARLIAMENTARY PROCEDURE PERFORMANCE

Case Scenario

This is a regular meeting of your FBLA chapter.

Below is a list of parliamentary procedure motions, concepts, or principles that you are to incorporate into your performance. Use situations typical of a regular chapter meeting to illustrate all of the items below.

The items are listed randomly. You may present them in any sequence you wish as long as their use conforms to correct procedures.

Part of the evaluation by the judges will be the quality of discussion. Motions should be clearly stated and complete. Debate should be logical, natural, concise, germane, and enthusiastic.

1. Demonstrate a situation that leads to an appeal from the decision of the chair.

2. While a suitable main motion is pending, demonstrate the proper division of a question.

3. Demonstrate the use of "stand at ease."

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 is submitted prior to the NLC to be judged, and all eligible chapters will present the project at the NLC in a preliminary round.

Web Site Resources
- Business Report Writing
  http://business.clayton.edu/arjomand/business/writing.html
- How to Give an Oral Report
  http://www.infoplease.com/homework/oralreport1.html

Additional Resource
- Market*Place*—FBLA Winning Reports—1st Place; FBLA Winning Reports—2nd Place

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 objective 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/
- Growing Your Money
  http://www.fanniemaefoundation.org/programs/finance_tools.shtml
- It's Your Move
  http://www.thecepe.org/IYM/IYM.htm
- National Endowment for Financial Education HS Financial Planning Program
  http://www.nefe.org/pages/educational.html
- Practical Money Skills
  http://www.practicalmoneyskills.com/english/teachers/

PERSONAL FINANCE SAMPLE QUESTIONS

1. The tax on wages, salaries, and self-employed earnings is:
   a. estate tax
   b. inheritance tax
   c. income tax
   d. luxury tax

2. A retirement plan that is funded at least in part by an employer is referred to as:
   a. a mentorship program
   b. an adjusted benefit
   c. a legal right
   d. a pension plan

3. A specific expense, such as a medical expense, that can be deducted from adjusted gross income for tax purposes is:
   a. an allowance
   b. a charitable contribution
   c. an itemized deduction
   d. an exemption

4. A fee collected from most employees to support a federal program that provides old-age, survivors, and disability insurance is commonly referred to as:
   a. federal insurance corporation fee
   b. Medicaid
   c. employees' health insurance
   d. Social Security tax

5. Gross income is the amount of income from wages or salary:
   a. before payroll deductions
   b. before bonuses are added in
   c. after payroll deductions
   d. that the person can actually spend

6. Which one of the following defines a budget?
   a. a plan to match expected income with expected outflow
   b. something that will decrease your wants and needs
   c. a plan to increase income
   d. a plan to match spending with saving

7. A person who buys and uses goods and services is a:
   a. producer
   b. consumer
   c. competitor
   d. supplier

8. Saving is:
   a. setting money aside for long-term goals
   b. the same thing as investing
   c. not important if you have a checking account
   d. what people usually do to meet short-term goals

9. The ingredients on food labels are listed:
   a. alphabetically
   b. by nutritional value, from least to most
   c. in any order the manufacturer chooses
   d. by weight, from most to least

10. When you multiply principal times rate of interest times length of repayment time, the result is:
    a. simple interest
    b. principal
    c. refund
    d. unearned interest

11. Which type of communication takes place among employees?
    a. upward
    b. downward
    c. vertical
    d. horizontal

12. Personal factors that change your buying patterns include all **except:**
    a. age
    b. competition
    c. lifestyle
    d. employment status

13. Jack is married to Susan; they have five dependent children. Jack can legally use which of the following filing income tax status?
    a. single
    b. head of household
    c. qualifying widow
    d. married filing jointly

14. The best approach to solving the problem of an annual budget deficit is generally to:
    a. reduce flexible expenditures
    b. sell stock to make up the deficit
    c. get a part time job
    d. reduce fixed expenses

15. Jane and Manuel have a net worth of $15,000 and total assets of $150,000. If their revolving credit balance and unpaid bills total $3,500, what are their total liabilities?
    a. $143,500
    b. $140,000
    c. $135,000
    d. $165,000

16. Municipal bonds have an additional benefit of being:
    a. tax deferred
    b. convertible
    c. not rated
    d. tax exempt

17. Which one of the following factors has the least influence on personal decisions?
    a. values
    b. peers
    c. global market
    d. family

18. What is the first step in the financial planning process?
    a. create a plan
    b. monitor and modify
    c. set goals
    d. analyze information

19. Which one of the following employee benefits would a working parent find most useful?
    a. Social Security benefits
    b. tax-deferred retirement plan
    c. parental leave
    d. stock options

20. Which one of the following could **not** be called income?
    a. a paycheck
    b. interest received from a savings account
    c. an allowance
    d. interest paid on a loan

21. You want to buy four new tires before winter. The SMART component in this goal is:
    a. specific
    b. measurable
    c. reliable
    d. attainable

22. The type of investment that has the highest risk and the highest potential rate of return is
    a. money market mutual fund
    b. savings bonds
    c. stocks
    d. government bonds

23. What approximate interest rate would an investor need to earn in order to double the value of an investment in six years?
    a. 6 percent
    b. 10 percent
    c. 12 percent
    d. 70 percent

24. An advantage of owning a house instead of renting is that you:
    a. need less money
    b. can move easily
    c. may have tax advantages
    d. do maintenance yourself

25. What is used to add funds to a bank account?
    a. check
    b. deposit slip
    c. withdrawal slip
    d. signature card

26. Which one of the following types of life insurance does **not** have a cash value?
    a. limited life
    b. term life
    c. ordinary life
    d. all life insurance policies have a cash value

27. A small food retailer that stocks popular items at higher prices and emphasizes an accessible location and long operating hours is called a:
    a. convenience store
    b. vending machine
    c. specialty store
    d. supermarket

28. This warranty is imposed by law and is understood to apply even though it has **not** been stated.
    a. implied warranty
    b. guaranteed warranty
    c. statutory warranty
    d. express warranty

29. In most markets, wages and salaries are determined by:
    a. what competitors pay
    b. commission-based plans
    c. local laws
    d. small businesses

30. A net worth statement is most commonly used for which one of the following?
    a. in the event of a tax audit
    b. in preparing budgets
    c. when applying for a loan or credit
    d. as proof of loss in case of fire or theft

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 (4) minute speech based on one of the FBLA goals.

Web Site 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/

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 (5) minute speech based on one of the FBLA goals.

Web Site 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/

Overview
This event provides recognition for FBLA members who possess the basic principles of sports management.

This is an individual objective test.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/SPORTSMANAGEMENT.pdf

Web Site Resources

- AthleticBusiness.com
  http://athleticbusiness.com
- Game Face
  http://www.gamefacesportsjobs.com
- Jobs in Sports
  http://www.jobsinsports.com
- NACDA Job Center
  http://www.nacda.com/nacdajobs/nacda-nacdajobs.html
- SPMT Links and Resources
  http://rht.gmu.edu/spmt/links/
- Sports Link Central
  http://www.sportslinkscentral.com/
- The NCAA News
  http://www.ncaa.org/wps/portal
- Work in Sports
  http://www.workinsports.com/home.asp

SPORTS MANAGEMENT SAMPLE QUESTIONS

1. A person who is a legal representative of another person, used extensively in professional sports.
   a. handler
   b. manager
   c. agent
   d. venue

2. What organization in the past qualified teams for Olympic softball competition?
   a. International Olympic Committee
   b. General Association of International Sports Federations
   c. Major League Baseball
   d. International Softball Federation

3. A baseball organization decided to charge $15 for a general admission, "bleacher" seat because customers are willing and able to pay that amount. This type of price is considered:
   a. excessive
   b. competitive
   c. exchange
   d. optimum

4. Which one of the following is a valuable learning tool for an employee desiring a future management position?
   a. having many temporary employments
   b. having a paid work-experience in any area
   c. internship
   d. working as a college student

5. How many hotel rooms must a city have available to meet NFL requirements for hosting a Super Bowl?
   a. 50,000
   b. 20,000
   c. 10,000
   d. 30,000

6. Which type of job involves routine activities and is usually held for a short period of time?
   a. specialist occupations
   b. career level occupations
   c. management positions
   d. entry level occupations

7. Why would a football stadium conduct marketing audits?
   a. to reach potential customers
   b. to identify problems
   c. to account for expenditures
   d. to review procedures

8. A contract that provides tickets and passes to a radio station in exchange for free air time promotions is an example of:
   a. distributor partnership
   b. barter agreement
   c. license agreement
   d. sponsorship

9. What is it called when a company agrees to give another company the right to use another's brand name or patent in exchange for a fee?
   a. sponsoring
   b. branding
   c. leasing
   d. licensing

10. Marketing objectives developed by a sporting goods store should lead to:
    a. decrease in taxes
    b. increase in prices
    c. decrease in revenue
    d. increase in sales

11. Which one of the following would **not** be considered a necessary characteristic for managing a sporting event?
    a. knowledge of the event venue
    b. sincerity
    c. friendly attitude
    d. casual dress code to make guests more comfortable

12. Which one of the following is **not** a reason that a sport organization would have a code of ethics?
    a. to define acceptable behaviors
    b. to determine salaries for players
    c. to encourage high standards of practice
    d. to provide a benchmark for self evaluation

13. Which one of the following is **not** classified as a source of facility revenue?
    a. parking fees
    b. sponsor advertising
    c. concession sales
    d. broadcast rights

14. Why might a sporting facility provide an increased level of amenities for spectators?
    a. provide tickets that are a better value
    b. increase the happiness of the owners
    c. give spectators a higher perceived value
    d. distract fans during subpar seasons

15. What is one purpose of a professional sports league?
    a. to serve as a fan club
    b. to select cities for teams in an application process
    c. to control the number and location of teams
    d. to add as many teams as are wanted by cities

16. Who makes up the economic market in the sports industry?
    a. fans of a particular team
    b. consumers who are mobile
    c. all of the consumers who purchase a product
    d. marketers who are selling a product

17. What idea that effects management and involves employees taking part in all decisions has become more common?
    a. human interaction management
    b. command hierarchy
    c. civil-society management
    d. workplace democracy

18. Some professional sports teams use the distribution function to provide good customer service. What does this take into consideration?
    a. differences in customers
    b. warehouse structure
    c. receiving procedures
    d. inventory organization

19. What is an agreement that allows a person or agency to represent the athlete in marketing the athlete's ability and name?
    a. application
    b. noncompete clause
    c. agent contract
    d. collective bargaining

20. On what does accounting for sports franchises usually center?
    a. expenses and income
    b. financial statements and forecasts
    c. balance sheets and income statements
    d. revenue and profit

21. Careers are available in sporting goods at manufacturers and retailers. Which one of the following is a sporting goods retailer?
    a. Nike
    b. Champs
    c. Adidas
    d. Reebok

22. What is the intended target of any basic marketing communication?
    a. sender
    b. channel
    c. medium
    d. receiver

23. Why is licensing especially important to the sports industry?
    a. Agents use it in negotiating contracts for their players.
    b. Licensing helps professional sport teams to sell more season tickets.
    c. Professional teams make the majority of their revenues through licensing.
    d. Licensing helps make consumers aware of professional teams.

24. Which one of the following would be direct competition for a Cardinals baseball game?
    a. a Ram's football game
    b. a Blues hockey game
    c. Six Flags amusement park
    d. a college baseball game

25. An artificial turf company is taking up old field coverings and recycling them. This is an example of what type of distribution?
    a. external
    b. green
    c. internal
    d. reverse

26. What is **not** necessarily a requirement of a sports agent?
    a. high salary for his/her client
    b. strategic planning to improve a player's position in a draft
    c. negotiation skills
    d. knowledge of contract law

27. What can happen when a top athlete is extremely popular?
    a. It can impact the popularity of that athlete's particular sport.
    b. It can discourage young people from entering that sport.
    c. The performance of other athletes may suffer.
    d. Audience size may decrease over time.

28. Which leadership style would offer a great deal of flexibility in situations that change frequently?
    a. situational
    b. autocratic
    c. open
    d. democratic

29. Which colleges and universities are subject to Title IX?
    a. any that receive federal aid
    b. all male or all female schools
    c. only those that compete in the NCAA
    d. private universities

30. Professional athletes negotiate salaries, playing conditions, and contract terms as a unit. In what process is their union engaging?
    a. collective bargaining
    b. competitive advantage
    c. free agency
    d. labor contracts

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

Web Site Resources

- A Brief History of Spreadsheets
  http://dss.cba.uni.edu/dss/sshistory.html
- Business Education Links
  http://lessonplans.btskinner.com/
- Free Excel file downloads
  http://www.j-walk.com/ss/excel/files/index.htm
- Introduction to Spreadsheets
  http://www.cs.indiana.edu/classes/a106-fulc/spreadsheet.intro.html
- Microsoft Excel Spreadsheet
  http://www.uchaswv.edu/courses/cis101-02/ss1.html
- Spreadsheet Basics
  http://marthforum.org/sum95/math_and/spreadsheets/basics.html
- Using Spreadsheets in Math
  http://www.math.byu.edu/~lfrancis/readings302/Spreadsheets.html

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SPREADSHEET APPLICATIONS SAMPLE QUESTIONS

1. The expression ____ returns the maximum value in the range A1:A100 and then divides the value by 100.
   a. =MAX(A1:A100/100)
   b. =MAXIMUM(A1:A100)/100
   c. =MAX(A1:A100)/100
   d. =MAX(100)/(A1:A100)

2. The ____ operator checks if the value in a given cell is less than the value in another cell.
   a. <>
   b. <
   c. >
   d. <=

3. A chart placed in the same worksheet with its corresponding data is known as a(n) ____ chart.
   a. embedded
   b. pie
   c. attached
   d. custom

4. A data ____ is a group of related data points.
   a. aggregate
   b. cluster
   c. roster
   d. series

5. The Stop Recording toolbar contains two buttons: the Stop Recording button and the ____ Reference button.
   a. Relational
   b. Absolute
   c. Macro
   d. Relative

6. To execute a macro you create, you can select the ____ command in the Macro dialog box.
   a. Start
   b. Run
   c. Execute
   d. Launch

7. In VBA, macros are called ____ procedures.
   a. commented
   b. body
   c. modular
   d. sub

8. Why would you use a spreadsheet instead of using a table in a word processing document?
   a. You cannot perform any calculations in a table.
   b. A spreadsheet offers many more options of manipulating data, including advanced calculations.
   c. A spreadsheet is always easier to use.
   d. There are more fonts and font styles available in a spreadsheet.

9. Which one of the following is a **true** statement about where a list is filtered?
   a. Copied data cannot be sorted without an impact on the original records.
   b. Field names in another location can be arranged in any order.
   c. When copied to a new location, copied data are linked back to the original database.
   d. Filtering a list in place is useful when you want to see all of the data in records that meet filter criteria.

10. Which one of the following criteria will display records of all females old enough to drive (assuming the driving age is 16)?
    a. Gender equals female, age greater than or equal to 16.
    b. Gender equals female, age greater than 16.
    c. Gender equals female, age less than 17.
    d. Gender equals female, age equal to 16.

11. The rectangular area where a column and a row intersect is called a(n):
    a. active cell
    b. cell range
    c. cell
    d. cell pointer

12. Categories in charts are generally plotted along the horizontal axis known as the:
    a. X-axis
    b. Y-axis
    c. secondary axis
    d. data point axis

13. Data values are plotted along the vertical axis, known as the:
    a. data axis
    b. secondary axis
    c. Y-axis
    d. X-axis

14. To view the code of a macro, you need to open the Visual Basic:
    a. Editor
    b. Manager
    c. Code Window
    d. Reader

15. Which function can move data easily and quickly to report answers to different questions?
    a. chart
    b. lookup table
    c. diagram
    d. pivot table

16. Which one of the following **cannot** be done after a pivot table has been created?
    a. rename a field
    b. create a chart
    c. use a formula referencing a field that has been removed
    d. run a macro

17. Formatting in a pivot table will be retained when doing which one of the following?
    a. changing source data
    b. renaming items
    c. displaying or hiding items
    d. displaying or hiding totals

18. If you have created a pivot table with a pivot chart based on it, which one of the following would affect only the table and **not** the chart?
    a. set up titles to print on each page of the table
    b. hide fields in the table
    c. sort the table
    d. refresh the table

19. Which one of the following is the easiest method to print only rows that meet specific criteria?
    a. hide columns
    b. data validation
    c. conditional formatting
    d. filter

20. What filter criteria would you use in a list of fines owed if you wanted only fines that were $10 or more but under $50?
    a. fee is greater than or equal to 10 and less than 50
    b. fee is greater than or equal to 10 and less than or equal to 50
    c. fee is greater than 10 and less than 50
    d. fee is between 10 and 50

21. Which AutoFilter option would you use to filter data for Room Numbers between 100-199?
    a. custom criteria
    b. nonblanks
    c. sort
    d. top 10

22. What does the error message #DIV/0! mean?
    a. The formula is using the wrong type of argument.
    b. The formula is attempting to divide a number by zero.
    c. The formula contains a cell reference that is **not** valid.
    d. There is no room in the cell for the number of digits needing to be displayed.

23. Which one of the following functions does **not** use an argument?
    a. TODAY
    b. IF
    c. SUM
    d. COUNT

24. Which one of the following formulas would **not** result in the average of Cells C7 through C10?
    a. (C7+C8+C9+C10)/4
    b. AVE($C$7:$C$10)
    c. C7+C8+C9+C10/4
    d. AVE(C7:C10)

25. Which one of the following is a correct order of operations in a formula?
    a. multiplication, addition, percent
    b. percent, multiplication, addition
    c. multiplication, percent, addition
    d. percent, addition, multiplication

26. Which cell reference would you use in Sheet 1 to refer to Cell A2 on Sheet 2?
    a. A2!Sheet2
    b. Sheet2!A2
    c. A2(Sheet2)
    d. Sheet2(A2)

27. In a formula, what does the colon stand for?
    a. divide
    b. or
    c. through
    d. and

28. Which one of the following is the most effective chart to compare contributions of individuals to a total?
    a. XY (Scatter)
    b. Clustered column
    c. Stacked column
    d. Line

29. Which of the following is a valid macro name?
    a. 2My_Macro
    b. My macro2
    c. My_macro
    d. My macro

30. Which one of the following business applications is **not** well-suited to a spreadsheet?
    a. the body of a mail merge letter
    b. a list of customer information for mail merge letters
    c. customer bills
    d. record of accounts receivable

SPREADSHEET APPLICATIONS PRODUCTION TEST

General Directions

- Read carefully and follow all steps in the following production jobs.
- 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, name, school, and state.

Input the following data:

Sales Force Monthly Earnings Report
January, 2008

Salesperson	Sales	Commission	Bonus	Monthly Earnings	Percentage
Herman, Maria	35000				
Jackson, Tom	28000				
Martin, Anne	25000				
Peters, Jeffrey	32000				
Ralston, Fred	36000				
Tuttle, Susan	41000				
Smith, Jonathan	47,500				
Berber, Barbara	48,725				
Morgan, Dorothy	31,250				
Medley, Loran	30,250				
Total					

Current Month's Commission Rate	10%
Sales Target for the month	$30,000
Bonus Rate	3%

JOB 1A: Spreadsheet

1. Enter the data above into a spreadsheet. Save your workbook as Sales Report. Name the sheet Sales. The first line should be a title line, merged and centered above the columns, bold, and with a 16-point Arial font. The second title line should be merged and centered above the columns, bold, and with a 12-point Arial font. The column headings should be bold, centered, 14-point Arial font, and filled with a shading effect. The three lines below the total row should be separated from the rest of the spreadsheet by three blank rows and entered at the left side of the worksheet.
2. Use a formula to calculate the commission for each employee. Use cell locations in your formulas and absolute references where necessary.
3. Use the *if function* to figure the bonus for each employee. All employees get a 3 percent bonus paid on sales in excess of the sales target.
4. Use a formula to calculate the total monthly earnings for each employee. Total each of the columns in the total row. Indent the word Total in column A three spaces.
5. Use the appropriate formula to calculate the percent each salesperson's sales are to the total sales. Format as a percent to two decimal places.
6. Sort the sales sheet in ascending order by the salesperson's last name.
7. Format the other numbers in your worksheet as currency with no decimal places. Add a rule on the bottom of the row above the total row. Add a double rule on the bottom of the total row.

Print Job 1-A.1 Print spreadsheet landscape and center spreadsheet vertically and horizontally.
Print Job 1-A.2 Print spreadsheet landscape with formulas.

JOB 1B: Column Chart (15 points)

Create a clustered column chart using the sales for the month for each employee. Do not include the total. Put the chart on a new sheet; add a chart title of Sales Force Monthly Earnings, font size 20. Add an x-axis title of Salesperson, size 14 and a y-axis title of Sales, font size 14, rotated vertically. Remove the legend box. Rotate the x-axis labels -90 degrees.

Print Job 1-B Print column chart

JOB 1C: 3-D Chart (15 points)

Create a 3-D pie chart of the monthly earnings for each salesperson. Do not include the total. Put the chart on a new sheet; put the percent by each piece of the pie on the outside; make the label font size 16. Explode the piece of the pie for Fred Ralston. Add a chart title of Monthly Earnings, font size 20.

Print Job 1-C Print 3-D pie chart .

JOB 1D: Pivot Table (15 points)

Create a pivot table on a new sheet calculating the average of commission for each salesperson and the sum of monthly earnings per salesperson. Do not include the total column. Sort the pivot table in descending order of the monthly earnings column. Format the numbers in the pivot table as currency with no decimal places.

Print Job 1-D Print pivot table.

JOB 1E: Sales Worksheet with Filter (10 points)

On the sales worksheet, create a filter to show only those employees whose percentage of the total sales was 9 percent or greater.

Print Job 1-E Print sales worksheet with filter.

JOB 2A: Spreadsheet with Data Table

Garry's Golf and Sporting Goods offers private golf lessons. An income worksheet for private golf lessons is shown below. Create a spreadsheet and complete the different totals needed and the Net Income for the golf season. (*Total Variable Expense= variable expenses * total number of customers).*

Garry's Golf and Sporting Goods **Private Golf Lessons** **Income Worksheet**	
Golf Season	
Length of Season (days)	120
Average number of customers per day	50
Total Number of Customers	
Revenue	
Fee per customer	60
Total Revenue	
Variable Expenses	
Expense per customer	8
Green fees per customer	15
Total Variable Expenses	
Fixed Expenses	
Insurance	10,000
Maintenance	25,000
Salary and Benefits	95,000
Administrative and Advertising	35,000
Total Fixed Expenses	
Summary	
Total Revenue	
Total Expense	
Net Income	

Print Job 2-A Print spreadsheet with data table..

JOB 2B: Data Table

The owner wants you to perform a **what-if analysis** for a range of customer values from 30 to 60 customers per day, in increments of two customers per day. To the right of the income worksheet in Part A, create a one-variable data table to show the results of this analysis. Use the partial table below to check your results.

Customers	Revenue	Expenses	Net Income
50	360,000	303,000	57,000
30	216,000	247,800	(31,800)
32	230,400	253,320	
34	244,800		
36			
38			
40			
42			
44			
46			
48			
50			
52			
54			
56			
58			
60			

Print Job 2-B Print the data table.

STATE CHAPTER ANNUAL BUSINESS REPORT

Overview

The annual business report communicates the state's growth and the methods and projects used in achieving its goals. This event recognizes FBLA state chapters that effectively summarize their year's activities in a business report.

Additional Resource

- Market*Place*—FBLA Winning Reports—1st Place; FBLA Winning Reports—2nd Place

Overview
Technology is the new competitive edge for business. Successful business leaders must understand the impact of technology and knowhow to effectively harness it to drive their business success.

This is an individual objective test.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/TECHNOLOGYCONCEPTS.pdf

Web Site Resources
- Business Education Links
  http://lessonplans.btskinner.com/
- Creating Web Sites
  http://www.refdesk.com/html.html
- Database Design
  http://databases.about.com/od/specificproducts/Database_Design.htm
- Spreadsheet Basics
  http://marthforum.org/sum95/math_and/spreadsheets/basics.html

TECHNOLOGY CONCEPTS SAMPLE QUESTIONS

1. Which one of the following holds all of the information about one item or subject in a database?
   a. file
   b. record
   c. query
   d. report

2. The "http" you type at the beginning of any site's address stands for:
   a. HTML Transfer Technology Process
   b. Hyperspace Terms and Technology Protocol
   c. Hyper Text Transfer Protocol
   d. Hyperspace Techniques and Technology Progress

3. What device is considered the “brains” of the computer?
   a. RAM
   b. ROM
   c. CPU
   d. System unit

4. Which one of the following is larger in terms of size?
   a. 1 byte
   b. 1 k
   c. 1 gig
   d. 1 meg

5. What is the maximum transfer speed of the wireless 802.11a standard?
   a. 24 Mbps
   b. 54 Mbps
   c. 10 Mbps
   d. 100 Mbps

6. Typically, hard disk drives employ what technology as a storage mechanism?
   a. laser
   b. light
   c. magnetic
   d. chemical

7. Which one of the following is the direct computer-to-computer exchange of information normally provided on standard business forms such as bills of lading, invoices or purchase orders?
   a. electronic mediating
   b. EDI
   c. messaging
   d. electronic mail

8. What is the computer's central processing unit?
   a. part that does all the calculations
   b. part that makes your floppy spin
   c. part that you plug USB cords into
   d. part that you plug the phone cord into

9. Which one of the following help to ensure the ethical and responsible use of computer and other information resources?
   a. security procedures
   b. acceptable use policies
   c. ethical guides
   d. user's manuals

10. The ALT and CTRL keys are considered _____ keys.
    a. modifier
    b. function
    c. number
    d. directional

11. When a folder is expanded in the Folders pane, a _____ is displayed.
    a. minus sign
    b. less than sign
    c. plus sign
    d. greater than sign

12. The keyboard shortcut, CTRL + _____, moves to the last cell with data in a row.
    a. right arrow key
    b. left arrow key
    c. end
    d. tab

13. The Institute of Electrical and Electronic Engineers (IEEE) standardized LAN technologies by assigning designation numbers. The IEEE assigned _____ to Ethernet technology.
    a. 802.5
    b. 802.1
    c. 802.8
    d. 802.3

14. A _____ is a large computer capable of supporting thousands of users.
    a. mainframe
    b. PDA
    c. notebook computer
    d. microcomputer

15. The _____ displays information about a document, including current page number, total pages in the document, location of the cursor, etc.
    a. formatting toolbar
    b. horizontal scroll bar
    c. menu bar
    d. status bar

16. A _____ is a network device that connects several nodes of a local area network.
    a. modem
    b. router
    c. switch
    d. gateway

17. A _____ is a built-in formula that is a shortcut for common calculations, such as totaling numbers or finding the average.
    a. value
    b. formula cell
    c. function
    d. label

18. E-mails travel in small chunks of information called:
    a. packets
    b. bits
    c. frames
    d. bytes

19. Unsolicited e-mail is called:
    a. spam
    b. cursive
    c. instant messaging
    d. decryption

20. _____ allows you to send messages in real time.
    a. Microsoft Word
    b. Packets
    c. Instant messaging
    d. E-mail

21. Dr. John Atanasoff and Clifford Berry designed the first electronic digital computer in:
    a. 1952
    b. 1940
    c. 1937
    d. 1957

22. Chelsea wants to find a recipe for chocolate cookies without coconut. She types the following in the search box: cookies AND recipes AND chocolate NOT coconut. She has performed a search using:
    a. wild card searching
    b. search engine math
    c. phrase searching
    d. Boolean logic

23. The wild card character used when searching a search engine is a(n):
    a. comma
    b. question mark
    c. asterisk
    d. quotation mark

24. What term refers to desktop and personal computers?
    a. microcomputers
    b. peripheral equipment
    c. mainframes
    d. supercomputers

25. What is the largest network in the world?
    a. intranet
    b. Sprint
    c. AT&T
    d. Internet

26. What is the term for gaining access to a computer network, file or other resource without authorization or permission?
    a. interfering
    b. hacking
    c. unauthorized access
    d. unauthorized use

27. Which one of the following network systems uses satellites and a receiver to determine a location?
    a. global positioning system
    b. great positioning system
    c. global location system
    d. global political system

28. Which one of the following networks connects devices in a close loop system?
    a. ring network
    b. bus network
    c. star network
    d. diamond network

29. What is the term for using someone else's identity for illegal or unethical purposes?
    a. personal heist
    b. theft of resources
    c. identity heist
    d. identity theft

30. What is the name for the communication technology that is used to provide medical information and services?
    a. health networks
    b. webMD
    c. telemedicine
    d. telesurgery

Overview
The FBLA Virtual Business Challenge (VBC) encourages FBLA members to test their skills at managing a distribution center individually or as a team. The VBC has two (2) 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 top eight (8) teams, one from each state in both fall and spring, will advance to the national competition. Check the *CMH* for dates of competition.

Web Site Resources
- Virtual Business Challenge
  http://www.knowledgematters.com/vbc/fbla/

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 Web sites.

This is a two-part event: the URL is submitted prior to the NLC to be judged and all eligible chapters will present the Web Site at the NLC in a preliminary round,

Web Site Resources

- AceHTML
  http://freeware.acehtml.com/download.html
- AnfyJava Applet Creator 1.4: Neat program with lots of applets that can be used on web pages.
  http://www.anfyteam.com/ajdownl.html
- Arachnophilia HTML Editor
  http://www.mrzone.com/freeware/arachnophilia.html
- ArtGallery
  http://ourworld.compuserve.com/homepages/hpeer/Javaexamples/javaexamples.htm
- Business Education Links
  http://lessonplans.btskinner.com/
- Buttonz & Tilez
  http://www.b-zone.de/software/bt.htm
- ColorCop
  http://www.datastic.com/tools/colorcop/
- Copyright and Fair Use Guidelines for Teachers
  http://www.mediafestival.org/copyrightchart.html
- Copyright Law of the United States
  http://www.copyright.gov/title17/circ92.pdf
- Copyright Overview
  http://fairuse.stanford.edu/
- Creating Web Sites
  http://www.refdesk.com/html.html
- E-Commerce Assessment Tool
  http://asbdc.ualr.edu/ecommerce/tool.asp
- How to Build Business Websites
  http://www.build-your-website.co.uk/business-websites.htm
- How to Create Webpages
  http://www.teleport.com/~danal/Pages/making.html
- How to Make a Website
  http://www.allaboutyourownwebsite.com/
- Javascript Mouseover Creator
  http://www.mrzone.com/freeware/jsmoc.html
- The Net: User Guidelines and Netiquette Index by Arlene Rinaldi
  http://www.fau.edu/rinaldi/net/index.html
- The Home Page Maker
  http://www.wizard.com/~fifi/pagemake.html

Topic
The topic for the Web Site 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.

Overview
Word processing skills are necessary in today's world. This event recognizes FBLA members who demonstrate that they have acquired entry-level skills for word processing positions 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.

This event is only for grades 9 and 10.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/WORDPROCESSINGI.pdf

Web Site Resources
- Business Education Links
  http://lessonplans.btskinner.com/
- FGCU Word 2007 Tutorial
  http://www.fgcu.edu/support/office2007/Word/index.asp
- Microsoft Word XP/2003 Tutorial
  http://www.baycongroup.com/wlesson0.htm

WORD PROCESSING I SAMPLE QUESTIONS

1. The toolbar that contains buttons that can quickly apply such things as bold, italics, bullets, and paragraph alignment is called the:
   a. Formatting toolbar
   b. Task Panel
   c. Menu Bar
   d. Standard toolbar

2. Which button on the Standard toolbar is used to copy character formatting already applied to text to different locations in the document?
   a. paste
   b. copy
   c. drawing
   d. format Painter

3. Which word is spelled incorrectly?
   a. acknowledgement
   b. appearance
   c. anilysis

4. Which word is spelled incorrectly?
   a. imediately
   b. management
   c. maintenance

5. Which word is spelled incorrectly?
   a. privelege
   b. passed
   c. paid

6. Which word is spelled incorrectly?
   a. cooperation
   b. coarse
   c. competible

7. To run a macro, use all but one of the following methods:
   a. use an assigned keyboard shortcut
   b. Tools, Macros, and Run
   c. use an assigned toolbar button
   d. Tools, Macro, Macros, select macro desired, and click run

8. To move to a previous cell in a table press the:
   a. Shift+Tab
   b. Tab
   c. Backspace
   d. Control + Backspace

9. Select the number of punctuation, capitalization, and grammar errors in the following sentence:
   Jean arrived in San Francisco California on wednesday June 27.
   a. 1
   b. 3
   c. 2
   d. 0

10. On the horizontal ruler, an upside down T indicates a _____ tab stop.
    a. decimal-aligned
    b. right-aligned
    c. centered
    d. left-aligned

11. A(n) _____ is an example of an AutoShape.
    a. index
    b. callout
    c. canvas
    d. toolbar

12. A _____ on the first page of a newsletter may consist, for example, of the information about the multiple columns of the newsletter.
    a. table of contents
    b. headline
    c. nameplate
    d. subhead

13. Select the number of punctuation, capitalization, and number errors in the following sentence:
    Elin gave $300,000,000 to charity; our gift was only 75 cents.
    a. 2
    b. 1
    c. 0
    d. 3

14. To insert a document into an open Word document, click:
    a. Insert File on the Format menu
    b. File on the Insert menu
    c. the Insert File button on the Standard toolbar
    d. Insert on the File menu

15. When using the find and replace feature to replace text that is uppercase, you should choose which option?
    a. use wild cards
    b. find whole words only
    c. uppercase only
    d. match case

16. On the works cited page of an MLA style report, list works by each author's last name and _____ the title of the work.
    a. underline or boldface
    b. boldface or italicize
    c. enlarge or underline
    d. italicize or underline

17. The _____ refers to the shape of the characters in a document.
    a. font
    b. font size
    c. design
    d. style

18. _____ a word selects the entire paragraph, including the paragraph mark.
    a. Double-clicking
    b. Left-clicking
    c. Triple-clicking
    d. Right-clicking

19. Which word processing view is useful for formatting documents that will be viewed on a computer screen or a browser?
    a. Print Layout
    b. Normal
    c. Outline
    d. Web Layout

20. Which one of the following words is spelled incorrectly?
    a. ageism
    b. singeing
    c. sincerely
    d. mortgageor

21. Which one of the following is the correct way to type a date in the return address of a letter?
    a. 2/15/2010
    b. 2-15-10
    c. Feb. 15, 2010
    d. February 15, 2010

22. Which sentence is correct?
    a. Fewer receptionists are available now than before.
    b. Less engineer are unemployed today.
    c. Fewer receptionists is available now than before.
    d. Less engineers is unemployed today.

23. By default, pressing TAB indents the first line of a paragraph by how much?
    a. one-half inch
    b. three-quarters of an inch
    c. one-quarter inch
    d. one inch

24. Which one of the following is **not** true of shading?
    a. shading does not print
    b. shading can be applied to words or paragraphs
    c. shading can be a pattern
    d. shading can be a color

25. In mail merge terminology, all of the information about one person or object is called a:
    a. field
    b. source document
    c. main document
    d. record

26. When the insertion point is located in the last cell in a table, what happens when you press the Tab key?
    a. The insertion point moves to the beginning of the table.
    b. The insertion point moves to the end of the cell.
    c. A new row is created at the bottom of the table.
    d. The insertion point moves to the beginning of the row.

27. Text that appears at the top of every page in a document is called a:
    a. heading
    b. footer
    c. title
    d. header

28. Which feature would you use to close all open documents and exit the software program?
    a. close button on the document window
    b. close Window button in the File menu
    c. close button on the title bar
    d. exit command in the File menu

29. You are printing several copies of a letter on company letterhead, but the text is running on top of the letterhead. What should you do?
    a. adjust the top margin
    b. use plain paper instead of letterhead
    c. print on longer paper
    d. adjust the page width

30. What does a green wavy line under a word indicate?
    a. a possible spelling error
    b. an AutoCorrect adjustment
    c. an AutoComplete adjustment
    d. a possible grammar error

WORD PROCESSING I PRODUCTION TEST

JOB 1: Business Letter with Dot-leader Table

Key the following business letter with a dot-leader table according to the guidelines in the FBLA-PBL Format Guide. Use the current date. The letter is addressed to Mr. and Mrs. Jonathan Strong, 1519 South Fourth Avenue, Salem, OR 99023. The letter is from Frank Truman, Travel Agent. The subject line is TRAVEL RESERVATIONS. Additional instructions will be shown in parentheses. Do not type what is inside the parentheses. Supply all necessary letter parts.

Hotel reservations for your trip to the Hawaiian Islands have been finalized. As you requested, all hotel reservations have been made at Grand Palace Hotels. Reservations have been confirmed for the following dates: ¶

(Type the following as a 2 column, 4 row table using dot leaders between the columns. The table should be 1.5 inches in from the left and right margins.)

Maui Grand Palace	December 4-8
Grand Palace Resort	December 9-12
Grand Palace Seaside	December 13-15
Honolulu Grand Palace	December 16-18

¶Your airline reservations have not been confirmed. I am still waiting for a reduction in price. I have heard that airlines will be lowering their rates during the next two weeks. As soon as the airfare is reduced below $600, I will make your flight reservations. ¶ Will you need a car while you are vacationing in Hawaii? Please let me know if you would like me to reserve a car for you at each island. I am enclosing a copy of your confirmation numbers for the hotel reservations.

Print Job 1 Print business letter with dot-leader table.

JOB 2: Unbound Report with Bulleted List and Header

Defining Newsletter Elements (Title/Main Heading)
Designing a Newsletter (Side Heading)

¶The demand for newsletters in the private and business sectors has helped to promote the desktop publishing revolution. Affordable word processing and desktop publishing software, along with laser printers, significantly reduced the cost of producing professional-quality newsletters. Now users with limited budgets can create multiple page documents in-house providing organizations, businesses, or individuals with a cost-effective means of communicating. ¶ Newsletters are one of the most common means of communicating information and ideas to other people. Newsletters may be published by individuals, associations, clubs, churches, schools, businesses, consultants, service organizations, political organizations, government offices, and other organizations all over the world. ¶ Designing a newsletter may appear to be a simple task, but newsletters are more complex than they appear. Newsletters may be the ultimate test of your desktop publishing skills. Remember that your goal is to get the message across. Design is important because it increases the overall appeal of your newsletters, but content is still the most important consideration. Whether your purpose for creating a newsletter is to develop better communication within your company or to develop awareness of a product or service, your newsletter must give the appearance of being well planned, orderly, and consistent. To establish consistency from one issue of a newsletter to the next, carefully plan your document. ¶
Defining Basic Newsletter Elements (Side Heading)
Successful newsletters contain consistent elements in every issue. Basic newsletter elements divide the newsletter into organized sections to help the reader understand the text, as well as entice the reader to continue reading. Basic newsletter elements include the following: ¶

(Double space between each bulleted item)

- Nameplate: The nameplate, or banner, consists of the newsletter's title and is usually located on the front page. Nameplates may include a logo, a unique typeface, or a graphics element to help create or reinforce a company identity.
- Logo: A graphic symbol of a company.
- Subtitle: A subtitle is a short phrase describing the purpose or audience of the newsletter. A subtitle also may be called a tag line. The information in the subtitle is usually located below the nameplate near the folio.
- Folio: A folio is the publication information including the volume, issue number, and current date of the newsletter.
- Headlines: Headlines are titles to articles that are frequently created to attract the reader's attention. The heading may be set in 36- to 72-point type or larger and is generally keyed in a sans serif typeface.
- Subheads: Subheads are secondary headings that provide the transition from headlines to body copy. Subheads break up the text into organized sections.
- Byline: The byline identifies the author of the article.
- Body Copy: The main part of the newsletter is the body copy or text.
- Graphics Images: Graphics images are added to newsletters to help stimulate ideas and add interest to the document. They provide visual clues and visual relief to text-intensive copy.

Print Job 2 Print unbound report with bulleted list and header.

JOB 3: Memo with Bulleted List (15 points)

Key the following memo according to the guidelines in the FBLA-PBL Format Guide. The names of the textbooks should be in italics. The items in parentheses are additional instructions. Use the current date. The memo is to All Teaching Staff, and is from Christy Edmonds, the subject is Business Communication Books.

The library has recently purchased several reference books on business communications. These books are now available at the library. The books that are available include: ¶
(Double space between each bulleted item)

- The ABC's of Business Communications written by Leonard T. Nicoletta and published by Sacramento Publishing House.
- Communications for the Business Office by Stacy Keating and published by Hubler & Tate.
- Basics of Business Communications by Darrell Talmadge and published by Fifth Avenue Publishers.
- Communicating with Style by Clara Blakely and published by Moon Bay Publishing. ¶

You may want to use these reference books for your business communications classes. Students may also want to use them for preparing documents or writing reports.

Print Job 3 Print memo with bulleted list.

JOB 4: Outline

Key the following outline according the FBLA-PBL Format Guide.

The Internet (Main Title)
- (Level 1)What is the Internet?
- (Level 1)The History of the Internet
  - (Level 2) APRANet
  - (Level 2) Design of APRANet
  - (Level 2) Growth of the Internet
  - (Level 2) Birth of the Web
- (Level 1) Connecting to the Internet
  - (Level 2) Types of Internet Connections
  - (Level 2) Using a Browser
  - (Level 2) Plug-ins
- (Level 1) Finding Information on the Web
  - (Level 2) Access Speed
  - (Level 2) Domain Names and URLS
  - (Level 2) Using Internet Directories and Search Engines
- (Level 1) Web Site Creation and Programming
  - (Level 2) Creating a Web Site
  - (Level 2) Programming for the Web

Print Job 4 Print outline.

JOB 5: Table without Gridlines

Key the following data into a three-column table without gridlines. Center the table horizontally and vertically on the page. Single space the body of the table.

MANORWOOD SCHOOL DISTRICT (Title of Table)
Enrollment Comparisons (Secondary Title)
School 2006 2007 (Column Headings, add a shaded fill to this row)

Meeker Senior High	1,160	1,033
Rollings Senior High	890	993
Lakeview Middle School	690	587
Oakridge Middle School	681	801
Cedar Middle School	702	745
Stewart Elementary	521	498
Overman Elementary	386	404
Grand Elementary	478	512
Curtiss Elementary	403	455

Print Job 5 Print table without gridlines.

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.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/WORDSPROCESSINGII.pdf

Web Site Resources
- Business Education Links
  http://lessonplans.btskinner.com/
- FGCU Word 2007 Tutorial
  http://www.fgcu.edu/support/office2007/Word/index.asp
- Microsoft Word XP/2003 Tutorial
  http://www.baycongroup.com/wlesson0.htm

WORD PROCESSING II SAMPLE QUESTIONS

1. Text on the clipboard is _____ when you shut down your computer.
   a. erased
   b. stored in the Program folder
   c. stored in memory
   d. stored in the Word program

2. To insert a row at the bottom of a table, you can position the insertion point in the last cell and in the last row of the table and press the _____ key.
   a. Tab
   b. Alt
   c. Home
   d. Insert

3. When a possible spelling or grammar error is flagged, it also changes the mark on the Spelling and Grammar Status icon to a:
   a. green X
   b. green check mark
   c. red check mark
   d. red X

4. The hide white space option allows you to:
   a. increase the size of each page in normal view
   b. increase the size of each page in print layout view
   c. decrease the size of each page in normal view
   d. decrease the size of each page in print layout view

5. A word processor feature that eliminates the need to hit the enter or return key when typing a paragraph is known as which one of the following?
   a. word wrap
   b. paragraph optimizer
   c. warp word
   d. paragraph maker

6. To go up one line in a table choose the:
   a. Arrow + Home
   b. Home
   c. Up arrow
   d. Ctrl + Up arrow

7. Select the word that is spelled correctly:
   a. hypotesas
   b. hypothesis
   c. hypothieses

8. Which one of the following is a predefined graphic?
   a. control
   b. clip art
   c. graphic unit
   d. banner

9. Which one of the following is used to predefine typing, spelling, capitalization, and grammar errors?
   a. AutoAdd
   b. AutoSpell
   c. AutoCorrect
   d. AutoEntry

10. Which one of the following is **not** an active window or does **not** indicate an active window?
    a. The window that is currently open.
    b. The information that displays on the task bar.
    c. The information that displays on the language bar.
    d. The window that you are using.

11. Use a _____ -inch top margin on second and succeeding pages of a letter.
    a. 2
    b. 3
    c. 1
    d. 1/2

12. Memo forms usually do **not** include:
    a. subject line
    b. to and from lines
    c. signature block
    d. date line

13. Where do footers display?
    a. at the top of a page
    b. at the right of a page
    c. at the left of a page
    d. at the end of a page

14. A document used primarily for individuals traveling or working away from the office is a(n):
    a. news release
    b. itinerary
    c. minutes
    d. agenda

15. This is used to determine the total amount of words typed regardless of errors made.
    a. GWAM
    b. WMP
    c. PWM
    d. MPG

16. References are:
    a. formatted in left indent style
    b. formatted in hanging indent style
    c. double-spaced
    d. centered vertically on the last page of the report

17. If you were to write the governor of our state, which form of address would you use for the salutation?
    a. Esteemed Honorable Sir:
    b. Dear Governor Heineman:
    c. Dear Governor:
    d. Dear Mr. Heineman:

18. In just three _____ time, he'll graduate from college.
    a. monthes
    b. months'
    c. months
    d. month's

19. Text that reads down one column and then flows to the top of the next column:
    a. is a table
    b. represents columns
    c. is a page break
    d. is a section break

20. If you were sending out a form letter in which you would like to insert names and addresses of people in each letter, which feature would you be using?
    a. mail manager
    b. mail merge
    c. document manager
    d. insert text

21. In the _____ letter style, all components of the letter begin flush with the left margin.
    a. modified block
    b. modified semi-block
    c. block
    d. modified paragraph

22. How many points does a one-inch letter have?
    a. 60 points
    b. 66 points
    c. 84 points
    d. 72 points

23. Which one of the following is the correct spelling?
    a. accommodate
    b. acommodate
    c. acomodate
    d. accomodate

24. Which one of the following is the correct spelling?
    a. judgmant
    b. judgemant
    c. judgement
    d. judgment

25. Which one of the following should **not** be included in a resume?
    a. family history
    b. honors and activities
    c. experience
    d. education

26. Which one of the following is **true** for the top margin of a letter without letterhead?
    a. the date should start at the 2-inch top margin
    b. the salutation should start at the 2-inch top margin
    c. the letterhead should start at the 2-inch top margin
    d. the return address should start at the 2-inch top margin

27. Where should a semicolon always be placed?
    a. outside closing quotation marks, but inside parentheses
    b. outside closing quotation marks and parentheses
    c. inside closing quotation marks and parentheses
    d. inside closing quotation marks and out parentheses

28. Why are standard proofreaders' marks used?
    a. so anyone who reads the document will insert images the same
    b. so anyone who reads the document will interpret the corrections differently
    c. so anyone who reads the document will interpret the corrections the same
    d. so anyone who reads the document will be able to print the document

29. What is the correct way to divide the word called?
    a. ca-lled
    b. call-ed
    c. called
    d. cal-led

30. Which key is used to delete characters or spaces left of the cursor?
    a. backspace key
    b. delete key
    c. space bar
    d. left arrow key

WORD PROCESSING II PRODUCTION TEST

JOB 1: Memo

Key the following memo in accordance with the FBLA-PBL Format Guide. The memo is to **Southeast Chocolate Employees** from **Ed Shaw, Manager**. Use the current date, and the subject is **New Promotional Items**. Supply all necessary memo parts. Use the following paragraphs for the body of the memo.

¶Southeast Chocolate is proud to roll out its new line of confectionary products. This product line is named "Ones" and consists of eight new chocolate and chocolate-infused flavored candies.

The new promotion entitled, "One Bite and You're Hooked," will begin in Miami, Florida, on September 1, 2010, and will go nationwide on October 1, 2010. We are proud to announce that James Woodsville will be the front pitchman for our advertisement campaign. As you know, James has been with the company since the beginning and has made a name for himself by his philanthropy and community involvement. We are thrilled to have him on board!
¶The new product line features new flavors, such as cherry-chocolate, jalapeño-dark chocolate, and even an orange-chocolate blend. This new product line not only tastes great, but also is great for communities. In fact, five percent of every product sold will be donated to local communities for park renovations and other kid-friendly projects.
¶We are encouraging all employees to help Southeast Chocolate by thinking about new products that consumers may like. A bonus of $500 will be awarded to ideas that are approved.

Print Job 1 Print memo.

JOB 2: Table without Gridlines

Key the following information in a table without gridlines following the FBLA-PBL Format Guide. The title is Stock Portfolio Performance from the financial department.

Company	Exchange	Net Change	Current Price	52 Week Hi/Lo
E TRADE	NAS	$-0.32	$4.96	26.08 / 3.46
SPDR TR	ASE	$0.04	$147.17	157.52 / 136.75
CITIGROUP	NYS	$-0.36	$31.93	57.00 / 29.75
MICROSOFT	NAS	$-0.22	$33.48	37.50 / 26.60
E M C CORP	NYS	$0.43	$19.54	25.47 / 12.74

Print Job 2 Print table without gridlines.

JOB 3: Mail Merge Letter
Key the following letter in accordance with the FBLA-PBL Format Guide. The salutation of each letter should include "Dear" and be followed by the parent's name(s) of the student you are concerned with. The student's name should be included in the first sentence after the text 'Our records indicate that". The letter is from **Karen Brown, 4th grade teacher.** Supply all necessary letter parts; use the current date. New paragraphs are indicated with ¶ symbols.

Use the following names and addresses for the letters:

Parents: Mr. & Mrs. Smith
Student: Johnny Smith
Address: 14533 Lakeshore Avenue
Omaha, NE 60018

Parents: Mr. & Mrs. Brooks
Student: Adrian Brooks
Address: 15643 Oceanview Drive
Omaha, NE 60018

Parents: Mr. & Mrs. Hernandez
Student: Rosa Hernandez
Address: 123 Main
Omaha, NE 60019

Parents: Ms. Wong
Student: Laura Wong
Address: 13942 Maple Street
Omaha, NE 60020

Body:

Our records indicate that «Student» hasn't returned the permission slip for our class field trip to the zoo. The field trip is September 9, and we plan to leave school at 8 a.m. and return at 3 p.m. Please be sure to send the permission slip to school no later than September 2. You can call the school at 555-1212 or e-mail me at kbrown@thisschool.edu if you have any questions.

Print Job 3-A Print one copy of the letter showing the merge fields.
Print Job 3-B Print each of the merged letters.
Print Job 3-C Print a copy of the data source.

JOB 4: Table of Contents

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
- Web Page Design Basics 2
- What is HTML? 3

Creating Web Pages from Scratch
- Hardware and Software Needed 5
- Saving Web Pages 6
- Viewing Web Pages Locally 8

Browser Compatibility
- Current Browsers 10
- Browser Differences 12
- Web Page Compatibility 14

Troubleshooting
- FAQ 15
- Contact Information 19

Viewing Web Pages on the Internet
- Uploading Files 21
- Viewing the Web Site 25

Print Job 4 Print table of contents.

JOB 5: Itinerary

Create the following itinerary in accordance with the FBLA-PBL Format Guide. The itinerary is for Mr. Alan Perlman for the dates December 9–11, 2010.

Tuesday, December 9

3:20 p.m.	Depart OMA - Omaha Eppley Airfield, Midwest Flight 945, nonstop to DCA, Ronald Reagan Washington International Airport.
5:00 p.m.	Arrive DCA Airport, claim baggage, and take taxi outside baggage claim area for transport to Embassy Suites; reservation confirmed.
6:00 p.m.	Meet and greet with clients in the Embassy Suite lounge.
8:00 p.m.	Dinner reservations at Embassy hotel restaurant.

Wednesday, December 10

7:30 a.m.	Breakfast at hotel restaurant.
8:30 a.m.	New Product Demonstration in Room 115.
11:00 a.m.	Question and Answer Session in Room 118.
12:00 p.m.	Open Lunch.
1:00 p.m.	Taxi to Senate building to visit with state senators.
3:00 p. m.	Open for sightseeing.

Thursday, December 11

7:30 a.m.	Breakfast at hotel restaurant.
8:30 a.m.	Advertising Promotion Meeting in Room 120.
11:00 a.m.	Depart Convention Center for airport.
1:00 p.m.	Return Midwest Airlines Flight 45, nonstop to OMA.
4:35 p.m.	Arrive OMA– Omaha Eppley Airfield.

Print Job 5 Print itinerary.

JOB 6: Agenda

Key the following agenda in accordance with the FBLA-PBL Format Guide.

NORTH UNIVERSITY
Educational services committee
Vice President of Academic Affairs Agenda
September 29, 2010

1. Call to order – Hammer, Vice President
2. Roll Call – Ziemba
3. Old Business – Smith
4. Committee Report – Background Checks for Education Students – Jackson
5. Committee Report – Statewide Student Services Meeting Summary – Brown
6. Committee Report – Statewide Distance Learning Meeting Summary – Jones
7. Special Topics – Dart
8. Excellence in Learning – Jones
9. New Business
10. Next Meeting
11. Adjournment

Print Job 6 Print agenda.

JOB 7: Personal Letter

Key the following letter in accordance with the FBLA-PBL Format Guide. The letter is to the Dinnerware Factory – Warranty Department from Craig Brooks.

Dinnerware Factory
24887 Dinnerware Road
Charleston, SC 29554

Craig Brooks
1665 West Jones Road
Denver, CO 68973

I am including 12 plates that we purchased from Dinnerware three years ago. We were told when we purchased them that the plates came with a lifetime guarantee. As you can see, the plates have not held up well under average usage. I am requesting that the plates be replaced.
¶We really enjoy Dinnerware and appreciate anything you can do to remedy the situation. Please e-mail at cbrooks@myhotmail.com or call me at 800-555-5555 with any questions you might have.

Sincerely
Craig Brooks

Print Job 7 Print personal letter.

ANSWER KEYS

Accounting I Answer Key

1) C	11) D	21) B
2) C	12) D	22) B
3) C	13) C	23) A
4) C	14) C	24) D
5) D	15) D	25) A
6) B	16) A	26) B
7) D	17) D	27) B
8) A	18) D	28) B
9) C	19) C	29) D
10) A	20) D	30) C

Accounting II Answer Key

1) D	11) D	21) D
2) A	12) A	22) A
3) B	13) D	23) A
4) D	14) C	24) D
5) D	15) A	25) B
6) C	16) C	26) A
7) A	17) C	27) A
8) B	18) C	28) B
9) B	19) D	29) D
10) A	20) D	30) A

Banking & Financial Systems Answer Key

1) C	11) B	21) A
2) D	12) A	22) B
3) C	13) C	23) B
4) B	14) B	24) A
5) B	15) A	25) A
6) A	16) A	26) B
7) A	17) C	27) B
8) A	18) A	28) A
9) D	19) B	29) C
10) D	20) C	30) C

Business Calculations Answer Key

1) C	11) A	21) A
2) B	12) A	22) A
3) B	13) B	23) D
4) D	14) D	24) D
5) C	15) A	25) C
6) B	16) A	26) A
7) A	17) B	27) C
8) D	18) C	28) D
9) D	19) A	29) C
10) A	20) A	30) C

Business Communication Answer Key

1) A	11) D	21) B
2) B	12) B	22) C
3) A	13) A	23) C
4) B	14) A	24) C
5) C	15) B	25) B
6) C	16) A	26) D
7) C	17) A	27) C
8) C	18) D	28) D
9) D	19) C	29) A
10) D	20) B	30) C

Business Law Answer Key

1) A	11) C	21) D
2) D	12) A	22) B
3) C	13) B	23) B
4) B	14) A	24) B
5) B	15) B	25) D
6) C	16) A	26) B
7) C	17) C	27) C
8) D	18) C	28) A
9) D	19) C	29) D
10) D	20) A	30) C

Business Math Answer Key

1) D	11) B	21) C
2) D	12) C	22) A
3) D	13) D	23) A
4) A	14) D	24) D
5) A	15) B	25) A
6) B	16) A	26) A
7) B	17) B	27) A
8) D	18) C	28) B
9) C	19) C	29) B
10) A	20) B	30) C

Business Procedures Answer Key

1) B	11) A	21) A
2) C	12) B	22) D
3) B	13) A	23) C
4) A	14) C	24) D
5) A	15) C	25) C
6) C	16) B	26) C
7) B	17) B	27) D
8) A	18) D	28) A
9) A	19) D	29) A
10) C	20) B	30) C

Computer Applications Answer Key

1) C	11) A	21) C
2) B	12) D	22) B
3) B	13) C	23) A
4) B	14) C	24) A
5) B	15) C	25) B
6) C	16) A	26) D
7) D	17) A	27) D
8) A	18) A	28) D
9) D	19) D	29) B
10) D	20) C	30) B

Computer Problem Solving Answer Key

1) D	11) D	21) D
2) C	12) C	22) D
3) C	13) B	23) B
4) B	14) B	24) A
5) D	15) C	25) B
6) C	16) C	26) B
7) B	17) A	27) D
8) A	18) D	28) B
9) D	19) C	29) C
10) A	20) D	30) B

Cyber Security Answer Key

1) C	11) D	21) B
2) A	12) D	22) D
3) B	13) A	23) D
4) B	14) D	24) D
5) A	15) A	25) C
6) D	16) D	26) D
7) A	17) D	27) C
8) C	18) C	28) C
9) A	19) A	29) D
10) C	20) D	30) C

Database Design & Applications Answer Key

1) D	11) A	21) A
2) C	12) B	22) B
3) A	13) A	23) B
4) A	14) B	24) C
5) B	15) C	25) D
6) D	16) A	26) C
7) D	17) B	27) D
8) D	18) C	28) C
9) A	19) D	29) C
10) A	20) B	30) B

Desktop Publishing Answer Key

1) C	11) A	21) C
2) C	12) C	22) B
3) B	13) A	23) A
4) C	14) C	24) A
5) A	15) A	25) B
6) B	16) B	26) B
7) A	17) A	27) C
8) B	18) B	28) A
9) A	19) C	29) A
10) B	20) A	30) A

Economics Answer Key

1) A	11) D	21) B
2) D	12) A	22) D
3) B	13) D	23) D
4) B	14) C	24) A
5) A	15) B	25) D
6) B	16) C	26) D
7) C	17) B	27) C
8) C	18) A	28) D
9) D	19) D	29) B
10) C	20) A	30) B

Entrepreneurship Answer Key

1) B	11) A	21) C
2) A	12) B	22) D
3) B	13) A	23) C
4) D	14) D	24) A
5) C	15) A	25) A
6) B	16) C	26) B
7) B	17) A	27) B
8) A	18) C	28) D
9) C	19) B	29) C
10) D	20) B	30) A

FBLA Principles & Procedures Answer Key

1) C	11) A	21) C
2) B	12) A	22) D
3) C	13) B	23) B
4) A	14) A	24) D
5) C	15) D	25) A
6) A	16) D	26) A
7) D	17) B	27) C
8) D	18) A	28) B
9) A	19) D	29) A
10) A	20) A	30) C

Future Business Leader Answer Key

1) B	11) B	21) A
2) B	12) B	22) B
3) C	13) A	23) A
4) C	14) C	24) C
5) D	15) A	25) B
6) B	16) B	26) D
7) D	17) C	27) A
8) C	18) A	28) B
9) C	19) C	29) A
10) B	20) A	30) A

Global Business Answer Key

1) C	11) C	21) A
2) B	12) A	22) B
3) A	13) C	23) B
4) B	14) D	24) B
5) D	15) A	25) A
6) D	16) A	26) D
7) C	17) D	27) C
8) C	18) D	28) A
9) A	19) D	29) C
10) B	20) B	30) C

Health Care Administration Answer Key

1) B	11) A	21) B
2) B	12) A	22) D
3) B	13) B	23) B
4) D	14) D	24) A
5) D	15) C	25) C
6) B	16) B	26) D
7) A	17) A	27) D
8) A	18) C	28) C
9) B	19) C	29) C
10) B	20) B	30) C

Help Desk Answer Key

1) A	11) B	21) C
2) A	12) B	22) A
3) C	13) A	23) B
4) D	14) B	24) D
5) C	15) A	25) C
6) B	16) A	26) B
7) A	17) C	27) C
8) A	18) D	28) D
9) D	19) D	29) D
10) B	20) D	30) A

Hospitality Management Answer Key

1) C	11) A	21) C
2) D	12) C	22) A
3) C	13) A	23) C
4) C	14) C	24) B
5) A	15) C	25) D
6) D	16) C	26) B
7) D	17) C	27) C
8) C	18) A	28) B
9) D	19) C	29) D
10) D	20) A	30) B

Introduction to Business Answer Key

1) B	11) D	21) A
2) C	12) D	22) C
3) C	13) D	23) B
4) D	14) A	24) B
5) D	15) B	25) C
6) A	16) D	26) A
7) C	17) B	27) A
8) D	18) D	28) D
9) C	19) C	29) D
10) C	20) A	30) D

Introduction to Business Communication Answer Key

1) C	11) A	21) D
2) B	12) A	22) A
3) D	13) B	23) B
4) A	14) A	24) D
5) A	15) D	25) A
6) B	16) B	26) B
7) B	17) B	27) C
8) B	18) D	28) D
9) D	19) C	29) D
10) D	20) C	30) B

Introduction to Parliamentary Procedure Answer Key

1) D	11) C	21) C
2) D	12) A	22) B
3) B	13) B	23) A
4) A	14) A	24) A
5) A	15) D	25) C
6) C	16) D	26) C
7) A	17) A	27) C
8) D	18) C	28) C
9) C	19) C	29) A
10) D	20) D	30) C

Introduction to Technology Concepts Answer Key

1) C	11) C	21) C
2) D	12) C	22) D
3) D	13) B	23) C
4) D	14) A	24) D
5) A	15) A	25) D
6) D	16) C	26) C
7) A	17) C	27) D
8) B	18) B	28) B
9) C	19) A	29) D
10) A	20) D	30) B

Management Decision Making Answer Key

1) A	11) D	21) D
2) C	12) A	22) C
3) B	13) D	23) A
4) C	14) C	24) D
5) D	15) A	25) D
6) D	16) A	26) B
7) C	17) D	27) B
8) C	18) C	28) C
9) A	19) C	29) D
10) D	20) B	30) C

Management Information Systems Answer Key

1) B	11) A	21) A
2) B	12) C	22) A
3) C	13) B	23) D
4) D	14) B	24) B
5) B	15) B	25) D
6) C	16) C	26) A
7) C	17) B	27) A
8) D	18) D	28) D
9) B	19) A	29) B
10) D	20) D	30) D

Marketing Answer Key

1) A	11) B	21) B
2) A	12) B	22) C
3) B	13) C	23) B
4) A	14) D	24) C
5) B	15) C	25) B
6) C	16) B	26) C
7) B	17) B	27) B
8) D	18) D	28) B
9) B	19) B	29) A
10) A	20) A	30) C

Network Design Answer Key

1) D	11) D	21) A
2) A	12) B	22) B
3) C	13) A	23) B
4) C	14) B	24) A
5) A	15) A	25) D
6) B	16) B	26) C
7) C	17) D	27) B
8) B	18) B	28) B
9) D	19) C	29) B
10) D	20) D	30) C

Networking Concepts Answer Key

1) A	11) A	21) D
2) C	12) C	22) D
3) B	13) A	23) B
4) C	14) D	24) C
5) B	15) A	25) C
6) D	16) C	26) B
7) A	17) B	27) B
8) D	18) D	28) C
9) C	19) D	29) A
10) A	20) B	30) D

Parliamentary Procedure Answer Key

1) A	11) D	21) A
2) A	12) B	22) A
3) A	13) A	23) D
4) B	14) B	24) D
5) A	15) D	25) B
6) D	16) C	26) C
7) B	17) B	27) B
8) A	18) C	28) D
9) C	19) C	29) A
10) C	20) D	30) D

Personal Finance Answer Key

1) C	11) D	21) A
2) D	12) B	22) C
3) C	13) D	23) C
4) D	14) A	24) C
5) A	15) C	25) B
6) A	16) C	26) B
7) B	17) C	27) A
8) D	18) C	28) A
9) D	19) C	29) A
10) A	20) D	30) C

Sports Management Answer Key

1) C	11) D	21) B
2) D	12) B	22) D
3) C	13) D	23) D
4) C	14) C	24) D
5) B	15) C	25) D
6) D	16) C	26) A
7) B	17) D	27) A
8) B	18) A	28) D
9) D	19) C	29) A
10) D	20) B	30) A

Spreadsheet Applications Answer Key

1) C	11) C	21) A
2) B	12) A	22) B
3) A	13) C	23) A
4) D	14) A	24) C
5) D	15) D	25) B
6) B	16) C	26) B
7) D	17) B	27) C
8) B	18) A	28) C
9) D	19) D	29) C
10) A	20) A	30) A

Technology Concepts Answer Key

1) B	11) A	21) C
2) C	12) A	22) D
3) C	13) D	23) C
4) C	14) A	24) A
5) B	15) D	25) D
6) C	16) C	26) C
7) B	17) C	27) A
8) A	18) A	28) A
9) B	19) A	29) D
10) A	20) C	30) C

Word Processing I Answer Key

1) A	11) B	21) D
2) D	12) C	22) A
3) C	13) B	23) A
4) A	14) B	24) A
5) A	15) D	25) D
6) C	16) D	26) C
7) B	17) A	27) D
8) A	18) C	28) D
9) B	19) D	29) A
10) C	20) D	30) D

Word Processing II Answer Key

1) A	11) C	21) C
2) A	12) C	22) D
3) D	13) D	23) A
4) B	14) B	24) D
5) A	15) A	25) A
6) C	16) B	26) A
7) B	17) B	27) B
8) B	18) B	28) C
9) C	19) B	29) C
10) C	20) B	30) A

ACCOUNTING II PRODUCTION ANSWER KEY

JOB 1: Balance Sheet

Pierce Company
Balance Sheet
December 31, 2010

Assets	
Cash	$2,600.00
Short-term investments	$1,000.00
Accounts Receivable	$1,500.00
Building not currently used	$9,500.00
Long-term investments	$400.00
Land	$8,000.00
Equipment	$3,500.00
Copyrights	$2,500.00
Total assets	$29,000.00

Liabilities	
Accounts payable	$800.00
Unearned revenue	$400.00
Bonds payable (due in 20 years)	$6,500.00
Total liabilities	$7,700.00

Owner's Equity	
Carol Pierce, Capital	$21,300.00
Total liabilities and owner's equity	$29,000.00

JOB 2: Income Statement

Sutton Company
Income Statement
For the Year Ended December 31, 2010

Net sales			
Gross sales			$100,000.00
Less sales returns and allowance			$1,500.00
Net sales			$98,500.00
Cost of goods sold			
Merchandise inventory, January 1, 2010		$3,000.00	
Purchases	$50,000.00		
Less purchases returns and allowances	$3,000.00		
Net purchases	$47,000.00		
Freight in	$5,000.00		
Net cost of purchases		$52,000.00	
Goods available for sale		$55,000.00	
Merchandise inventory, December 31, 2010		$4,000.00	
Gross margin			$51,000.00
Operating expenses			$47,500.00
Direct expenses		$25,000.00	
Indirect expenses		$10,000.00	
Total operating expenses			$35,000.00
Net income			$12,500.00

JOB 3: Bank Reconciliation

Gismer Company
Bank Reconciliation
February 28, 2010

Balance per bank, February 28		$ 978.00
Add deposit of February 28 in transit		$ 500.00
		$ 1,478.00
Less outstanding checks		$ 300.00
Adjusted bank balance, February 28		$ 1,178.00

Balance per books, February 28		$ 1,289.00
Less:		
Bank service charges	$ 11.00	
NDF check of Lois Ryan	$ 100.00	$ 111.00
Adjusted book balance, February 28		$ 1,178.00

JOB 4: Payroll

General Journal				Page 1
Date	Description	Post. Ref.	Debit	Credit
2010 April 20	Wages Expense		588.00	
	Social Security Tax Payable			36.46
	Medicare Tax Payable			8.53
	Employees' Federal Income Taxes Payable			62.00
	Employees' State Income Taxes Payable			18.00
	Union Dues Payable			3.00
	Wages Payable			460.02

*Note: Wages payable may be 460.01 depending upon software rounding of numbers

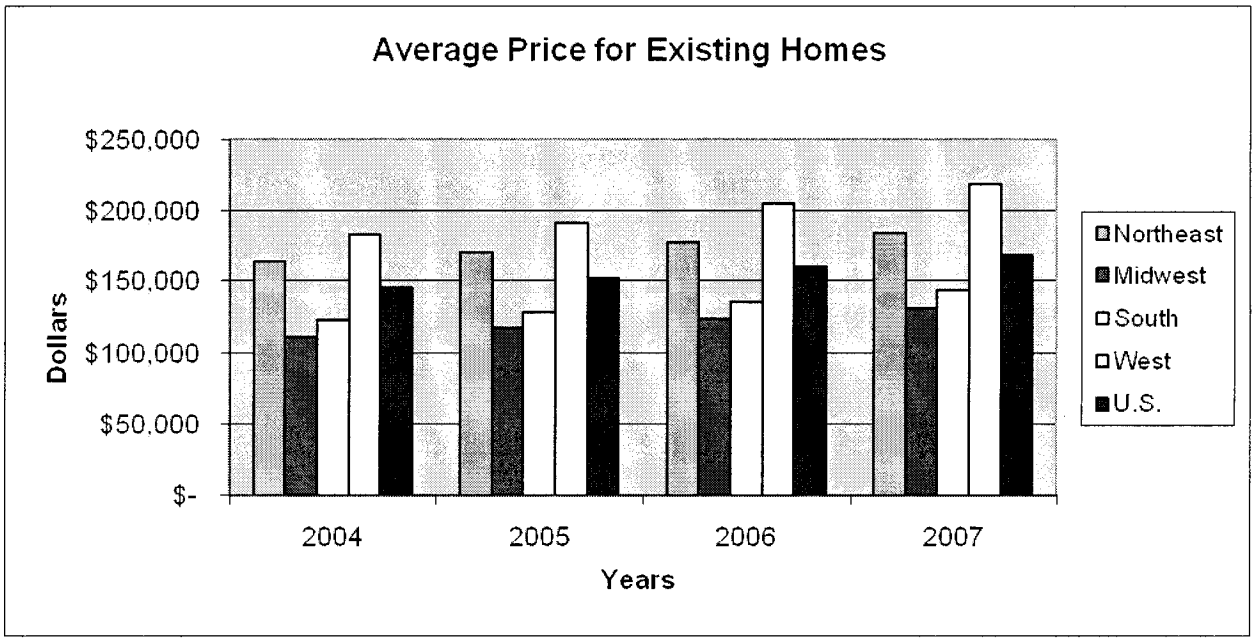
COMPUTER APPLICATIONS PRODUCTION ANSWER KEY

JOB 1: Spreadsheet with Chart

Job 1-A

Average Price For Existing Homes

	Northeast	Midwest	South	West	U.S.	% Increase
2004	$ 164,300	$ 110,600	$ 122,800	$ 182,900	$ 145,150	
2005	170,800	117,300	128,000	190,900	151,750	4.35%
2006	177,500	123,900	135,800	204,700	160,475	5.44%
2007	184,200	130,500	143,600	218,500	169,200	5.16%

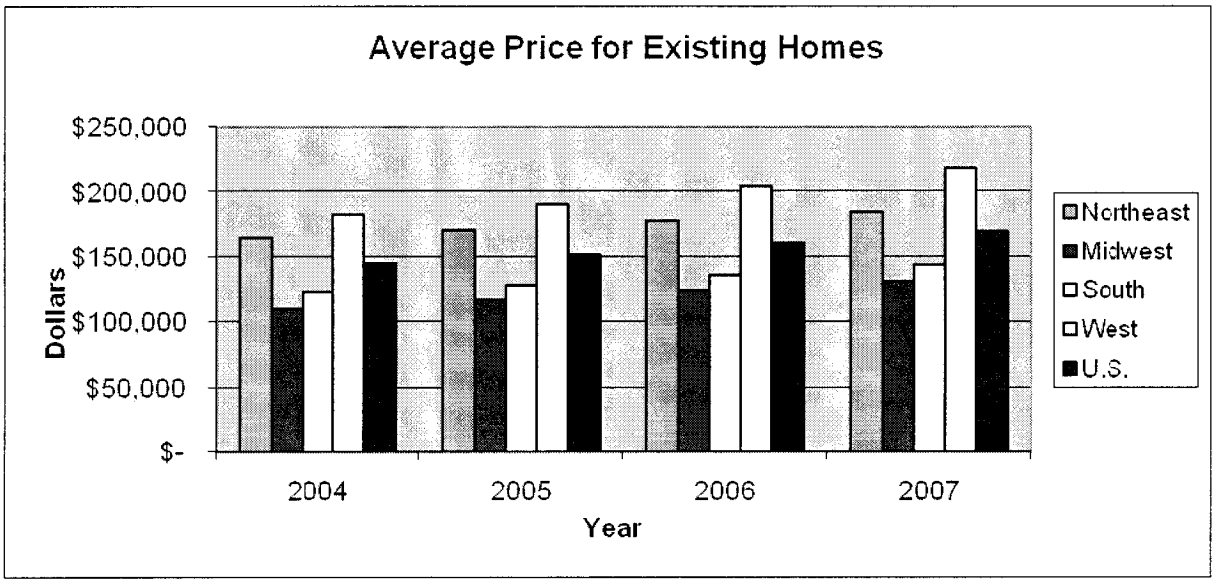


Job 1-B

A function also can be used in place of formula
sample: =sum(B7:E7)

Average Price For Existing Homes

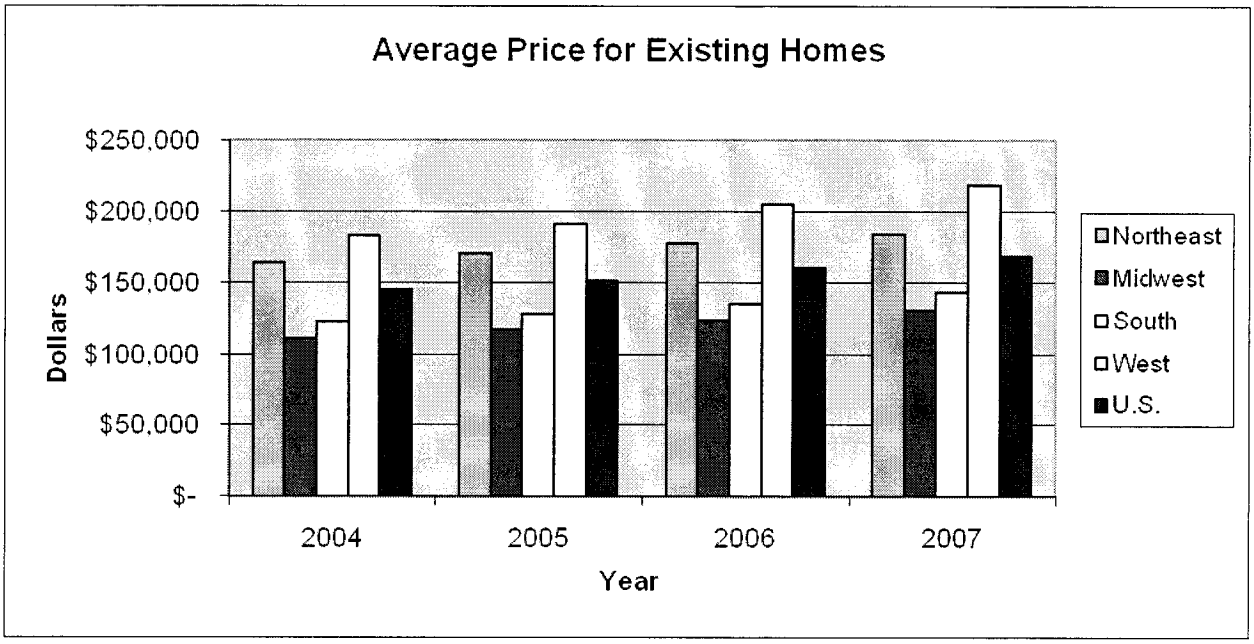
	Northeast	Midwest	South	West	U.S.	% Increase
2004	164300	110600	122800	182900	=(B7+C7+D7+E7)/4	
2005	170800	117300	128000	190900	=(B8+C8+D8+E8)/4	=(F8-F7)/F8
2006	177500	123900	135800	204700	=(B9+C9+D9+E9)/4	=(F9-F8)/F9
2007	184200	130500	143600	218500	=(B10+C10+D10+E10)/4	=(F10-F9)/F10



Job 1-C

Average Price For Existing Homes

	Northeast	Midwest	South	West	U.S.	% Increase
2004	$ 164,300	$ 121,660	$ 122,800	$ 182,900	$ 147,915	
2005	170,800	129,030	128,000	190,900	154,683	4.38%
2006	177,500	136,290	135,800	204,700	163,573	5.43%
2007	184,200	143,550	143,600	218,500	172,463	5.15%



JOB 2: Spreadsheet

Job 2-A

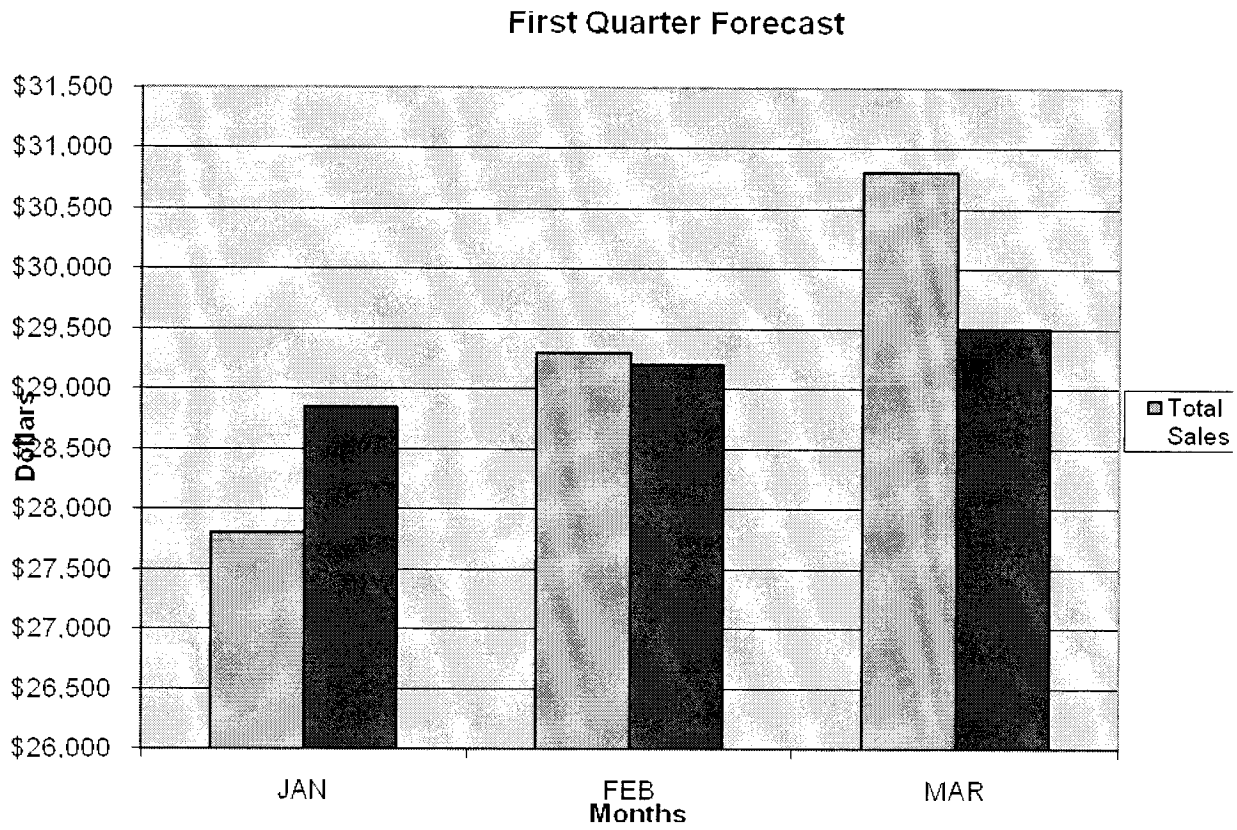
Downtown Internet Café
First Quarter Forecast

	JAN	FEB	MAR	TOTAL
Sales				
Beverage	$ 13,600	$ 14,600	$ 15,600	$ 43,800
Food	7,100	7,300	7,400	21,800
Internet	4,000	4,200	4,500	12,700
Merchandise	3,100	3,200	3,300	9,600
Total Sales	$ 27,800	$ 29,300	$ 30,800	$ 87,900
	JAN	**FEB**	**MAR**	**TOTAL**
Expenses				
Cost of Goods	$ 6,950	$ 7,300	$ 7,600	$ 21,850
Salary	7,500	7,500	7,500	22,500
Computers	6,400	6,400	6,400	19,200
Lease	5,500	5,500	5,500	16,500
Advertising	1,000	1,000	1,000	3,000
Miscellaneous	1,500	1,500	1,500	4,500
Total Exp	$ 28,850	$ 29,200	$ 29,500	$ 87,550
Income				
Net Income	$ (1,050)	$ 100	$ 1,300	$ 350
Profit Margin	**-3.78%**	**0.34%**	**4.22%**	**0.40%**

Job 2-B

	JAN	FEB	MAR	TOTAL
Sales				
Beverage	13600	14600	15600	=B5+C5+D5
Food	7100	7300	7400	=B6+C6+D6
Internet	4000	4200	4500	=B7+C7+D7
Merchandise	3100	3200	3300	=B8+C8+D8
Total Sales	=SUM(B5:B8)	=SUM(C5:C8)	=SUM(D5:D8)	=SUM(E5:E8)
	JAN	**FEB**	**MAR**	**TOTAL**
Expenses				
Cost of Goods	6950	7300	7600	=SUM(B12:D12)
Salary	7500	7500	7500	=SUM(B13:D13)
Computers	6400	6400	6400	=SUM(B14:D14)
Lease	5500	5500	5500	=SUM(B15:D15)
Advertising	1000	1000	1000	=SUM(B16:D16)
Miscellaneous	1500	1500	1500	=SUM(B17:D17)
Total Exp	=SUM(B12:B17)	=SUM(C12:C17)	=SUM(D12:D17)	=SUM(B18:D18)
Income				
Net Income	=B9-B18	=C9-C18	=D9-D18	=E9-E18
Profit Margin	**=B20/B9**	**=C20/C9**	**=D20/D9**	**=E20/E9**

JOB 3: Column Chart



JOB 4: Presentation

Coffee Talk

Downtown Internet Cafe

Coffee Terms

- Flavor
  - A coffee's aroma, acidity, and body
- Aroma
  - The odor or fragrance of brewed coffee
- Acidity
  - The sharp, lively characteristics of coffee
- Body
  - The impression of a coffee's weight in the mouth

Central and South American Coffees

- Columbian
  - Distinctive, heady aroma
  - Clean, mellow, balanced flavor
- Guatemala Antigua
  - Rich and satisfying
  - Lively flavor
- Kona
  - Delicately aromatic
  - Smooth, mild flavor

East African Coffees

- Arabian
  - Strong and sparkling
  - Pungent, winy flavor
- Kenyan
  - Intense flavor and acidity
  - Rich and hearty
- Ethiopian
  - Floral aroma and flavor
  - Moderate body and acidity

Indonesian Coffees

- Java
  - Deep, fragrant aroma
  - Rich-bodied
- Sumatra
  - Herbal aroma
  - Spicy, vibrant flavor

Other Offerings

- Blends
- Dark Roasts
  - Espresso (dark)
  - Italian (darker)
  - French (darkest)
- Decaffeinated
  - Regular and dark roasts

Coffee Terms

- Flavor
  - A coffee's aroma, acidity, and body
- Aroma
  - The odor or fragrance of brewed coffee
- Acidity
  - The sharp, lively characteristics of coffee
- Body
  - The impression of a coffee's weight in the mouth

JOB 5: Database

Job 5-A

Advertisers

Advertiser ID	Business Name	Business Type	Contact Name	Phone Number	Billing Street	Billing City	Billing State	Billing Zip	Ad Size	Ad Rate	Ad Frequency
Mont										$0.00	
5A										$0.00	
C425	Hair Dues	Beauty Salon	Jose Marcus	(650) 555-0444	909 Lincoln Rd.	Temple	CA	95056	1/2	$50.00	Biweekly
E592	Hearth & Home	Furniture Store	Doris Francis	(650) 555-0022	1002 Lincoln Rd.	Temple	CA	95056	1/2	$50.00	Biweekly
A340	Fix It Up	Auto Repair	Karen Little	(650) 555-3903	59 Main St.	Temple	CA	95056	1/4	$25.00	Daily
B202	Fine Foods	Grocery Store	Hal Barry	(650) 555-4720	100 Main St.	Temple	CA	95056	1/2	$50.00	Daily
B324	Maxi Mart	Grocery Store	Maury McMann	(650) 555-7302	156 Washburn Rd.	Middlefield	CA	95054	Full	$100.00	Daily
C321	Furry Friends	Pet Store	Katie Lewis	(650) 555-6078	190 Redwood Ln.	Beacon Shores	CA	95055	1/4	$25.00	Daily
C101	Discount Drugs	Pharmacy	Dan O'Donald	(650) 555-2233	142 Poppin Ave.	Beacon Shores	CA	95055	Full	$100.00	Daily
D100	Lou's Fine Dining	Restaurant	Lou Davis	(650) 555-3725	8037 Lauren Ct.	Middlefield	CA	95054	Full	$100.00	Monthly
B121	Fancy Pants	Clothing Store	Lucy Stevens	(650) 555-1938	222 Redwood Ln.	Beacon Shores	CA	95055	Full	$100.00	Monthly
A123	The Page Turner	Book Store	Michael Brown	(650) 555-2121	636 Charing Rd.	Beacon Shores	CA	95055	1/2	$50.00	Weekly
B493	Miller's Pharmacy	Pharmacy	Helen Franklin	(650) 555-5454	709 Lincoln Rd.	Temple	CA	95056	1/2	$50.00	Weekly
D276	Fancy Feast	Restaurant	Wanda Marsh	(650) 555-2183	395 Briar Way	Beacon Shores	CA	95055	Full	$100.00	Weekly
D333	Crazy Eddies	Restaurant	Ed Reese	(650) 555-4047	337 Wedlund Ave.	Temple	CA	95056	1/2	$50.00	Weekly
E356	Lewis Drugs	Pharmacy	Stacey Travis	(650) 555-4119	316 Park Ave.	Beacon Shores	CA	95055	1/2	$50.00	Weekly

Job 5-B

Advertisers

Business Name	Contact Name	Phone Number
Hair Dues	Jose Marcus	(650) 555-0444
Hearth & Home	Doris Francis	(650) 555-0022
Fix It Up	Karen Little	(650) 555-3903
Fine Foods	Hal Barry	(650) 555-4720
Maxi Mart	Maury McMann	(650) 555-7302
Furry Friends	Katie Lewis	(650) 555-6078
Discount Drugs	Dan O'Donald	(650) 555-2233
Lou's Fine Dining	Lou Davis	(650) 555-3725
Fancy Pants	Lucy Stevens	(650) 555-1938
The Page Turner	Michael Brown	(650) 555-2121
Miller's Pharmacy	Helen Franklin	(650) 555-5454
Fancy Feast	Wanda Marsh	(650) 555-2183
Crazy Eddies	Ed Reese	(650) 555-4047
Lewis Drugs	Stacey Travis	(650) 555-4119

Job 5-C

5—C		
Business Name	**Ad Size**	**Ad Rate**
Furry Friends	1/4	$25.00
Fix It Up	1/4	$25.00
Hearth & Home	1/2	$50.00
Lewis Drugs	1/2	$50.00
Crazy Eddies	1/2	$50.00
Hair Dues	1/2	$50.00
Miller's Pharmacy	1/2	$50.00
Fine Foods	1/2	$50.00
The Page Turner	1/2	$50.00
Fancy Feast	Full	$100.00
Lou's Fine Dining	Full	$100.00
Discount Drugs	Full	$100.00
Maxi Mart	Full	$100.00
Fancy Pants	Full	$100.00

Job 5-D

5—D		
Business Name	**Contact Name**	**Phone Number**
Fancy Pants	Lucy Stevens	(650) 555-1938
Maxi Mart	Maury McMann	(650) 555-7302
Discount Drugs	Dan O'Donald	(650) 555-2233
Lou's Fine Dining	Lou Davis	(650) 555-3725
Fancy Feast	Wanda Marsh	(650) 555-2183

Job 5-E

Advertisers Report

Ad Frequency	Ad Size	Business Name	Ad Rate
			$0.00
			$0.00
Summary for 'Ad Frequency' = (2 detail records)			
Sum			**$0.00**
Biweekly			
	1/2	Hair Dues	$50.00
	1/2	Hearth & Home	$50.00
Summary for 'Ad Frequency' = Biweekly (2 detail records)			
Sum			**$100.00**
Daily			
	1/2	Fine Foods	$50.00
	1/4	Fix It Up	$25.00
	1/4	Furry Friends	$25.00
	Full	Maxi Mart	$100.00
	Full	Discount Drugs	$100.00
Summary for 'Ad Frequency' = Daily (5 detail records)			
Sum			**$300.00**
Monthly			
	Full	Lou's Fine Dining	$100.00
	Full	Fancy Pants	$100.00
Summary for 'Ad Frequency' = Monthly (2 detail records)			
Sum			**$200.00**
Weekly			
	1/2	The Page Turner	$50.00
	1/2	Miller's Pharmacy	$50.00
	1/2	Crazy Eddies	$50.00
	1/2	Lewis Drugs	$50.00
	Full	Fancy Feast	$100.00
Summary for 'Ad Frequency' = Weekly (5 detail records)			
Sum			**$300.00**
Grand Total			$900.00

Job 6: Letter with Table
2" Top Margin

Current Date

Mr. Adam Smart
1643 Park Circle
Sherwood, MN 45003

Dear Mr. Smart

Imagine hiking and paddling your way through the rain forests of Costa Rica, camping under the stars in Africa, or following in the footsteps of the ancient Inca as you backpack along the Inca Trail to Machu Picchu. Turn these dreams of adventure into memories you will cherish forever by joining us on one of our four new adventure tours.

To learn more about these exciting new adventures, plan on attending one of the following presentations:

Date	Time	Location	Room
January 5	7:00 p.m.	Town Center Hotel	Room 284B
February 3	7:30 p.m.	Airport Manor	Conference Room A
March 8	7:00 p.m.	Country Inn	Mountainside Room

Our vacation tours are professionally planned and designed solely for your enjoyment. In appreciation for your past patronage, we are pleased to offer you a 10 percent discount off the price of any of the new tour packages. You must book the trip at least 60 days prior to the departure date. Please turn in this letter to qualify for the discount.

We hope you will join us this year on another special Adventure Travel journey. For reservations, please see your travel agent, or contact us directly at 1-800-777-0004.

Sincerely

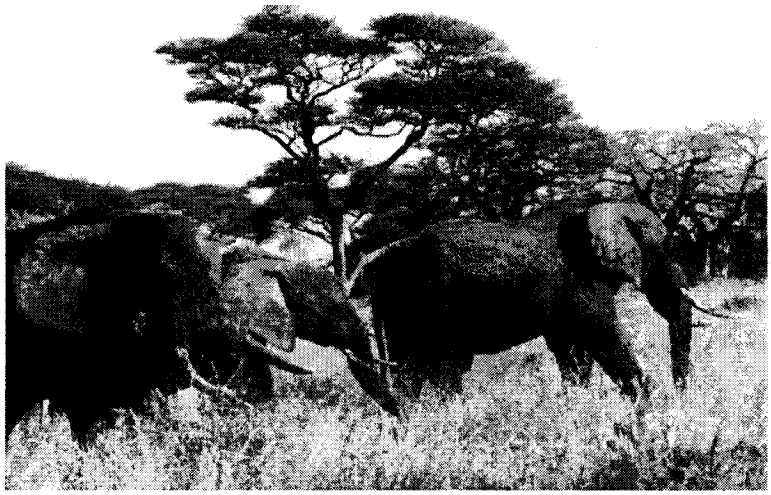
Rodney Schneider
Adventure Specialist

xx

Job 7: Flyer may vary with picture and setup

Announcing

New Adventure Travel Tours



This year we are introducing four new tours offering you a unique opportunity to combine many different outdoor activities while exploring the world.

Hike the Inca Trail to Machu Picchu
Camping Safari in Tanzania
Climb Mount Kilimanjaro
Explore the Costa Rican Rainforests

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DATABASE DESIGN & APPLICATIONS PRODUCTION ANSWER KEY

JOB 1: Database

Job 1-A
Students should print something like the following but the TimeSheetID's may not match (since the database generates the numbers and the test taker may have deleted some records while working).

Timesheets		
TimeSheetID	EmployeeID	WeekEndingDate
1	H43AXT	10/14/2008
2	H57AXW	10/14/2008

Job 1-B
Students should print something like the following but WorkDetailID's may not match; they can be any set of unique numbers. Also, TimeSheetID's may not be 1 and 2 but they should match the two TimeSheetID's from Job 1-A.

WorkDetails				
WorkDetailID	TimeSheetID	ProjectID	WorkDate	WorkHours
1	1	TP001	10/10/2008	5
2	1	TP003	10/10/2008	3
3	1	TP002	10/11/2008	8
4	1	TP003	10/12/2008	8
5	2	TP003	10/13/2008	3.8
6	2	TP002	10/13/2008	4.2
7	2	TP001	10/14/2008	8

JOB 2: Database for New Requirement

Below is a diagram which exhibits the appropriate attributes but as noted there are some variations on a correct answer. A key component is for the test taker to realize that the data should be formatted in a way that is consistent with the original employee time card table.

Employee Time Card

Employee Name Jan Doe Employee ID H43AXT
Time Sheet ID 1 Week Ending Date 10/14/2008

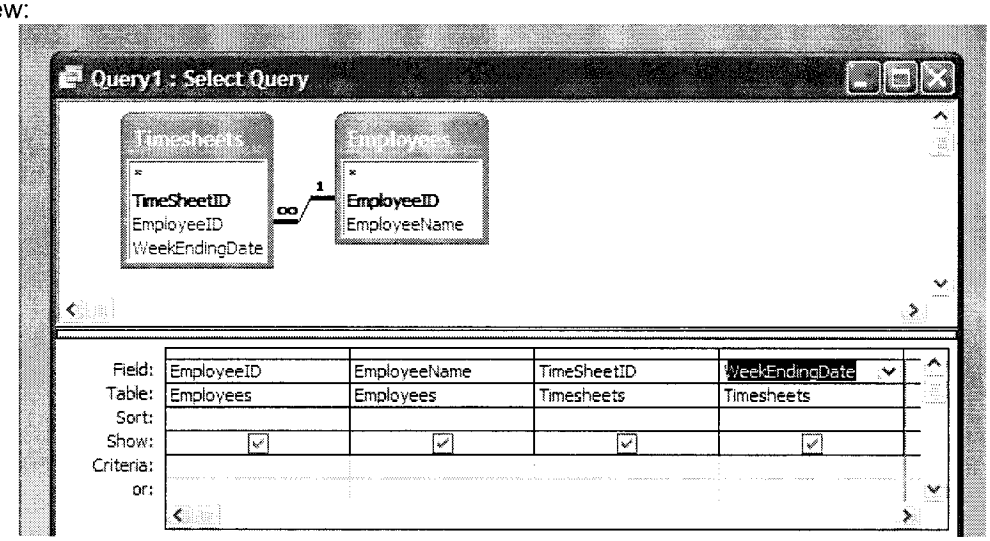
Project ID	Project Name	Work Date	Work Hours
TP003	Test Project 3	0/12/2008	8
TP003	Test Project 3	0/10/2008	3
TP002	Test Project 2	0/11/2008	8
TP001	Test Project 1	0/10/2008	5

Employee Name Pat Smith Employee ID H57AXW
Time Sheet ID 2 Week Ending Date 10/14/2008

Project ID	Project Name	Work Date	Work Hours
TP003	Test Project 3	0/13/2008	3.8
TP002	Test Project 2	0/13/2008	4.2
TP001	Test Project 1	0/14/2008	8

JOB 3: Simple Select Query

Job 3-A
Design View:



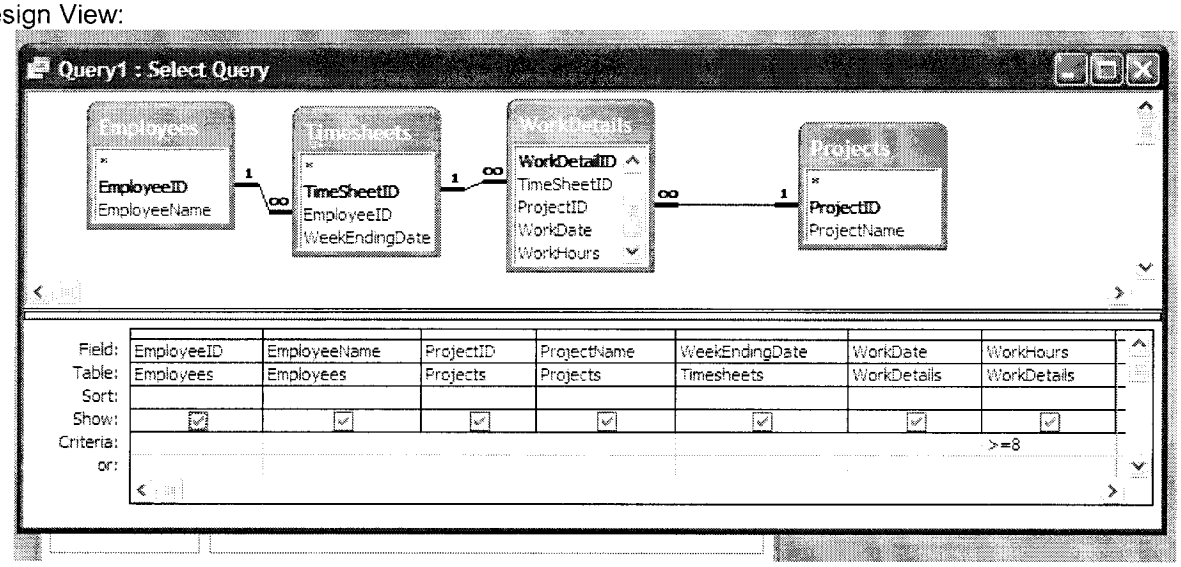
Job 3-B
Execution View:

qryJob4

EmployeeID	EmployeeName	TimeSheetID	WeekEndingDate
H43AXT	Jan Doe	1	10/14/2008
H57AXW	Pat Smith	2	10/14/2008

JOB 4: Select Query with Criteria

Job 4-A
Design View:

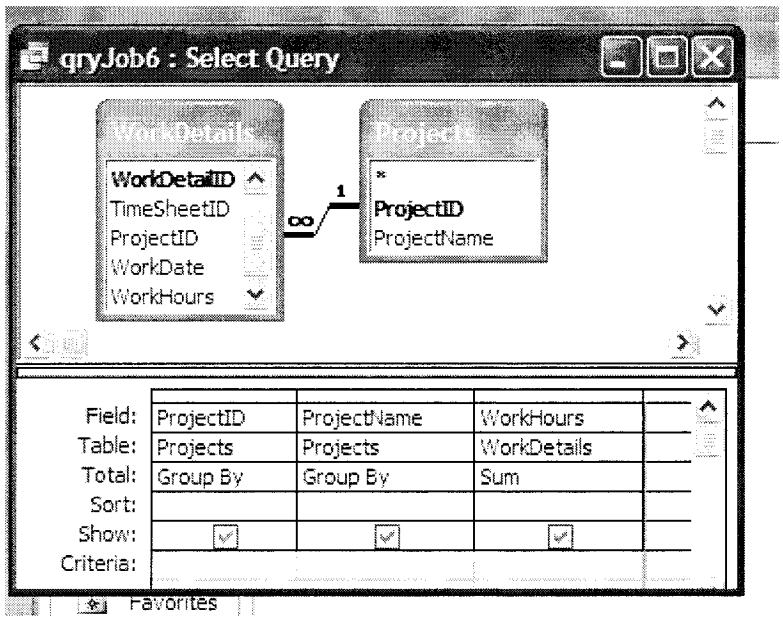


Job 4-B
Execution View:

qryJob5						
EmployeeID	EmployeeName	ProjectID	ProjectName	WeekEndingDate	WorkDate	WorkHours
H43AXT	Jan Doe	TP002	Test Project 2	10/14/2008	10/11/2008	8
H43AXT	Jan Doe	TP003	Test Project 3	10/14/2008	10/12/2008	8
H57AXW	Pat Smith	TP001	Test Project 1	10/14/2008	10/14/2008	8

JOB 5: Select Query that Summarizes

Job 5-A
Design View:



Job 5-B
Execution View:

qryJob6		
ProjectID	ProjectName	SumOfWorkHours
TP001	Test Project 1	13
TP002	Test Project 2	12.2
TP003	Test Project 3	14.8

JOB 1: Spreadsheet

Job 1-A

Sales Force Monthly Earnings Report

January, 2008

Salesperson	Sales	Commission	Bonus	Monthly Earnings	Percentage
Berber, Barbara	$48,725	$4,873	$562	$5,434	13.74%
Herman, Maria	$35,000	$3,500	$150	$3,650	9.87%
Jackson, Tom	$28,000	$2,800	$0	$2,800	7.89%
Martin, Anne	$25,000	$2,500	$0	$2,500	7.05%
Medley, Loran	$30,250	$3,025	$8	$3,033	8.53%
Morgan, Dorothy	$31,250	$3,125	$38	$3,163	8.81%
Peters, Jeffrey	$32,000	$3,200	$60	$3,260	9.02%
Ralston, Fred	$36,000	$3,600	$180	$3,780	10.15%
Smith, Jonathan	$47,500	$4,750	$525	$5,275	13.39%
Tuttle, Susan	$41,000	$4,100	$330	$4,430	11.56%
Total	$354,725	$35,473	$1,852	$37,324	100.00%

Current Month's Commission Rate	*10%*
Sales Target for the month	*$30,000*
Bonus Rate	*3%*

Job 1-A.1
Print landscape.

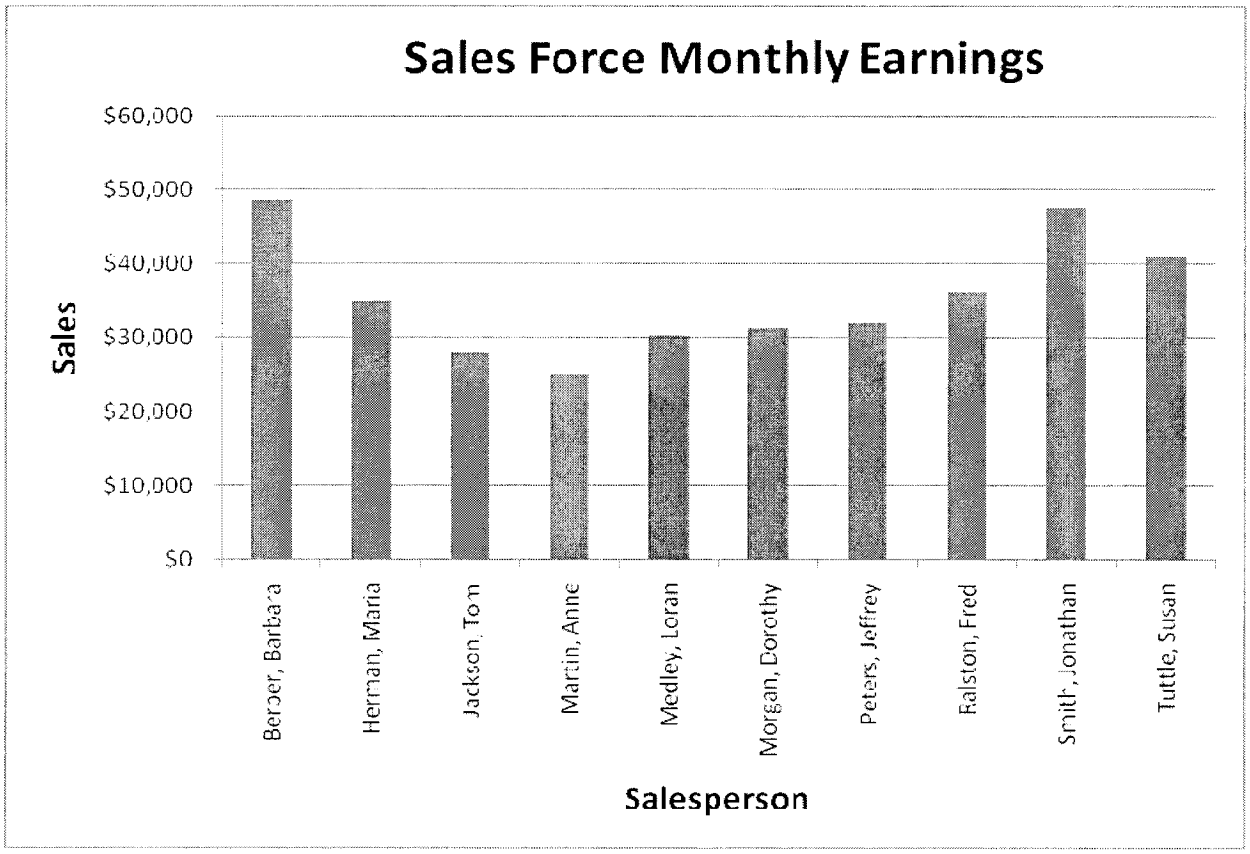
Sales Force Monthly Earnings Report

January, 2008

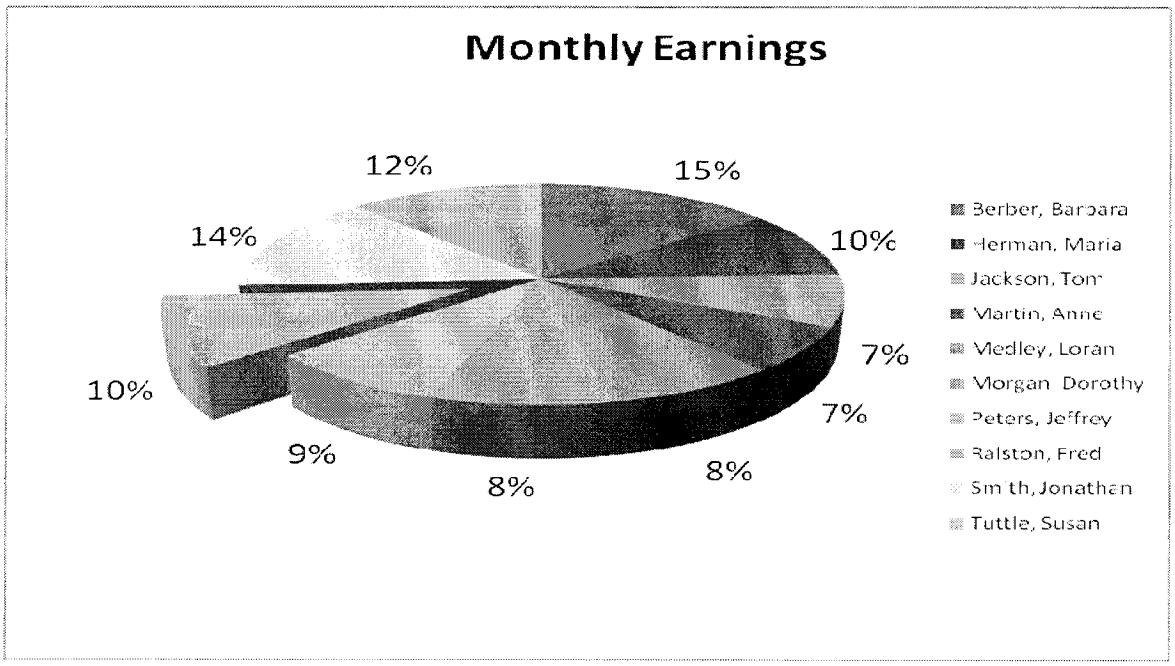
Salesperson	Sales	Commission	Bonus	Monthly Earnings	Percentag
Berber, Barbara	48725	=B5*$C$19	=IF(B5>=$C$20,(B5-$C$20)*$C$21,0)	=C5+D5	=B5/$B$15
Herman, Maria	35000	=B6*$C$19	=IF(B6>=$C$20,(B6-$C$20)*$C$21,0)	=C6+D6	=B6/$B$15
Jackson, Tom	28000	=B7*$C$19	=IF(B7>=$C$20,(B7-$C$20)*$C$21,0)	=C7+D7	=B7/$B$15
Martin, Anne	25000	=B8*$C$19	=IF(B8>=$C$20,(B8-$C$20)*$C$21,0)	=C8+D8	=B8/$B$15
Medley, Loran	30250	=B9*$C$19	=IF(B9>=$C$20,(B9-$C$20)*$C$21,0)	=C9+D9	=B9/$B$15
Morgan, Dorothy	31250	=B10*$C$19	=IF(B10>=$C$20,(B10-$C$20)*$C$21,0)	=C10+D10	=B10/$B$15
Peters, Jeffrey	32000	=B11*$C$19	=IF(B11>=$C$20,(B11-$C$20)*$C$21,0)	=C11+D11	=B11/$B$15
Ralston, Fred	36000	=B12*$C$19	=IF(B12>=$C$20,(B12-$C$20)*$C$21,0)	=C12+D12	=B12/$B$15
Smith, Jonathan	47500	=B13*$C$19	=IF(B13>=$C$20,(B13-$C$20)*$C$21,0)	=C13+D13	=B13/B
Tuttle, Susan	41000	=B14*$C$19	=IF(B14>=$C$20,(B14-$C$20)*$C$21,0)	=C14+D14	=B14/$B$15
Total	=SUM(B5:B14)	=SUM(C5:C14)	=SUM(D5:D14)	=SUM(E5:E14)	=B15/$B$15

Current Month's Commission Rate	*0.1*
Sales Target for the month	*30000*
Bonus Rate	*0.03*

Job 1-B: Column Chart



Job 1-C: 3-D Chart



Job 1-D: Pivot Table

Row Labels	Values Average of Commission	Sum of Monthly Earnings
Tuttle, Susan	$ 4,100	$ 4,430
Ralston, Fred	$ 3,600	$ 3,780
Herman, Maria	$ 3,500	$ 3,650
Peters, Jeffrey	$ 3,200	$ 3,260
Jackson, Tom	$ 2,800	$ 2,800
Martin, Anne	$ 2,500	$ 2,500
Grand Total	**$ 3,283**	**$ 20,420**

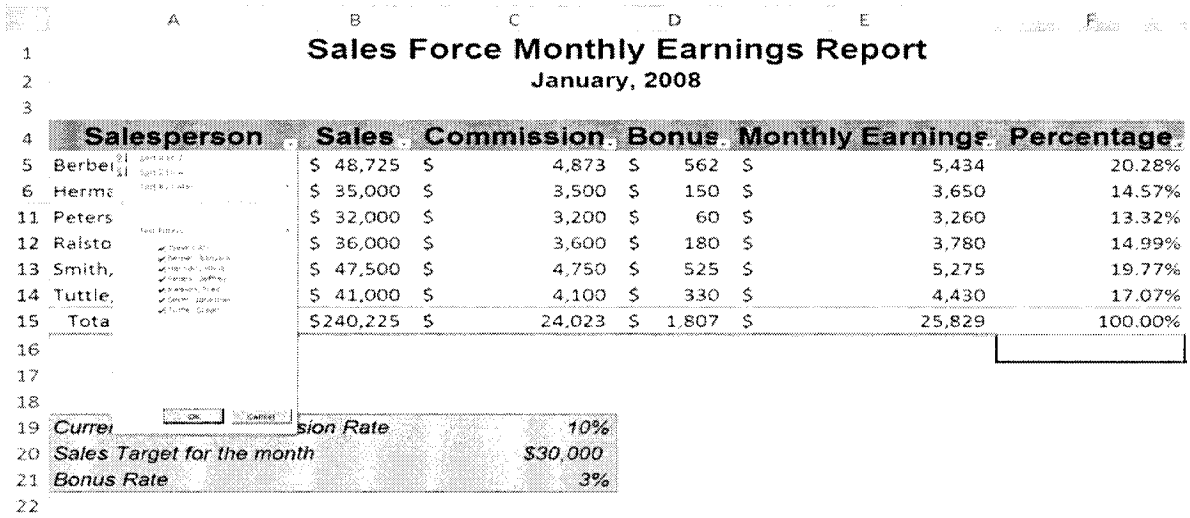
This key is missing some of the sales people. It should have all 10 sales people.

This will change the grand totals as follows:

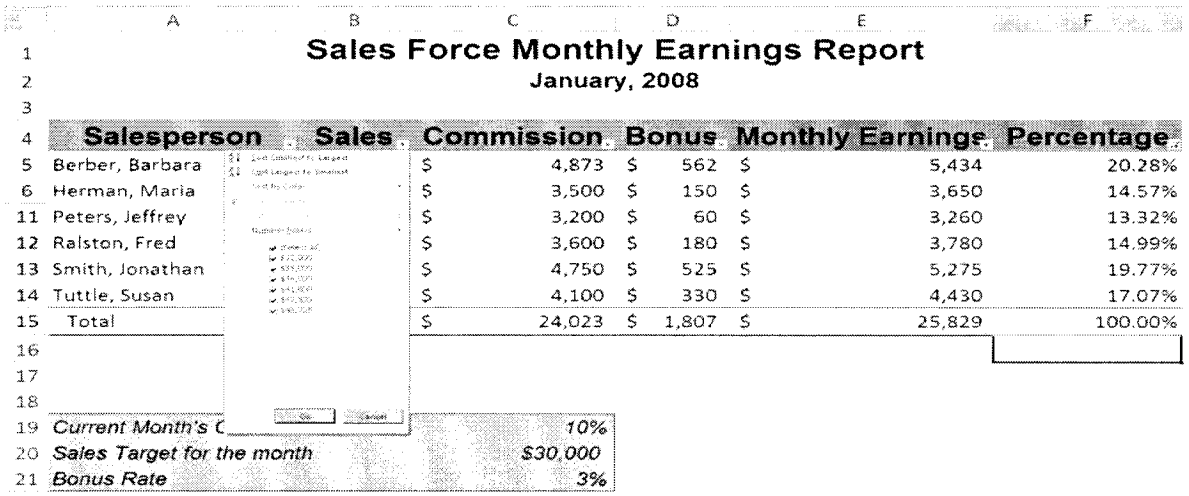
Average of Commission: $3547.25

Sum of Monthly Earnings: $37,324.00

Job 1-E: Worksheet with Filter (need screen shots of filters)



	A	B	C	D	E	F
1	Sales Force Monthly Earnings Report					
2	January, 2008					
3						
4	Salesperson	Sales	Commission	Bonus	Monthly Earnings	Percentage
5	Berbe	$ 48,725	$ 4,873	$ 562	$ 5,434	20.28%
6	Herma	$ 35,000	$ 3,500	$ 150	$ 3,650	14.57%
11	Peters	$ 32,000	$ 3,200	$ 60	$ 3,260	13.32%
12	Ralsto	$ 36,000	$ 3,600	$ 180	$ 3,780	14.99%
13	Smith,	$ 47,500	$ 4,750	$ 525	$ 5,275	19.77%
14	Tuttle,	$ 41,000	$ 4,100	$ 330	$ 4,430	17.07%
15	Tota	$240,225	$ 24,023	$ 1,807	$ 25,829	100.00%
16						
17						
18						
19	*Curre*		*sion Rate*		*10%*	
20	*Sales Target for the month*				*$30,000*	
21	*Bonus Rate*				*3%*	
22						



	A	B	C	D	E	F
1	Sales Force Monthly Earnings Report					
2	January, 2008					
3						
4	Salesperson	Sales	Commission	Bonus	Monthly Earnings	Percentage
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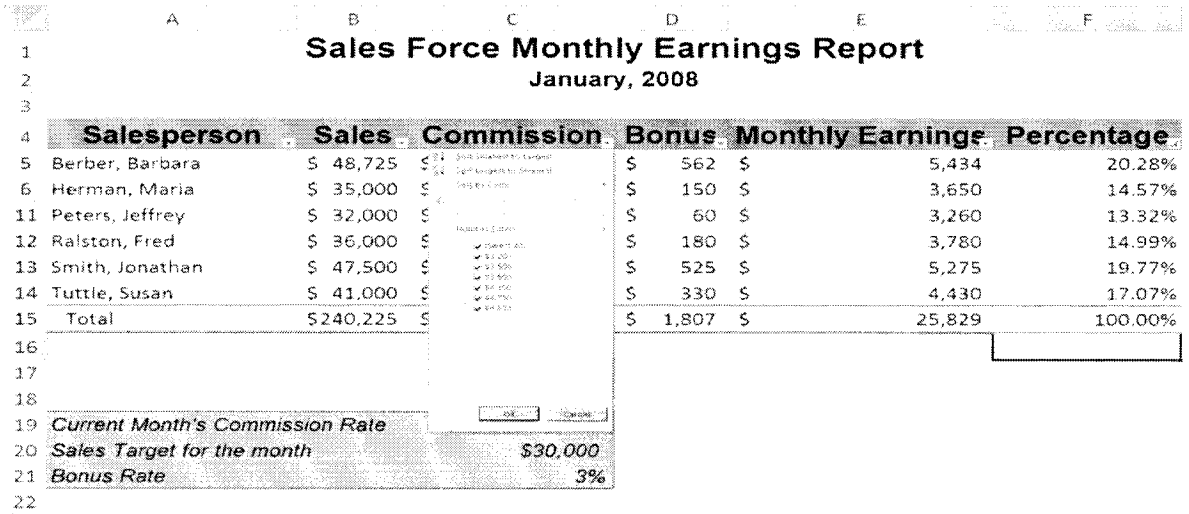
6	Herman, Maria		$ 3,500	$ 150	$ 3,650	14.57%
11	Peters, Jeffrey		$ 3,200	$ 60	$ 3,260	13.32%
12	Ralston, Fred		$ 3,600	$ 180	$ 3,780	14.99%
13	Smith, Jonathan		$ 4,750	$ 525	$ 5,275	19.77%
14	Tuttle, Susan		$ 4,100	$ 330	$ 4,430	17.07%
15	Total		$ 24,023	$ 1,807	$ 25,829	100.00%
16						
17						
18						
19	*Current Month's C*				*10%*	
20	*Sales Target for the month*				*$30,000*	
21	*Bonus Rate*				*3%*	
22						



	A	B	C	D	E	F
1	Sales Force Monthly Earnings Report					
2	January, 2008					
3						
4	Salesperson	Sales	Commission	Bonus	Monthly Earnings	Percentage
5	Berber, Barbara	$ 48,725	$	$ 562	$ 5,434	20.28%
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11	Peters, Jeffrey	$ 32,000	$	$ 60	$ 3,260	13.32%
12	Ralston, Fred	$ 36,000	$	$ 180	$ 3,780	14.99%
13	Smith, Jonathan	$ 47,500	$	$ 525	$ 5,275	19.77%
14	Tuttle, Susan	$ 41,000	$	$ 330	$ 4,430	17.07%
15	Total	$240,225	$	$ 1,807	$ 25,829	100.00%
16						
17						
18						
19	*Current Month's Commission Rate*					
20	*Sales Target for the month*				*$30,000*	
21	*Bonus Rate*				*3%*	
22						

Sales Force Monthly Earnings Report

January, 2008

Salesperson	Sales	Commission	Bonus	Monthly Earnings	Percentage
Berber, Barbara	$ 48,725	$		$ 5,434	20.28%
Herman, Maria	$ 35,000	$		$ 3,650	14.57%
Peters, Jeffrey	$ 32,000	$		$ 3,260	13.32%
Ralston, Fred	$ 36,000	$		$ 3,780	14.99%
Smith, Jonathan	$ 47,500	$		$ 5,275	19.77%
Tuttle, Susan	$ 41,000	$		$ 4,430	17.07%
Total	$240,225	$		$ 25,829	100.00%

Current Month's Commission Rate	
Sales Target for the month	*$30,000*
Bonus Rate	*3%*

Sales Force Monthly Earnings Report

January, 2008

Salesperson	Sales	Commission	Bonus	Monthly Earnings	Percentage
Berber, Barbara	$ 48,725	$ 4,873	$ 562	$	20.28%
Herman, Maria	$ 35,000	$ 3,500	$ 150	$	14.57%
Peters, Jeffrey	$ 32,000	$ 3,200	$ 60	$	13.32%
Ralston, Fred	$ 36,000	$ 3,600	$ 180	$	14.99%
Smith, Jonathan	$ 47,500	$ 4,750	$ 525	$	19.77%
Tuttle, Susan	$ 41,000	$ 4,100	$ 330	$	17.07%
Total	$240,225	$ 24,023	$ 1,807	$	100.00%

Current Month's Commission Rate	*10%*
Sales Target for the month	*$30,000*
Bonus Rate	*3%*

Sales Force Monthly Earnings Report

January, 2008

Salesperson	Sales	Commission	Bonus	Monthly Earnings	Percentage
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Peters, Jeffrey	$ 32,000	$ 3,200	$ 60	$ 3,260	
Ralston, Fred	$ 36,000	$ 3,600	$ 180	$ 3,780	
Smith, Jonathan	$ 47,500	$ 4,750	$ 525	$ 5,275	
Tuttle, Susan	$ 41,000	$ 4,100	$ 330	$ 4,430	
Total	$240,225	$ 24,023	$ 1,807	$ 25,829	

Current Month's Commission Rate	*10%*
Sales Target for the month	*$30,000*
Bonus Rate	*3%*

JOB 2: Spreadsheet with Data Table

Job 2-A

Income Worksheet

Golf Season		
	Length of Season (days)	120
	Average number of customers per day	50
Total Number of Customers		6,000
Revenue		
	Fee per customer	60
Total Revenue		$360,000
Variable Expenses		
	Expense per customer	8
	Green fees per customer	15
Total Variable Expenses		$138,000
Fixed Expenses		
	Insurance	10,000
	Maintenance	25,000
	Salary and Benefits	95,000
	Administrative and Advertising	35,000
Total Fixed Expenses		$165,000
Summary		
	Total Revenue	360,000
	Total Expense	303,000
Net Income		$57,000

Job 2-B: Data Table

Customers	Revenue	Expenses	Net Income
50	360,000	303,000	57,000
30	216,000	247,800	-31,800
32	230,400	253,320	-22,920
34	244,800	258,840	-14,040
36	259,200	264,360	-5,160
38	273,600	269,880	3,720
40	288,000	275,400	12,600
42	302,400	280,920	21,480
44	316,800	286,440	30,360
46	331,200	291,960	39,240
48	345,600	297,480	48,120
50	360,000	303,000	57,000
52	374,400	308,520	65,880
54	388,800	314,040	74,760
56	403,200	319,560	83,640
58	417,600	325,080	92,520
60	432,000	330,600	101,400

WORD PROCESSING I PRODUCTION ANSWER KEY

JOB 1: Business Letter with Dot-leader Table
2" Top Margin

Current Date

Mr. and Mrs. Jonathan Strong
1519 South Fourth Avenue
Salem, OR 99023

Dear Mr. and Mrs. Strong

TRAVEL RESERVATIONS

Hotel reservations for your trip to the Hawaiian Islands have been finalized. As you requested, all hotel reservations have been made at Grand Palace Hotels. Reservations have been confirmed for the following dates:

Maui Grand Palace ..... December 4–8
Grand Palace Resort ..... December 9–12
Grand Palace Seaside ..... December 13–15
Honolulu Grand Palace ..... December 16–18

Your airline reservations have not been confirmed. I am still waiting for a reduction in price. I have heard that airlines will be lowering their rates during the next two weeks. As soon as the airfare is reduced below $600, I will make your flight reservations.

Will you need a car while you are vacationing in Hawaii? Please let me know if you would like me to reserve a car for you at each island. I am enclosing a copy of your confirmation numbers for the hotel reservations.

Sincerely yours

Frank Truman
Travel Agent

je

Enclosure

JOB 2: Unbound Report with Bulleted List and Header
2" Top, 1" Side

DEFINING NEWSLETTER ELEMENTS

Designing a Newsletter

The demand for newsletters in the private and business sectors has helped to promote the desktop publishing revolution. Affordable word processing and desktop publishing software, along with laser printers, significantly reduced the cost of producing professional-quality newsletters. Now users with limited budgets can create multiple page documents in-house, providing organizations, businesses, or individuals with a cost-effective means of communicating.

Newsletters are one of the most common means of communicating information and ideas to other people. Newsletters may be published by individuals, associations, clubs, churches, schools, businesses, consultants, service organizations, political organizations, government offices, and other organizations all over the world.

Designing a newsletter may appear to be a simple task, but newsletters are more complex than they appear. Newsletters may be the ultimate test of your desktop publishing skills. Remember that your goal is to get the message across. Design is important because it increases the overall appeal of your newsletters, but content is still the most important consideration. Whether your purpose for creating a newsletter is to develop better communication within your company or to develop awareness of a product or service, your newsletter must give the appearance of being well planned, orderly, and consistent. To establish consistency from one issue of a newsletter to the next, carefully plan your document.

Defining Basic Newsletter Elements

Successful newsletters contain consistent elements in every issue. Basic newsletter elements divide the newsletter into organized sections to help the reader understand the text, as well as entice the reader to continue reading. Basic newsletter elements include the following:

- Nameplate: The nameplate, or banner, consists of the newsletter's title and is usually located on the front page. Nameplates may include a logo, a unique typeface, or a graphics element to help create or reinforce a company identity.
- Logo: A graphic symbol of a company.
- Subtitle: A subtitle is a short phrase describing the purpose or audience of the newsletter. A subtitle also may be called a tag line. The information in the subtitle is usually located below the nameplate near the folio.
- Folio: A folio is the publication information including the volume, issue number, and current date of the newsletter.
- Headlines: Headlines are titles to articles that are frequently created to attract the reader's attention. The heading may be set in 36- to 72-point type or larger and is generally keyed in a sans serif typeface.
- Subheads: Subheads are secondary headings that provide the transition from headlines to body copy. Subheads break up the text into organized sections.
- Byline: The byline identifies the author of the article.
- Body Copy: The main part of the newsletter is the body copy or text.
- Graphic Images: Graphic images are added to newsletters to help stimulate ideas and add interest to the document. They provide visual clues and visual relief to text-intensive copy.

JOB 3: Memo
2" top margin

TO: All Teaching Staff

FROM: Christy Edmonds

DATE: Current Date

SUBJECT: Business Communication Books

The library has recently purchased several reference books on business communications. These books are now available at the library. The books that are available include:

- *The ABCs of Business Communications* written by Leonard T. Nicoletta and published by Sacramento Publishing House.
- *Communications for the Business Office* by Stacy Keating and published by Hubler & Tate.
- *Basics of Business Communications* by Darrell Talmadge and published by Fifth Avenue Publishers.
- *Communicating with Style* by Clara Blakely and published by Moon Bay Publishing.

You may want to use these reference books for your business communications classes. Students may also want to use them for preparing documents or writing reports.

xx

JOB 4: Outline
2" Top Margin

THE INTERNET

I. WHAT IS THE INTERNET?

II. THE HISTORY OF THE INTERNET

A. APRANet
B. Design of APRANet
C. Growth of the Internet
D. Birth of the Web

III. CONNECTING TO THE INTERNET

A. Types of Internet Connections
B. Using a Browser
C. Plug-ins

IV. FINDING INFORMATION ON THE WEB

A. Access Speed
B. Domain Names and URLs
C. Using Internet Directories and Search Engines

V. WEB SITE CREATION AND PROGRAMMING

A. Creating a Web Site
B. Programming for the Web

JOB 5: Table

MANORWOOD SCHOOL DISTRICT

Enrollment Comparisons

School	2006	2007
Meeker Senior High	1,160	1,033
Rollings Senior High	890	993
Lakeview Middle School	690	587
Oakridge Middle School	681	801
Cedar Middle School	702	745
Stewart Elementary	521	498
Overman Elementary	386	404
Grand Elementary	478	512
Curtiss Elementary	403	455

WORD PROCESSING II PRODUCTION ANSWER KEY

JOB 1: Memo
2" Top Margin

TO: Southeast Chocolate Employees

FROM: Ed Shaw, Manager

DATE: Current Date

SUBJECT: New Promotional Items

Southeast Chocolate is proud to roll out its new line of confectionary products. This product line is named, "Ones" and consists of eight new chocolate and chocolate-infused flavored candies.

The new promotion entitled, "One Bite and You're Hooked," will begin in Miami, Florida, on September 1, 2010 and will go nationwide on October 1, 2010. We are proud to announce that James Woodsville will be the front pitch-man for our advertisement campaign. As you know, James has been with the company since the beginning and has made a name for himself by his philanthropy and community involvement. We are thrilled to have him on board!

The new product line features new flavors, such as cherry-chocolate, jalapeño-dark chocolate, and even an orange-chocolate blend. This new product line not only tastes great, but it also is great for communities. In fact, five percent of every product sold will be donated to local communities for park renovations and other kid-friendly projects.

We are encouraging all employees to help Southeast Chocolate by thinking about new products that consumers may like. A bonus of $500 will be awarded to ideas that are approved.

xx

JOB 2: Table without Gridlines

STOCK PORTFOLIO PERFORMANCE

Financial Department

Company	Exchange	Net Change	Current Price	52 Week Hi/Lo
E TRADE	NAS	-0.32	4.96	26.08 / 3.46
SPDR TR	ASE	0.04	147.17	157.52 / 136.75
CITIGROUP	NYS	-0.36	31.93	57.00 / 29.75
MICROSOFT	NAS	-0.22	33.48	37.50 / 26.60
E M C CORP	NYS	0.43	19.54	25.47 / 12.74

JOB 3: Mail Merge

Job 3-A.: Master, field names may vary

Current Date

«AddressBlock» ***may vary***

Dear «Parents»

Our records indicate that «Student» hasn't returned the permission slip for our class field trip to the zoo. The field trip is September 9, and we plan to leave school at 8 a.m. and return at 3 p.m. Please be sure to send the permission slip to school no later than September 2. You can call the school at 555-1212 or e-mail me at kbrown@thisschool.edu if you have any questions.

Sincerely

Karen Brown
4th Grade Teacher

Job 3-B: Merged Letters (4) ***Sample of Letter 1***

Current Date

Mr. & Mrs. Smith
14533 Lakeshore Ave
Omaha, NE 60018

Dear Mr. & Mrs. Smith

Our records indicate that Johnny Smith hasn't returned the permission slip for our class field trip to the zoo. The field trip is September 9, and we plan to leave school at 8 a.m. and return at 3 p.m. Please be sure to send the permission slip to school no later than September 2. You can call the school at 555-1212 or e-mail me at kbrown@thisschool.edu if you have any questions.

Sincerely

Karen Brown
4th Grade Teacher

JOB 3-C: Data Source

4th Grade TeacherParents	Student	Address	City	State	Zip
Mr. & Mrs. Smith	Johnny Smith	14533 Lakeshore Ave	Omaha	NE	60018
Mr. & Mrs. Hernandez	Rosa Hernandez	123 Main	Omaha	NE	60019
Mr. & Mrs. Brooks	Adrian Brooks	15643 Oceanview Drive	Omaha	NE	68818
Mrs. Wong	Laura Wong	13942 Maple Street	Omaha	NE	68820

JOB 4: Table of Contents
2" Top Margin

TABLE OF CONTENTS

Introduction

Web Page Design Basics 2
What is HTML? 3

Creating Web Pages from Scratch

Hardware and Software Needed 5
Saving Web Pages 6
Viewing Web Pages Locally 8

Browser Compatibility

Current Browsers 10
Browser Differences 12
Web Page Compatibility 14

Troubleshooting

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JOB : Itinerary
2" Top Margin

ITINERARY

Alan Perlman

December 9-11, 2010

Tuesday, December 9

3:20 p.m.	Depart OMA—Omaha Eppley Airfield, Midwest Flight 945, nonstop to DCA, Ronald Reagan Washington International Airport.
5:00 p.m.	Arrive DCA Airport, claim baggage, and take taxi outside baggage claim area for transport to Embassy Suites, reservation confirmed.
6:00 p.m.	Meet and greet with clients in the Embassy Suite lounge.
8:00 p.m.	Dinner reservations at Embassy hotel restaurant.

Wednesday, December 10

7:30 a.m.	Breakfast at hotel restaurant.
8:30 a.m.	New Product Demonstration in Room 115.
11:00 a.m.	Question and Answer Session in Room 118.
12:00 p.m.	Open Lunch.
1:00 p.m.	Taxi to Senate building to visit with state senators.
3:00 p. m.	Open for sightseeing.

Thursday, December 11

7:30 a.m.	Breakfast at hotel restaurant.
8:30 a.m.	Advertising Promotion Meeting in Room 120.
11:00 a.m.	Depart Convention Center for airport.
1:00 p.m.	Return Midwest Airlines Flight 45, nonstop to OMA.
4:35 p.m.	Arrive OM—Omaha Eppley Airfield.

JOB 6: Agenda
May have the 2nd line of heading as a subtitle

NORTH UNIVERSITY
EDUCATIONAL SERVICES COMMITTEE

Vice President of Academic Affairs Agenda

September 29, 2010

1. Call to order—Hammer, Vice President

2. Roll Call—Ziemba

3. Old Business—Smith

4. Committee Report
   Background Checks for Education Students—Jackson
   State Wide Student Services Meeting Summary—Brown
   State Wide Distance Learning Meeting Summary—Jones

5. Special Topics—Dart

6. Excellence in Learning—Jones

7. New Business

8. Next Meeting

9. Adjournment

JOB 7: Personal Letter

1665 W Jones Road
Denver, CO 68973
August 1, 2010

Dinnerware Factory
24887 Dinnerware Road
Charleston, SC 29554

Dear Warranty Department *or Dear Sir or Madam*

I am including 12 plates that we purchased from Dinnerware three years ago. We were told when we purchased them that the plates came with a lifetime guarantee. As you can see, the plates have not held up well under average usage. I am requesting that the plates be replaced.

We really enjoy Dinnerware and appreciate anything you can do to remedy the situation. Please e-mail at cbrooks@myhotmail.com or call me at 800-555-5555 with any questions you might have.

Sincerely

Craig Brooks

FBLA COMPETITIVE EVENTS STUDY GUIDE 2010-2013
FEEDBACK FORM

We would like to hear from you. Please let us know your thoughts on this edition. Give us suggestions on what is missing, additional resources, Web sites to include, and so forth.

Comments/Suggestions:

Additional Web sites as resources for Competitive Events:
(include the URL and the competitive event the URL reinforces)

If you believe a question and answer don't match, please let us know:
(give event and page)

Additional Comments:

Contact Information: (*optional*)

Name:_____ Telephone:_____

E-mail:_____ School:_____

Send to:

Education Director
education@fbla.org
1912 Association Drive
Reston, VA 20191-1591