Competency-Based
Competitive Events
Written Fxam

Test Number 1037	
Booklet Number	

Business Administration Core Exam

INSTRUCTIONS:	This is a timed,	comprehensive exam for the occupational area
identified above	e. Do not open	this booklet until instructed to do so by the
testing monito	r. You will have	minutes to complete all questions.

CAUTION: Posting these materials on a website is a copyright violation unless specifically authorized by MBAResearch.

This comprehensive exam was developed by the MBAResearch Center. Items have been randomly selected from the MBAResearch Test-Item Bank and represent a variety of instructional areas. Performance Indicators for this exam are at the prerequisite and career-sustaining levels. A descriptive test key, including question sources and answer rationale, has been provided the state DECA advisor.

Copyright © 2011 by Marketing & Business Administration Research and Curriculum Center[®], Columbus, Ohio

Each individual test item contained herein is the exclusive property of MBA*Research*. Items are licensed only for use as configured within this exam, in its entirety. Use of individual items for any purpose other than as specifically authorized in writing by MBA*Research* is prohibited. This exam, without modification, is licensed for one-time use on a date specified by the licensee (state DECA advisor or designee), on or before MARCH 31, 2011. **Possession of this exam, without written authorization, under any other circumstances is a copyright violation.** Posting to inter- or intranet sites is specifically forbidden unless written permission is obtained prior to posting. Report violations to MBA*Research* at 800,448,0398.

1.	A form of business ownership in which one individual A. merger. B. dual partnership.	C.	s the entire business is a corporation. sole proprietorship.
2.	What is the main form of written communication beton A. Telephone calls B. Memorandums	C.	companies? Meetings Business letters
3.	Theresa's supervisor gives her written directions for as the directions specify. As she finishes the last ste exactly right. What should she do? A. Ask her supervisor to clarify the directions B. Turn in her work quickly to show her supervice. Restart the assignment working off her new D. Email her work to three coworkers to get the	ep, she isor sh thoug	e realizes that her work in step two may not be ne's an efficient employee nt for step two
4.	One reason why employees often are able to follow follow verbal directions is because most employees A. provide feedback about the presentation. B. use body language to indicate that they und C. ask questions during the explanation. D. remember only so much information at one	are at erstar	ple to
5.	What is a guideline that people should follow in orde A. Remain working B. Stop talking	C.	evelop effective listening skills? Avoid questioning Continue practicing
6.	"This is an exciting new opportunity for you," says Jawould appropriately reinforce that message? A. Slouching B. Smilling	C.	Focusing eyes on the computer Looking out the window
7.	Why is it important to use communication styles that A. To effectively convey information B. To analyze feedback	C.	ppropriate to the target audience? To organize presentations To quickly establish control
8.	To be able to explain and defend their ideas objective effective skills. A. computer	•	others, individuals usually need to have verbal
	B. technical		reading
9.	Which of the following is not a tool that people use v A. Sharing a personal experience B. Pointing out missing information C. Building on someone else's comment D. Helping the group summarize what's been s		participating in discussions:
10.	Why is it often important to take notes during meeting A. Writing keeps the mind focused. B. Speaker is difficult to understand.	C.	
11.	For her new job, Tasha has been asked to write a re regarding her topic. Which of the following would hel is accurate:		
	A. A bibliography B. A table of contents		A professional-looking website design A date of modification less than one year old

12.	Α.	of the following is a formatting characteristic of Indented first paragraph Double-spacing within the paragraph	C.	I-block business letter: No paragraph indents All paragraphs use right justification.
13.	obtain t A. B. C.	in edits a professional report, he is not sure whethe correct information, Kevin should look up the information in a current dictionary ask his coworker for advice. refer to the appropriate publisher's style manuidentify the readers' preferences.		r to italicize or underscore a book title. To
14.	A.	ness letter that has easy-to-understand informa consensus. caution.	C.	is said to possess courtesy. clarity.
15.	A. B. C.	of the following messages is written in a style to Simply fill out this form and return it to us—it's We are requiring all customers to complete the Because we want to create a better product, we Please complete this form so that product improduct improved in the product in the	eas is fo we're	y! rm so we can make changes. e sending out this evaluation form.
16.	Tuesda	rvisor e-mails his/her staff members to inform t y. This is an example of	hem	about a meeting they must attend next
		downward communication. external networking.		invasive messaging. lateral interaction.
17.	A. B. C.	of the following is NOT a good technique for particle Understand the goal of the meeting prior to its Contribute at least one thought to every staff Avoid arguing with other participants, even if y Follow the instructions of the group leader, even meeting	s sta meet you s	rt ing in which you participate strongly disagree with their point of view
18.	Å.	ousinesses try to foster positive customer/client authoritative.	C.	reserved.
	В.	talkative.	D.	friendly.
19.		r to handle customer inquiries about the location erson should know the location of all	n of	goods throughout the business, the
	A.	sizes.		offices.
	В.	colors.	D.	departments.
20.	What ty	pe of business policy is most likely to attract c	usto	mers to the business?
		Credit		Return
	В.	Product	D.	Delivery
21.	For whi	ich customer type should you expect to demor	strat	te and redemonstrate products?
		Domineering/Superior	_	Dishonest
	В.	Suspicious	D.	Disagreeable
22.	A custo	omer's expression of dissatisfaction is known a	s a(n)
		apology.	_	excuse.
	B.	complaint.	D.	objection.
23.	A busin	ness's brand promise is what the business inte	nds t	0
		provide the customer.		name its product.
	В.	sell to the target market.	D.	use as a trademark.

24.	industri	of the following is one of the deciding factors in ial good:		-
		How the purchase is made Who makes the purchase		Price of the purchase When the purchase is made
25.	be mak	people are willing to take less of one thing in ording a(n)		
		economic model. trade-off.		value judgment. tentative agreement.
26.	A.	per business cuts boards from tree trunks. This possession time	C.	ness gives the resource utility. place form
27.	the nur A.	tly, the number of homes for sale in a metropolimber of potential home owners has declined. The seller's market. law of supply.	nis n C.	
28.	A.	ally responsible business will attempt to give cust the best products no matter what the cost. lower quality products at reduced prices.	C.	high-quality products at high prices.
29.	A.	siness activity which is responsible for the flow administration. merchandising.	C.	oods from producer to consumer is marketing. free enterprise.
30.	Α.	of the following countries is correctly paired witl Japan - Socialist China - Traditional	C.	economic system: Great Britain - Market Cuba - Communist command
31.	A.	of the following elements of private enterprise r Capitalism Price system	C.	s to the rivalry among businesses: Competition Private property
32.	A.	of the following would be used to express the p 5/10 net 30 \$250,000	C.	activity rate of a business: 700 units 200%
33.	A. B. C.	inal intelligence can best be described as the all interact with others in a highly emotional way. respond in a calm manner to emotional situati come up with rational solutions to our emotion recognize and manage emotions in ourselves	ons. ial p	roblems.
34.	A.	ing that all people of a certain nationality will wo discrimination. stereotyping.	C.	ong hours for low pay is an example of prejudice. harassment.
35.	would	you are working, a customer complains that his/say, "I'm sorry,		
		you'll have to report it to management." look around to see if someone has it."		let's report it to the manager." you shouldn't have left it in the room."

36.	A.	sputable or accepted fact is a(n) truth. ethic.		fakery. deception.
37.		of the following is an example of an employee's n the job:	usii	ng company resources for personal purposes
	A.	Typing letters to friends Putting postage on envelopes		Faxing orders to suppliers Sending e-mail to customers
38.	Α.	ive attitude toward coworkers is most likely to re conscientious cooperative	C.	in behavior. destructive unproductive
39.	A.	pes self-control help you to think clearly? By helping you to be defensive By helping you to be objective		By helping you to deal with criticism By helping you to deal with coworkers
40.	If your s	supervisor gives you negative feedback, and yo	u ar	re unsure how to correct the problem, you
		continue to perform as usual. ask the supervisor for more information.		blame a coworker. ask a coworker what to do.
41.	A.	e in the values, tastes, and habits of Americans social economic	C.	definition of change. governmental technological
42.	Employ	vees who send and receive messages through t	he b	ousiness's electronic mail system should
		no one reads their memos. privacy does not exist.		privacy is not an issue. monitoring is not allowed.
43.		ng the parts of a game that is marketed in other	r coı	untries so the game conforms to local customs
	Ä.	nationalization. customization.		globalization. cultural sensitivity.
	A.	of the following can lead to increased stress and Ignoring Yielding	C.	
45.	The onl	ly way that a team can carry out its assignment	in a	satisfactory manner is when the team
	A.	cooperate with each other. are appointed by management.		all have the same opinions. are dominated by the leader.
46.	hasn't b doesn't	I is looking for a summer job. He knows about a been able to find out about pay, the people he we know if they'll hire someone who hasn't caddie thip trait is he demonstrating?	oulo	d be working with, or the exact hours. Plus, he
	A.	Social awareness Self-management		Creativity Willingness to take risks
47.	A.	the benefits of being adaptable is that it enable manage their time. deal with change.	C.	nployees to take the initiative. avoid a conflict.

48.	them to			
		work toward a shared vision. show respect for others.		demonstrate ethical behavior. exhibit positive personality traits.
49.	Effectiv	ve coaches are patient, dependable, and		
		approachable. critical.		distracted. entertaining.
50.		ay in which supervisors guide the work of emplo management style.		s depends upon their desire for success.
		technical skills.	D.	level of education.
51.	The dis	sadvantage to using credit cards to pay for good	ls ar	nd services is that you
	A.	defer cash payments. establish a credit rating.	C.	earn quarterly dividends. pay interest on purchases.
52.		s at the grocery store deciding between two very He decides to buy the \$1.50 candy bar because to make his decision.		
		store of value medium of exchange		unit of measure commodity
		, and the second		·
53.	that the weren't decide	a week before her 16 th birthday, Kimberly got a by wanted to give her \$1,000 to put toward colle t sure if she wanted the money now or in two ye d to get the \$1,000 from her grandparents right at for two years. Kimberly based her decision on	ege e ars, awa	expenses as a birthday present, but they when she would be starting college. Kimberly
		the time value of money. dollar cost averaging.		the capital gains potential. the rule of 72.
54.	Which	of the following is a reason that businesses ext	end	credit to customers?
		To take advantage of the convenience To purchase stock as needed		To save money To be competitive
55.	One of	the main reasons why individuals make investr	nen	ts based on their future financial needs is to
		develop a living will.		set up a trust fund.
	Б.	avoid paying taxes.	D.	generate retirement income.
56.	magaz	way home from work, Jason stops at the gas st ine and gum are examples of exper	nses	i.
		essential non-essential		fixed variable
57.		monies are withheld from an employee's payche ployee's	eck t	to cover taxes and insurance, these funds are
		payroll deductions.		net pay.
	В.	gross earnings.	D.	expense refund.
58.		of the following records should individuals keep		
		Credit Deposit		Finance Purchase
59.		a college student who just opened his first credi Pay his bill on time		rd. Which of the following should he NOT do: Think of his card as a loan
		Buy more with his card than he can afford		

60.	A.	of the following is a possible consequence of he Damage to credit history Need for new identity	C.	g one's identity stolen: Unemployment Homelessness
61.	is more	vants to open a small business, and he has a vertical to go to a(n) for a loan. local bank national bank	C.	good business plan that is likely to succeed. He insurance provider online bank
62.	Α.	ployer-sponsored retirement plan is a type of credit account. investment.		inheritance. living trust.
63.	check-	ype of accounting method is being used by a sr writing program that automatically posts each c COD method Accrual method	heck C.	
64.	the abi A.	of the following is the generally accepted accountly to operate indefinitely: Tangible existence Business entity	C.	g principle that assumes that a business has Going concern Open reality
65.		oes the finance function relate to company sper It plans and controls spending. It produces reports about spending.		
66.	Ä.	orientation sessions for new employees are ver make a handbook unnecessary. explain the duties of each job.	C.	
67.	aimed A.	sophy of conducting business that is based on toward satisfying customer wants and needs with competency. process.	hile a	
68.	A.	ay for businesses to obtain needed information access a database. schedule an interview.	C.	
69.	Α.	esses evaluate the quality and source of the info scientific. useful.	C.	tion they obtain to make sure the information is technical. random.
70.	Α.	it important for businesses to store information To establish quality control To interpret data	C.	future use? To make it accessible To protect it from overuse
71.	they ne	the purposes of information management is to eed to create sales presentations. develop a short-term advertising campaign.	C.	make long-term decisions. write an annual report.

72.		of the following is a computer-software technology	gy t	that helps a business automate and track its
		narketing, and service efforts: Materials requirements planning (MRP)	$^{\circ}$	Computer sided engineering (CAF)
		Customer relationship management (CRM)		
73.		o businesses often develop to be able to store as decisions?	and	analyze data for the purpose of making
	A.	Survey methods		Information systems Management policies
	Б.	Operating procedures	D.	Management policies
74.	connec	tivity:		world who have access to a computer that has
		Intranet	_	Extranet
	В.	Internet	D.	Broadband
75.		of the following allows a computer to search and		
		Anchor		Cookie
	В.	Folder	D.	Browser
76.		resentation software programs allow users to	_	to distribute a secondaria
		calculate numerical data.		include voice narration.
	В.	copyright their graphics.	D.	analyze organizational progress.
77.		siness wants to send a mailing to customers in s	spec	ific geographic regions, it should set the
		se query to sort its customer information by	_	
		street number.	_	name.
	В.	sales volume.	D.	state.
78.	sales?	pe of software program would a business use t		
		Database		Spreadsheet
	B.	Presentation	D.	Communication
79.		creating and posting Web pages, businesses of		
		instant messaging		data tracking
	B.	Web editing	D.	Intranet retrieval
80.	Employ to	rees should report noncompliance to the approp	riate	e government agency when their employers fail
	Α.	follow health and safety regulations.	C.	set reasonable business objectives.
	B.	develop communication procedures.	D.	manage their sales and profits effectively.
81.	Which	of the following might increase if a business has	s ma	any worker accidents:
	Α.	Operating profits	C.	Personal benefits
	B.	Productivity rates	D.	Insurance costs
82.	A busin	ess can often reduce the risk of injuries in the v	vork	place by providing employees with
		ongoing safety training.		internal feedback.
	B.	on-the-job instruction.	D.	annual performance reviews.
83.	Which o	of the following is a technique that employees c	an เ	use to help prevent accidents on the iob:
		Avoid regular exercise.		Take frequent shortcuts.
		Maintain clean workplace.		Lift heavy packages.
				* * · · · =

84.	Α.	sses may prevent burglaries by checking every public areas are clean. windows and doors are locked.	C.	n in the building at night to make sure that the electrical equipment is turned off. telephones are transferred.
85.	Protect	ing company information and intangibles often i	invo	lves following the rules established to control
		storage facilities. inventory methods.		cash registers. computer systems.
86.	stoves, \$493.22	who owns a small home-appliance store, is in the and 4 portable dishwashers. Mark is purchasing each, and the portable dishwashers for \$284.5 purchasing?	g th	e refrigerators for \$674.98 each, the stoves for
	A.	\$493.22 \$3,945.76		\$2,278.64 \$5,399.84
87	Maintai	ning an inventory of supplies helps a business	to	
.	A.	locate vendors. establish sales goals.	C.	operate efficiently. evaluate processes.
88.	Α.	ysical image that you present to others is known proper weight. personality.	C.	personal appearance. posture.
89.	Α.	of the following is an appropriate goal of orderly Becoming a more effective person Being identified as an organized person	C.	I systematic behavior: Keeping everything in perfect order Setting an example for other people
90.	A.	of the following is a characteristic of a good goa Convenient Conservative	C.	Safe Realistic
91.	A. B. C.	s problem solving? Turning positive situations into negative ones Finding your way over whatever obstacle you Avoiding conflicts in all of your relationships Figuring out how to escape challenges	face	
92.	A.	of the following is one way that employers expe Coming to work on time Working overtime without pay	C.	neir employees to show loyalty to the business: Ignoring safety hazards Socializing with coworkers
93.	Α.	o individuals often take aptitude tests and fill ou To monitor performance reviews To complete industry surveys	C.	fassessment questionnaires? To determine intelligence levels To identify occupational interests
94.	necess	nployee's primary responsibilities involve planni ary to provide the business's products, s/he wo securities and investments. business information technology.	rks i C.	
95.	What is A.	s often the first step in conducting a job search? Scheduling interviews Completing applications	C.	Contacting employers Identifying leads

96.	A. B. C.	a follow-up letter after a job interview allows a j restate his/her interest in the position. provide references and recommendations. explain her/his training and experience. describe personal strengths and weaknesses.		applicant the opportunity to
97.	Which	of the following usually are one of the best refer	enc	es to list in a resume:
		Previous employers		Acquaintances
		School friends	D.	Relatives
98.	A. B. C.	the benefits of serving an internship is that is of participate in a business's benefit program. donate their time to a worthwhile organization obtain experience in a specific occupation. increase their level of personal satisfaction.		enables individuals to
99.	Which	of the following is an example of an individual's	осс	upation:
		Being a career salesperson		Changing jobs within the company
	В.	Getting a part-time job	D.	Exploring new employment options
100.	these g	nonth, Bob, the president of Widgets Internation poals, he sends specific directions to the management function is Bob performing?		
	A.	Staffing	C.	Planning
	B.	Organizing	D.	Controlling