Overview
This event provides recognition for FBLA members who possess knowledge of basic skills and procedures and the ability to make intelligent business decisions.

This is an individual online test.

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

Website Resources
- Basic Business Letters
  http://owl.english.purdue.edu/owl/resource/653/01/
- Communication Skills
  http://www.khake.com/page66.html
- Tech Terms Dictionary
  http://www.techterms.com/

BUSINESS PROCEDURES SAMPLE QUESTIONS

1. To work effectively in a team, employees:
   a. should not worry about obstacles to achieving the team's goals
   b. should set clear goals for the team
   c. should avoid considering the strengths of individuals because all work will be done as a team
   d. need not consider how the success of the team will be measured

   Competency: Human Relations

2. During a brainstorming session:
   a. the meeting leader should offer most of the ideas
   b. only interesting or realistic ideas are recorded
   c. criticism of ideas offered is welcomed
   d. explanations and combinations of ideas are encouraged

   Competency: Human Relations

3. To help bring about change in your personality:
   a. acknowledge your strengths but do not consider your weaknesses
   b. be honest with yourself about your behavior and beliefs
   c. understand that you do not share many of the wants and needs of others
   d. acknowledge your weaknesses but do not consider your strengths

   Competency: Human Relations

4. An organization's communications network that is meant for the use of its employees or members is called:
   a. an intranet
   b. a mobile office
   c. the Internet
   d. an extranet

   Competency: Technology Concepts

5. A computer that stores data and application software for all PC workstations in a single building or building complex is called a:
   a. bus
   b. browser
   c. server
   d. search engine

   Competency: Technology Concepts

6. Which statement is **false** about modems?
   a. A modem can be placed inside or outside a computer.
   b. A modem is not an electronic device.
   c. A modem can send data over phone lines.
   d. A modem can send data over cable.

   Competency: Technology Concepts

7. What does it mean to enunciate properly?
   a. thinking before you speak
   b. using informal words and phrases
   c. saying each word carefully
   d. using appropriate facial expressions and gestures

   Competency: Communications Skills

8. A well-written business message:
   a. should not contain polite expressions such as please or thank you
   b. is clear, concise, courteous, complete, and correct
   c. should always be three paragraphs in length
   d. is expected to contain only one or two errors

   Competency: Communications Skills

9. The primary purpose of editing a document is to:
   a. determine the purpose of the message
   b. determine the response the writer desires from the reader
   c. develop an understanding of the audience for the document
   d. make sure the message is accurate and conveys what the writer intended

   Competency: Communications Skills

10. The process of accomplishing goals of an organization through the effective use of people and other resources is:
    a. planning
    b. supervision
    c. implementation
    d. management

    Competency: Decision Making/Management

11. The best way to determine the problem after a symptom has been identified is to:
    a. ask questions
    b. determine alternative solutions
    c. guess
    d. analyze solutions

    Competency: Decision Making/Management

12. Once a problem has been identified, a manager should:
    a. list possible solutions
    b. make a decision
    c. solve it
    d. analyze the problem

    Competency: Decision Making/Management

13. A U.S. government publication that discusses the major occupations in the country is:
    a. *The Atlantic Monthly*
    b. *The Labor Review*
    c. *The Occupational Outlook Handbook*
    d. *The Jobs Guide*

    Competency: Career Development

14. Your desired achievements related to work such as jobs, education, and work experience are:
    a. career goals
    b. career strategies
    c. performance evaluations
    d. benchmarks

    Competency: Career Development

15. When striving for continuous improvement in your job, you should:
    a. always complete your most difficult task first
    b. eliminate needless steps in doing tasks
    c. think of "getting organized" as a separate, special activity
    d. keep all the information you receive related to your work

    Competency: Career Development

16. An official U.S. document that grants citizens permission to travel outside the United States is a:
    a. visa
    b. consulate
    c. itinerary
    d. passport

    Competency: Business Operations

17. When you keep a record of items you expect to receive under separate cover, by special postal services, or by private mail services, you are:
    a. annotating a letter
    b. routing a letter
    c. creating an expected mail log
    d. referring a letter

    Competency: Business Operations

18. Which class of domestic mail would you use for a ten-pound package when delivery in three days or less is **not** necessary?
    a. standard mail
    b. first-class
    c. parcel post
    d. priority mail

    Competency: Business Operations

19. A personal information management program:
    a. can be used to schedule appointments and tasks and to hold contact information
    b. can be used to sell information to marketing firms
    c. can be used to hold contact information but not to schedule appointments and tasks
    d. can be used to schedule appointments and tasks but not to hold contact information

    Competency: Database/Information Management

20. Microfiche is a type of:
    a. magnetic storage medium
    b. paper storage medium
    c. microfilm storage medium
    d. optical storage medium

    Competency: Database/Information Management

21. Which one of the following is **not** one of the common responsibilities of supervisors?
    a. keep employee complaints and concerns from top management to prevent problems
    b. encourage employees to do their best work
    c. control costs and use resources efficiently
    d. communicate goals and directions to employees

    Competency: Database/Information Management

22. Which one of the following provides income for eligible persons who have been dismissed from their jobs?
    a. Civil Rights Act
    b. Social Security Act
    c. Fair Labor Standards Act
    d. unemployment insurance

    Competency: Ethics/Safety

23. Which one of the following provides retirement benefits for eligible workers?
    a. Fair Labor Standards Act
    b. Civil Rights Act
    c. Social Security Act
    d. unemployment insurance

    Competency: Ethics/Safety

24. To avoid strain and fatigue, an office worker should:
    a. use antiglare filters to avoid repetitive strain injuries
    b. avoid focusing his or her eyes away from the computer monitor
    c. use good posture
    d. put your feet up when you get tired

    Competency: Ethics/Safety

25. Short-term debts owed to a company by others, such as its customers, are:
    a. vouchers
    b. accounts payable
    c. credit
    d. accounts receivable

    Competency: Finance

26. A report used to compare bank and company account records is called:
    a. a bank reconciliation
    b. an endorsement
    c. an accounts receivable report
    d. a petty cash form

    Competency: Finance

27. Which one of the following are found on a projected balance sheet?
    a. expenses
    b. liabilities
    c. income
    d. petty cash records

    Competency: Finance

28. The process in which a software program searches for significant patterns in data is referred to as:
   a. data mining
   b. data demographics
   c. data system
   d. data input

   Competency: Information Processing

29. Information processing involves input, processing, output, and which one of the following?
   a. copying
   b. storage
   c. data
   d. keying

   Competency: Information Processing

30. Making decisions and recommendations based on information studied is an example of:
   a. creating or analyzing information
   b. searching for information
   c. processing information
   d. managing information

   Competency: Information Processing