15. Which one of the following is **not** an ethical trait needed in the banking and financial industry?
    a. responsibility
    b. intolerance
    c. integrity
    d. honesty

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

16. A management decision style in which a manager makes a decision alone, with little or **no** input from subordinates is called:
    a. autocratic
    b. accommodating
    c. leading
    d. collaborative

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

17. Multinational corporations are challenged with the _____ in other countries.
    a. availability of human resources
    b. fluctuation of currency exchange rates
    c. variation in litigation procedures
    d. publication of judicial opinions

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

18. Scarcity is when:
    a. resources meet all needs
    b. there are limited resources and unlimited needs
    c. there are few products
    d. where there are few needs

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

19. _____ is an example of an exhaustible resource.
    a. Corn
    b. Cotton
    c. Timber
    d. Oil

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

20. The group of laws that reduce anticompetitive behavior and promote competition in the marketplace where competition is desirable are known as:
    a. laws against perpetuities
    b. business ownership laws
    c. usury laws
    d. antitrust laws

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

21. Forms of communication are best described by:
    a. taking communication to a higher level of critical thinking
    b. realizing that communication is rarely permanent
    c. stating that communication can be expressed verbally and nonverbally
    d. selecting messages by type and channel

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

22. The main point of a paragraph is stated in the:
    a. coherence of each paragraph
    b. italicized parts of the paragraph
    c. transitional
    d. topic sentence

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

23. Which is **not** an advantage of operating a business as a sole proprietorship?
    a. freedom to make business decisions
    b. owner is the boss
    c. limited risks
    d. ease of starting

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

24. June wants to purchase new carpet for her hall and master bedroom. The hall is 3½' wide by 12' long. The master bedroom measures 11' x 14'. Carpet costs $5/square foot. How much will June spend for these two rooms?
    a. $ 770
    b. $ 210
    c. $ 980
    d. $1,000

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

25. The most basic need in Maslow's Hierarchy of human needs is:
    a. safety
    b. food and shelter
    c. self esteem
    d. self-actualization

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

26. Any **nonpaid** communication about a product is:
    a. advertising
    b. personal selling
    c. publicity
    d. public relations

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

27. Which one of the following statements is **true** about using marketing information in business decisions?
    a. Decisions in business rarely take marketing information into account.
    b. Marketing information is the basis for many important decisions made in business.
    c. Marketing information is not as important as financial data about products.
    d. Decisions in business vary widely, marketing information sometimes is used.

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

28. When sending an email to several people, one way to ensure that email addresses are protected from strangers would be to:
    a. insert the email addresses into the CC part of the email heading
    b. insert the email addresses into the TO part of the email heading
    c. insert the email addresses into the BCC part of the email heading
    d. insert the email addresses into the Subject part of the email heading

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

29. If you write a paper for a class and use a quote from an Internet resource without giving proper credit to the source, this is called:
    a. immoral
    b. bootlegging
    c. plagiarism
    d. breaching information

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

30. Identify the type of noun in the following sentence:
    The lawyer's brief was short and to the point.
    a. collective
    b. compound
    c. possessive
    d. plural

    Competency: General Concepts -- accounting, banking, business procedures, communications, economics, ethics, global business, law, management, marketing, technology

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 fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

This is a team event.

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

Website Resources
- 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
- Global Resource Directory
  http://globaledge.msu.edu/Global-Resources
- International Business Culture, Customs, and Etiquette
  http://www.executiveplanet.com/

GLOBAL BUSINESS SAMPLE QUESTIONS

1. _____ includes all business activities needed to create, ship, and sell goods and services across national borders.
   a. Regional business
   b. International business
   c. Trade intervention
   d. Domestic business

   Competency: Basic International Concepts

2. ___ are **not** a factor of production.
   a. Human resources
   b. Foreign resources
   c. Natural resources
   d. Capital resources

   Competency: Basic International Concepts

3. _____ is what an individual does **not** purchase in order to make another purchase.
   a. Economic option
   b. Opportunity cost
   c. Economic choice
   d. Alternative purchase

   Competency: Basic International Concepts

4. _____ is the belief that one's culture is better than other cultures.
   a. Expatriate
   b. Superiority
   c. Cultural baggage
   d. Ethnocentrism

   Competency: Basic International Concepts

5. Which is **not** a method for a business to get involved in international business?
   a. franchising
   b. licensing
   c. indirect importing
   d. joint venture

   Competency: Ownership and Management

6. A(n)_____ is an agreement between two or more companies from different countries to share a business project.
   a. franchise
   b. independent contract
   c. joint venture
   d. licensed agreement

   Competency: Ownership and Management

7. _____ are called intermediaries because they are links between products and sellers of products.
   a. Service companies
   b. Manufacturing companies
   c. Retailers
   d. Wholesalers

   Competency: Ownership and Management

8. _____ is the specific responsibility that both manufacturers and sellers have for the safety of their products.
   a. Common law
   b. Moral obligation
   c. Strict liability
   d. Product liability

   Competency: Legal Issues

9. ____, also called code law, is a complete set of rules enacted as a single written system or code.
   a. Municipal law
   b. Civil law
   c. Statute
   d. Common law

   Competency: Legal Issues

10. The ____ allows a company to file a single patent application in which it names the countries in which it seeks patent coverage.
    a. International Copyright Agreement
    b. World Trade Organization
    c. World Intellectual Property Organization
    d. Patent Cooperation Treaty

    Competency: Legal Issues

11. The language that has the greatest number of speakers throughout the world is which one of the following?
    a. Hindi
    b. Spanish
    c. Chinese Mandarin
    d. English

    Competency: Communication (including culture and language)

12. Direct eye contact is important in the United States; however, looking away from the eyes of the speaker is considered respectful in which one of the following countries?
    a. Mexico
    b. South Korea
    c. England
    d. France

    Competency: Communication (including culture and language)

13. ____ is **not** part of the marketing mix.
    a. Entrepreneurship
    b. Product
    c. Distribution
    d. Place

    Competency: Marketing

14. ____ is **not** a service provided by retailers.
    a. Product selection
    b. Storing and transportation of goods
    c. Sales staff assistance
    d. Consumer convenience

    Competency: Marketing

15. ____ means that the cost of the goods, insurance, and freight are included in the price quoted.
   - a. FOB
   - b. C&F
   - c. CIF
   - d. Standard invoice

   Competency: Marketing

16. ____ is a duty that a government places on imported products.
   - a. Sanction
   - b. Tariff
   - c. Quota
   - d. Restriction

   Competency: Taxes and Government Regulation

17. ____ occurs when the government takes control and ownership of foreign-owned assets and companies.
   - a. Civil unrest
   - b. Economic nationalism
   - c. Trade sanctions
   - d. Expropriation

   Competency: Taxes and Government Regulation

18. ____ is the dispute resolution method that makes use of a neutral third party to reconcile the viewpoints of the disputing parties.
   - a. Arbitration
   - b. Due process
   - c. Mediation
   - d. Litigation

   Competency: Treaties and Trade Agreements

19. A ___ is imposed by the government to limit the number of imported goods that can enter the country and compete with domestic goods.
   - a. quota
   - b. boycott
   - c. sanction
   - d. tariff

   Competency: Treaties and Trade Agreements

20. The ___ is the currency used in Japan.
   - a. euro
   - b. Yuan
   - c. yen
   - d. pound

   Competency: Currency Exchange

21. Money is **not**:
    a. store of value
    b. measure of value
    c. a medium of exchange
    d. political stability

    Competency: Currency Exchange

22. The _____ is a certificate that adds to or changes the coverage of an insurance policy.
    a. condition
    b. exclusion
    c. rider
    d. endorsement

    Competency: Finance

23. Travelers visiting other countries may pay more when using a credit card instead of cash or traveler's checks because:
    a. the foreign exchange rate on credit cards is not calculated until the charges reach the credit card office
    b. credit cards have annual fees
    c. interest rates on credit cards are high
    d. credit cards always charge additional handling fees

    Competency: Finance

24. Employers for multinational companies do **not** hire employees based on which one of the following?
    a. competence
    b. adaptability
    c. personal characteristics
    d. ethnocentrism

    Competency: Human Resource Management

25. The __ uses managers from various countries within the geographic region of a business.
    a. geocentric approach
    b. regiocentric approach
    c. polycentric approach
    d. ethnocentric approach

    Competency: Human Resource Management

26. _____ are principles of right and wrong guiding personal and business decisions.
    a. Laws
    b. Values
    c. Cultural norms
    d. Ethics

    Competency: Ethics

27. _____ protect the rights to intellectual property in the United States but may **not** be honored in other parts of the world.
  a. Trademarks
  b. Patents
  c. Copyrights
  d. Trade secrets

  Competency: Ethics

28. Flying into different time zones around the world can result in:
  a. jet lag
  b. general confusion
  c. energy boost
  d. medical reaction

  Competency: International Travel

29. Individuals taking jobs in other parts of the world should:
  a. make sure that all medical vaccinations are up to date
  b. wait to receive medical vaccinations when they arrive to their final destination
  c. count on their employers to pay for required medical procedures
  d. not worry about medical plagues since their company is insulated from the rest of the public

  Competency: International Travel

30. The résumé should **not** include:
  a. a personal picture
  b. work experience
  c. a career objective
  d. education

  Competency: Career Development

GLOBAL BUSINESS SAMPLE CASE STUDY

PARTICIPANT INSTRUCTIONS

1. You have twenty minutes to review the case.

2. Presentation time is seven minutes. At six minutes the timekeeper will stand and hold up a colored card indicating you have one minute left 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 presentations. You are the human resource director for College Trends (a major manufacturer of college apparel). You must describe strategies for hiring, training and development, establishing/maintaining positive cultural relations, and maintaining product quality. The judges are the owners of the company.

4. Each team member will be given two note cards.

5. Cover all the points described in the case and be prepared to answer questions posed by the judges.

6. All team members must participate in the presentation as well as answer the questions.

PERFORMANCE INDICATORS

- Explain the importance of training and development for global employees

- Describe time-management principles to improve production for a global business

- Describe ways to motivate employees

CASE STUDY SITUATION

You are the human resource director for a College Trends (a major manufacturer of college apparel). The manufacturing plant for College Trends is located in the United States where production and labor costs have been rising. College Trends has decided to locate a second manufacturing plant in China where labor and production costs are much lower. Since your company is entering a different culture, you are challenged to find the best employees for management and production. You must develop a plan for your company to gain a better understanding of the Chinese culture. The owner of College Trends (judge) wants to hear your plan for hiring and training employees in China. The owner's biggest concern is to maintain the quality and integrity of College Trends.

You must describe how you will recruit employees for the new location in China. Your explanation must include procedures for hiring, training and development, establishing/ maintaining positive cultural relations, and maintaining product quality. The owner of College Trends understands the importance of communication for a successful business. They want to know how the communication process will work with production facilities in the United States and China, considering cultural differences. You will meet with the owner to explain a smooth transition plan for the company's new manufacturing plant in China.

Possible Questions to Address:

- How will you select managers for the new manufacturing plant in China?

- What communication process will you incorporate to make sure to maintain product integrity?

- What employee incentives will result in high productivity?

- How will the international manufacturing process affect product deadlines?

- How will you involve the Chinese culture in management functions and training and development of employees?

- How will the two manufacturing plants located in different parts of the world communicate to maintain a consistent product and customer service?

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 online test.

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

Website 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/
- 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. Which one of the following features links several persons into one call?
   a. toll call
   b. conference call
   c. protocol
   d. emergency call

   Competency: Managing Office Procedures

2. _____ are included in the employee handbook.
   a. Employees' dates of hire
   b. Employees' addresses
   c. Employees' job descriptions
   d. Employees' phone numbers

Competency: Managing Office Procedures

3. Mr. Anderson has health insurance. As he checks in for a routine exam, he is asked to pay a certain amount. He argues that he has insurance. What is the purpose of the upfront payment?
   a. copay
   b. credit for future services
   c. codependent service fee
   d. charge for payment pending

Competency: Managing Office Procedures

4. All of the following are signs and symptoms of shock **except:**
   a. skin is cool, clammy, and pale
   b. blood pressure is high
   c. pulse is weak and rapid
   d. breathing may be shallow and rapid

Competency: Medical Terminology

5. An abnormally slowed respiration rate is:
   a. bruits
   b. bradypnea
   c. bradycardia
   d. bronchi

Competency: Medical Terminology

6. What phrase best describes humoral immunity?
   a. defense mechanisms stemming from birth development of bone structure
   b. immunity stemming from infected humerous bone
   c. immunity from inhaled contaminants from excessive laughing
   d. defense mechanisms coming from antibodies in the blood

Competency: Medical Terminology

7. The most common complaint from patients is:
   a. physician emergencies
   b. wait time
   c. appointment scheduling
   d. rescheduling

Competency: Communication Skills

8. Identify an attitude that individuals from the same region believe are identical.
    a. stereotyping
    b. hierarchy of needs
    c. neutrality
    d. white-coat syndrome

    Competency: Communication Skills

9. Use of open-ended questions helps improve the quality of patient communication. What type of response is gained in this type of questioning?
    a. yes or no
    b. fear of the questioning getting too personal
    c. response with points of clarification
    d. vagueness in response

    Competency: Communication Skills

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

    Competency: Communication Skills

11. Which one of the following issues narcotics licenses to physicians?
    a. pharmacist
    b. JCAHO
    c. Food and Drug Administration (FD)
    d. Drug Enforcement (DE)

    Competency: Communication Skills

12. Which one of the following requires attendance under penalty?
    a. plaintiff
    b. subpoena
    c. privileged information
    d. law suit

    Competency: Communication Skills

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

    Competency: Health Insurance

14. 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

    Competency: Health Insurance

15. What phrase best explains capitation?
    a. payment system that reimburses the provider a fixed dollar amount for patients enrolled
    b. minimum number of people required to participate each year
    c. the capital dollar amount required to have in reserves before payment can be made
    d. maximum number of people allowed to participate in the plan each year

    Competency: Health Insurance

16. The system developed to convert descriptions of medical procedures into five-digit numeric code with two-digit numeric modifiers is called:
    a. CPT
    b. ICD-9
    c. CPT-9
    d. ICD-9-CM

    Competency: Records Management

17. The electronic medical record has been mandated by the federal government for use in health care. What is a major benefit of its use?
    a. It requires excessive space for storage of data.
    b. Single users of the medical record can maneuver through the health system with relative ease.
    c. It requires no on-site assistance to properly utilize the system.
    d. A patient's medical history is quickly available anywhere in an emergency.

    Competency: Records Management

18. Dr. Rogers asked you to review and summarize all bills greater than 90 days old. What file should you review?
    a. accounts pending
    b. wage and taxable statements
    c. accounts payable
    d. aging summary report

    Competency: Records Management

19. The system developed to classify all known diseases to assist in maintaining statistical records of morbidity and mortality is called:
    a. CPT
    b. CPT-9
    c. ICD-9
    d. ICD-9-CM

    Competency: Medical History

20. RMA is referred to as:
    a. registered math assistant
    b. radiologist medical assistant
    c. registered medical assistant
    d. registered mandatory assistant

    Competency: Medical History

21. What does the acronym POMR stand for?
    a. parent omission medical review
    b. practical orientation of medical record
    c. provision of medical resources
    d. patient oriented medical record

    Competency: Medical History

22. A _____ reads codes found on items in grocery and retail stores.
    a. bar device
    b. bar drawer
    c. bar colorer
    d. bar code reader

    Competency: Technology

23. Hardware that provides the workspace for data and computer instructions is called:
    a. metallic bars
    b. memory chips
    c. mega bonus
    d. mega chips

    Competency: Technology

24. _____ provides a hard copy of data on paper.
    a. Wireless
    b. Keypad
    c. Printer
    d. Power cord

    Competency: Technology

25. Health care facilities that do **not** pay state or federal income tax on their profits are called:
    a. charitable
    b. nonprofit
    c. for profit
    d. governmental

    Competency: Managing Financial Functions

26. What statement best explains appropriate procedures for use of a petty cash fund?
    a. money is kept in sealed envelope
    b. personal IOU's do not exceed 40 percent of the fund
    c. keeper of the fund audits his own actions
    d. receipts are provided for each withdrawal

    Competency: Managing Financial Functions

27. What is an example of fixed costs in a medical practice?
    a. salaries
    b. cost of supplies
    c. cost of utilities
    d. depreciation of equipment

    Competency: Managing Financial Functions

28. When is the patient's medical chart prepared?
    a. on or before the day of the first visit
    b. after they are seen by the doctor
    c. when the appointment is made
    d. on or before the day of the follow-up visit

    Competency: Records Management

29. What is the proper procedure to use when making a correction in the medical record?
    a. draw a line through the error, initial, and date
    b. remove the page with the error and rewrite the needed data
    c. erase the error, initial, and write the correct information
    d. add a new sentence to the record indicating the error

    Competency: Managing Financial Functions

30. What process is described by the acronym P.O.M.R.?
    a. placement of importance medical information in a very obvious location with charting problems in a numerical order
    b. placement of information according to frequency of medical problem
    c. placement of problems and the subsequent charting using an objective template
    d. placement of information according to source of information

    Competency: Managing Financial Functions

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 and the top fifteen individuals scoring the highest on the objective test will advance to the final round and participate in the performance component.

This is an individual event.

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

Website Resources
* Help Desk Institute
  http://www.ThinkHDI.com

HELP DESK SAMPLE QUESTIONS

1. A request that is beyond the capabilities of the service desk are:
   a. terminal service request
   b. global service request
   c. intermediary service request
   d. out-of-scope service request

   Competency: Help Desk Operations

2. A set of tools and databases used to store, manage, and present information sources is:
   a. KMS-knowledge management system
   b. KB-knowledge base
   c. KAA-knowledge action activator
   d. KEDB-known errors database

   Competency: Help Desk Operations

3. What is it called when a user interacts with a database of information by pressing keys on a telephone or speaking simple words into the telephone?
   a. TPR-teleprompting
   b. RAC-response administration control
   c. IVR-interactive voice response
   d. VQ-voice queuing

   Competency: Help Desk Operations

4. Personal computer software product that is developed and distributed commercially is known as:
    a. proprietary software
    b. off-the-shelf software
    c. integrated software
    d. open source software

Competency: Help Desk Operations

5. A technology that transmits voice communications over the Internet rather than telephone lines is:
    a. digiphone
    b. voice over IP
    c. Wi-Fi
    d. digital communications

Competency: Help Desk Operations

6. The diversified demand of a technical support desk lends itself to the following because the demands are too great for a single analyst.
    a. individuation
    b. team setting
    c. role playing
    d. goal setting

Competency: Help Desk Setting

7. This device filters out noise from the service desk that the customer may hear (e.g., phone ringing, people talking nearby).
    a. audio cancellation monitor
    b. audio defibrillator
    c. noise-canceling microphone
    d. noise-canceling headset

Competency: Help Desk Setting

8. A filtering process that helps agents identify problems and quickly respond to requests for information, often without initiating a formal incident is:
    a. verifying
    b. qualifying
    c. pre-screening
    d. authenticating

Competency: Help Desk Setting

9. Which one of the following is **not** an electronic threat to security of computer systems?
    a. proliferation of malware software
    b. lack of encrypted data transmission
    c. keypad entry locks permitting unauthorized access
    d. operating system software bugs permitting access by unauthorized users

Competency: Help Desk Setting

10. A sequence of tasks that must be completed on time to meet a project's deadline is:
    a. task assignments
    b. project scenario
    c. task trafficking
    d. critical path

Competency: Help Desk Setting

11. A learning method on the higher continuum of retention/performance is called:
    a. listening
    b. observing
    c. reading
    d. problem solving

Competency: Information Component

12. A common ACD feature that sends calls to another agent queue when one queue is long or calls have been in a queue longer than a pre-defined time period is:
    a. overflow routing
    b. call monitoring
    c. call distribution
    d. lost call reporting

Competency: Information Component

13. This refers to hardware or software that appears in ads or press releases but **not** yet available for sale.
    a. patches
    b. versions
    c. vaporware
    d. shareware

Competency: Information Component

14. The continuous operation of a computer or component over a 48-72 hour period to discover obvious operational problems is known as:
    a. burn-in test
    b. conflict identification
    c. module analysis
    d. proactive diagnostics

Competency: Information Component

15. _____ periodically checks a vendor's website for recommended updates to bring software up to current specifications.
    a. Update diagnosis
    b. Software downloads
    c. Software monitoring
    d. Automatic updates

Competency: Information Component

16. What is the field that studies how to design a workplace that promotes worker health, safety, and productivity?
    a. biometrics
    b. ergonomics
    c. economics
    d. biologics

Competency: Help Desk Concepts

17. Which one of the following is **not** a common remote support technology?
    a. remote control system
    b. remote monitoring system
    c. self-healing system
    d. process management system

Competency: Help Desk Concepts

18. Tracking and resolving incidents, such as a jammed printer or an illegal operation error message is:
    a. incident management
    b. incident traffic management
    c. incident queuing
    d. incident engineering

Competency: Help Desk Concepts

19. What terms refer to an incident that is causing significant business impact?
    a. service request incident
    b. trouble ticket incident
    c. malfunction incident
    d. major incident

Competency: Help Desk Concepts

20. Email response management systems:
    a. manage the queuing of incoming telephone calls
    b. manage high-volume chat, email, and web messages
    c. manage feasibility studies
    d. manage needs assessments

Competency: Help Desk Concepts

21. When you introduce the customer and the service provider to whom you are transferring the call but you don't stay on the line, it is called:
    a. warm transfer
    b. cold transfer
    c. hot transfer
    d. conference transfer

Competency: Help Desk Roles & Responsibilities

22. A healthy form of stress that keeps you motivated and enables a sense of accomplishment is:
   a. ministries
   b. resistance
   c. environmental stress
   d. eustress

   Competency: Help Desk Roles & Responsibilities

23. The act of using words to influence your thinking in a positive way is:
   a. self-recrimination
   b. self-monitoring
   c. positive self-talk
   d. self-assessment

   Competency: Help Desk Roles & Responsibilities

24. What item is **not** a technique for staying in control as a help desk agent?
   a. specify software
   b. diffuse an angry customer
   c. stay calm under pressure
   d. learn to respond, not react

   Competency: Help Desk Roles & Responsibilities

25. A standard set of text, questions, and behaviors particularly useful when providing technical support is called:
   a. priorities
   b. target resolutions
   c. script
   d. directives

   Competency: Help Desk Roles & Responsibilities

26. What is it called when a person performs corrective action that repairs, replaces, or modifies the source of a help desk incident/problem?
   a. decision
   b. ticketing
   c. modification
   d. resolution

   Competency: Help Desk Process and Procedures

27. Verify that corrective action was successful and that all incident and problem details are recorded accurately and completed is called:
   a. incident management
   b. traffic monitoring
   c. problem analysis
   d. closure

   Competency: Help Desk Process and Procedures

28. Often prepared in the form of a side-by-side comparison or balance sheet that lists costs on one side and benefits on the other is known as:
   a. cost benefit analysis
   b. survey instrument
   c. data collection report
   d. prototype report

   Competency: Help Desk Process and Procedures

29. A process that involves several paths or approaches to problem solving is:
   a. didactic
   b. iterative
   c. inductive
   d. sequential

   Competency: Help Desk Process and Procedures

30. What is it called when you try to troubleshoot a help desk problem, analyze one's thought processes, and say "Where did I go wrong solving this problem?"
   a. hypothesis testing
   b. deductive reasoning
   c. metacognition
   d. creative processing

   Competency: Help Desk Process and Procedures

HELP DESK SAMPLE ROLE PLAY

PARTICIPANT INSTRUCTIONS

1. You have ten minutes to review the case.

2. Presentation time is five minutes. At four minutes the timekeeper will hold up a colored card indicating you have one minute left and at five minutes the timekeeper will hold up a card indicating time is up.

3. The presentation is interactive with the judges who will ask questions throughout the presentations. One judge will play the role of Genevieve who is a customer. You will play the role of a help desk manager for Powell Consulting, Inc.

4. You will be given two note cards to use.

5. Cover all the points described in the case and be prepared to answer questions.

6. The presentation is interactive with the judges who will ask questions throughout the presentation.

PERFORMANCE INDICATORS

- Communications skills—the ability to exchange information and ideas with others through writing, speaking, reading, or listening

- Analytical skills—the ability to derive facts from data, findings from facts, conclusions from findings, and recommendations from conclusions

- Production skills—the ability to take a concept from an idea and make it real

- Priorities/time management—the ability to determine priorities and manage time commitments

CASE STUDY SITUATION

Background

You are the help desk manager for Powell Consulting, Inc., a mid-size customer support center. Your company responds to telephone based service calls for several large computer manufactures.

Situation

Genevieve, who purchased her laptop computer to do her online college courses, is having trouble with the touchpad on her computer. Often, when she moves her cursor to a position and begins typing, the placement of the text moves up or down on the screen. She has an assignment due in one of her classes tomorrow, but it is taking her so long to type her paper that she may **not** meet the deadline. The problem is so infuriating Genevieve that she now wants to return the unit for a refund so that she can purchase a different laptop from a competitor vendor.

Tasks

You have received Genevieve's phone call and must decide what to do next.

Genevieve is already frustrated, upset, and is short on time when she calls and is in need of immediate assistance. You calm her down by explaining that you can fix her problem and have her machine operating today so that she will be able to submit her assignment tomorrow. You ask her to repeat and explain the steps she takes when her cursor jumps up or down on the screen. When she is finished, the text does indeed show up above or below where she wants it. What should you do next? How can you fix the problem she is having so that she will keep the unit?

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 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 fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

This event is a team event of two or three members.

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

Website Resources
- American Hotel & Lodging Association
  http://www.ahla.com/
- Hospitality Management Resources
  http://library.osu.edu/find/subjects/department-of-consumer-science/hospitality-management-resources/
- National Restaurant Association
  http://www.restaurant.org/

HOSPITALITY MANAGEMENT SAMPLE QUESTIONS

1. _____ is **not** part of the Marriott brand.
   a. Springhill Suites
   b. Courtyard by Marriott
   c. Fairfield Inn
   d. Hampton Inn

   Competency: Current Hospitality Industry Trends

2. ____ means applying marketing principles and the components of the loyalty circle to the people who serve the customers.
   a. Lifetime value marketing
   b. Loyalty marketing
   c. Frequency program
   d. Employee relationship marketing

   Competency: Current Hospitality Industry Trends

3. _____ are thoughts that we think are fact, which we derive from perceptions.
   a. Attitudes
   b. Values
   c. Perceptions
   d. Beliefs

Competency: Types of Hospitality Markets and Customers

4. Our _____ influence(s) how we judge and react to beliefs.
   a. integrity
   b. values
   c. intentions
   d. attitudes

Competency: Types of Hospitality Markets and Customers

5. Keeping highly motivated, service-oriented employees does **not** require:
   a. complimenting or rewarding employees frequently
   b. maintaining regular communications with employees
   c. large budgets for human resource management
   d. setting clear objectives and performance standards for employees

Competency: Types of Hospitality Markets and Customers

6. _____ means giving employees the authority to identify and solve guest problems or complaints on the spot, and to make improvements in work processes when necessary.
   a. Delegation
   b. Job specification
   c. Empowerment
   d. Modification

Competency: Types of Hospitality Markets and Customers

7. ___ involve buying a specific time period (one or two weeks) to spend at a vacation resort.
   a. Time shares
   b. Duplexes
   c. Condominiums
   d. Resorts

Competency: Environmental, Ethical, and Global Issues

8. Hotel guests buy:
   a. a place to stay
   b. safety
   c. the expectation of a great experience
   d. basic needs

Competency: Environmental, Ethical, and Global Issues

9. Energy management systems save massive amounts of money by controlling and monitoring all of the following **except**:
   a. heating units
   b. security procedures
   c. air conditioning units
   d. lights

Competency: Environmental, Ethical, and Global Issues

10. Personnel from hotels attend trade shows around the world to:
   a. work with the competition
   b. attract new business
   c. enjoy time away from the hotel
   d. learn new procedures

Competency: Environmental, Ethical, and Global Issues

11. ____ management includes all the activities necessary to plan, research, implement, control, and evaluate the marketing efforts of a hospitality and travel organization.
   a. Property management
   b. Human resource
   c. Financial
   d. Marketing

Competency: Legal Issues, Financial Management, and Budgeting

12. ____ is the percentage relationship of an organization's sales to total industry or sector sales.
   a. Efficiency ratio
   b. Market share
   c. Sales analysis
   d. Marketing cost analysis

Competency: Legal Issues, Financial Management, and Budgeting

13. Which of the following is **not** used to measure sales-force efficiency?
   a. number of inquiries generated per ad
   b. average revenue per sales call
   c. average sales-call time per contact
   d. average cost per sales call

Competency: Legal Issues, Financial Management, and Budgeting

14. Advertising efficiency is **not** based on:
   a. cost per inquiry
   b. conversion rate
   c. cost per thousand persons reached
   d. percentage of sales through various distribution channels

Competency: Legal Issues, Financial Management, and Budgeting

15. What is a multinational hotel?
    a. addresses the needs of multicultural groups
    b. has property in more than one country
    c. employs citizens from foreign countries
    d. has international guests

Competency: Human Resource Management

16. What are the responsibilities of the human resources department in a hotel?
    a. remuneration, event planning, and maintenance
    b. sales, job interviews, and special events
    c. employee benefits, accounting, and reservations
    d. recruiting, training, and employee compensation

Competency: Human Resource Management

17. One form of non-traditional marketing is:
    a. quality marketing
    b. service marketing
    c. relationship marketing
    d. loyalty marketing

Competency: Human Resource Management

18. A front desk agent informs the guest of the availability of a room with better accommodations or amenities. This process is known as:
    a. promoting
    b. discounting
    c. facilitating
    d. upselling

Competency: Human Resource Management

19. ___ protects businesses from losses or damage claims by customers or guests.
    a. Liability insurance
    b. Property insurance
    c. No fault insurance
    d. Risk management

Competency: Legal Issues, Financial Management, and Budgeting

20. The hotel or other hospitality venue pays a _____ for insurance coverage.
    a. rider
    b. deductible
    c. service fee
    d. premium

Competency: Legal Issues, Financial Management, and Budgeting

21. The ____environment tells restaurateurs to whom they can sell liquor and when.
    a. sociocultural
    b. ecological/natural
    c. regulatory
    d. physical

Competency: Legal Issues, Financial Management, and Budgeting

22. Workplace safety at a hotel is regulated by:
    a. USDA
    b. PEDA
    c. OSHA
    d. U.S. Lodging Association

Competency: Legal Issues, Financial Management, and Budgeting

23. The last step an organization should do when they run a sales promotion is:
    a. measure the results
    b. communicate the promotion to employees
    c. make sure to fulfill the demand
    d. define the promotion's target market

Competency: Hospitality Marketing Concepts

24. What is RFM analysis?
    a. recentness, frequency, and monetary value
    b. relationship marketing
    c. the percentage of room occupancy
    d. the break even analysis of the promotion

Competency: Hospitality Marketing Concepts

25. The component of the hospitality product that management has almost direct control over is the:
    a. service product
    b. physical product
    c. service delivery
    d. service environment

Competency: Hospitality Marketing Concepts

26. Perishability and fixed capacity affect product:
    a. size
    b. life span
    c. availability
    d. heterogeneity

Competency: Hospitality Marketing Concepts

27. The plan of action set forth in a marketing plan that includes time frames and who will implement the plan describes the:
    a. implementation plan
    b. marketing action plan
    c. objective action plan
    d. segment action plan

Competency: Operation and Management Functions

28. Thorough data collection and analysis will allow determination of:
    a. data analysis
    b. opportunities
    c. target market
    d. competitive advantages

Competency: Operation and Management Functions

29. What do Mission statements indicate?
    a. community goals for a company
    b. the purpose of the company
    c. profit analysis for a company
    d. who is leading the company

Competency: Operation and Management Functions

30. Hospitality gaps that can be filled with property needs analysis include all of the following **except:**
    a. occupancy
    b. market share
    c. food sales
    d. property taxes

Competency: Operation and Management Functions

HOSPITALITY MANAGEMENT SAMPLE ROLE PLAY

PARTICIPANT INSTRUCTIONS

1. You have twenty 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 presentations. The judges will play the roles of franchisee owners (Michael and Delaney) who operate twelve popular fast-food restaurants in Kentucky. The team's role as an outsourcing payroll company is to convince the judges to outsource their payroll to your company.

4. Each team member will be given two note cards.

5. Cover all the points described in the case and be prepared to answer questions posed by the judges.

6. All team members must participate in the presentation as well as answer the questions.

PERFORMANCE INDICATORS

- Explain the advantages of outsourcing services to another business for more efficient operation

- Demonstrate the ability to make a convincing businesslike presentation

- Demonstrate an understanding of the case and explain recommendations

- Display self-confidence through knowledge of content and articulation of ideas

- Explain the rationale for outsourcing work

CASE STUDY SITUATION

Your team specializes in outsourcing payroll services. Rapidly growing restaurant franchises do not having enough time to keep up with payroll issues. Some of the most challenging payroll issues include federal and state payroll taxes, garnishment of wages, health care requirements, and 401k plans.

Founded in 1979 by Michael and Delaney Anderson, McDonald's of East Kentucky, Inc. owns and operates twelve Subway restaurants in nine communities throughout the mountains of southeastern Kentucky. The franchise which prides itself on presenting quality meals and being one of the area's preferred employers has approximately 600 employees.

McDonald's of East Kentucky, Inc.is challenged to sustain employee satisfaction. While the franchisee's profit-sharing plan was a significant benefit for its full-time employees with 30 percent of its employee base participating in the plan. The 401(k) was especially cumbersome and time-consuming to administer. The consensus was a 401(k) plan would be a better benefit because it empowered employees. The big challenge faced by Michael and Delaney was administering the 401(k) plan.

One of the most important things for any employee is getting paid accurately for every minute on the job. For a business, timely and accurate paychecks help to create a culture of employee satisfaction, which leads to better employee retention. For a business, timely and accurate paychecks help to create a culture of employee satisfaction, which leads to better employee retention. "In a service business, you don't have time to process your own payroll. There are too many other things to do. Your team must convince Michael and Delaney to alleviate employment related regulatory risks by outsourcing payroll tax filing, wage garnishment, tax credit process, and health care requirements for McDonald's of East Kentucky, Inc. In addition to being responsible for filing Federal, State, county, and city payroll taxes, the franchisee also faced the time-consuming tasks associated with wage garnishment processing and complicated health care laws. Compliance with all tax laws has become overwhelming for Delaney and Michael.

Possible Questions to Address:

- How will our employees feel assured that they will have quick resolution of payroll issues?
- What will be the management advantages associated with outsourcing our payroll to your company?
- How will changing national health care requirements be addressed by your company?
- What type of promotional campaign would you propose for domestic automobile
- Will your company provide payroll strategies in advance for our company to save money?

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.

Website 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 Topics

- 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?

Overview

This event provides recognition for FBLA members who demonstrate an understanding of and skill in basic insurance and risk management principles and procedures.

Each state may enter three participants who are members from active local chapters.

This is an individual objective event.

Competencies and Task Lists

http://www.fbla-pbl.org/docs/ct/FBLA/insurance   risk_management.pdf

Website Resources
- The Griffith Insurance Education Foundation
  http://www.griffithfoundation.org/cibcareer30/.
- Public Risk Management Association.
  http://www.primacentral.org/resources/revised_core_comps_08.pdf
- Risk and Insurance Management Society, Inc.
  http://www.rims.org/education/Documents/RMCCM.pdf
- Office of Financial Management, State of Washington,
  http://www.ofm.wa.gov/rmd/publications/rmbmanual.pdf

INSURANCE & RISK MANAGEMENT SAMPLE QUESTIONS

1. A peril that relates to a dynamic risk is:
   a. an increase in the consumption of cholesterol by society
   b. death
   c. a riot
   d. an earthquake

2. A peril that involves pure risk is:
   a. a building fire that burns one of several company owned office buildings
   b. the purchase of a stock with a high degree of price fluctuation
   c. a competitor's attempt to take market share from a business
   d. betting that the Dallas Cowboys will win the Super Bowl at the beginning of the football season

3. A misrepresentation:
   a. has a different legal effect from a concealment
   b. voids a contract if it is material
   c. always voids a contract
   d. usually renders the contract voidable at the option of the insurer if it is material

4. A life insurance company based in Canada was licensed to operate in Massachusetts. When operating in Massachusetts, the Canadian insurer would be considered a(n):
    a. domestic insurer
    b. alien insurer
    c. captive insurer
    d. foreign insurer

5. Taylor Tobacco Company is concerned that the company may be held liable in a court of law and forced to pay a large damage award. The characteristics of the judicial system that increase the frequency and severity of losses is known as:
    a. legal hazard
    b. particular risk
    c. moral hazard
    d. speculative risk

6. A higher deductible results in:
    a. cancellation of the policy
    b. tax savings
    c. a lower premium
    d. a higher premium

7 Which method would be more useful to discover a dollar estimate of losses?
    a. flowcharts
    b. statistical analysis
    c. financial statement analysis
    d. contract analysis

8. Which one of the following is **not** a way to reduce auto insurance costs?
    a. reduce frequency of accidents
    b. restrict payments to injured parties
    c. build stronger cars
    d. increase speed limits on interstate highway

9. Seat belts:
    a. are better than air bags
    b. are very cost-effective if there is a high utilization rate
    c. can be effective when combined with television ads designed to encourage seat belt use
    d. are very cost-effective

10. The two major categories of automobile insurance are:
    a. no-fault and assigned-risk insurance
    b. automobile liability insurance
    c. medical payments and collision insurance coverage
    d. personal injury and property damage coverage

11. This type of auto insurance coverage pays for physical injuries sustained by the insured and passengers in the insured's auto.
    a. comprehensive
    b. transportation expense
    c. liability
    d. medical payments

12. This type of life insurance policy provides lifetime-long insurance protection.
    a. endowment insurance
    b. permanent insurance
    c. group insurance
    d. term insurance

13. This cost is to rebuild a structure or replace a piece of destroyed property.
    a. book value
    b. actual cash value
    c. replacement cost
    d. market value

14. This is auto insurance coverage that compensates insured's for damages caused by someone with insufficient limits of coverage for the insured's losses.
    a. property damage liability coverage
    b. bodily injury liability coverage
    c. uninsured motorist coverage
    d. underinsured motorist coverage

15. What is reinsurance?
    a. personal insurance coverage above and beyond normal coverage
    b. insurance for insurance companies to protect against large losses
    c. automatic renewal of an individual's policy
    d. the ability for an insurance company to modify an insurance contract

16. COBRA is a law dealing with:
    a. the taxation of employee benefits
    b. employment discrimination against elderly and handicapped individuals
    c. qualification rules for employee benefits
    d. the continued participation of terminated employees in group plans

17. An insurance agent who sells the products of only one insurance company is known as a(n):
    a. broker
    b. independent agent
    c. direct writer
    d. exclusive agent

18. The doctor designated by the insured to be most directly responsible for his or her care is called:
    a. specialist
    b. health maintenance organization
    c. primary care physician
    d. point-of-service organization

19. This federal retirement insurance program pays monthly benefits to eligible workers in retirement.
    a. Medicare
    b. Medicaid
    c. Unemployment
    d. Social Security

20. What is a decrease in or disappearance of value?
    a. physical hazard
    b. speculative risk
    c. peril
    d. loss

21. Insurance authors have traditionally defined risk as:
    a. any situation in which the probability of loss is zero
    b. any situation in which the probability of loss is one
    c. uncertainty concerning the occurrence of loss
    d. the probability of a loss occurring

22. Abandoning an existing loss exposure is an example of:
    a. avoidance
    b. noninsurance transfer
    c. loss control
    d. insurance transfer

23. Which one of the following statements about mutual insurers is **true**?
    a. They are legally organized as partnerships.
    b. They are owned by their stockholders.
    c. They may pay policy dividends or give rate reductions in advance.
    d. They have a board of directors which is selected by state insurance departments.

24. The policy provision requiring the filing of proof of loss with the insurer is an example of a(n):
    a. insuring agreement
    b. miscellaneous provision
    c. condition
    d. declaration

25. When using the needs approach, several "special needs" should be considered. One special need is money to cover unexpected events, such as major car repairs, dental bills, or home repairs. Money set aside for this purpose is called a(n):
    a. emergency fund
    b. readjustment period fund
    c. mortgage redemption fund
    d. estate clearance fund

26. Antonio is a claims adjustor for LMN Insurance Company. After the insurer is notified that there has been a loss, Antonio meets with the insured. The first step in the claims process that Antonio should follow is to:
    a. delay paying the claim if the claim is covered
    b. verify that a covered loss has occurred
    c. attempt to reject the claim regardless of whether he believes the claim is covered
    d. determine the amount of the loss

27. Mark has been an underwriter for twenty years. An application he recently reviewed looked odd to him. The building value in the application seemed far too high, and Mark suspected the applicant might be planning to destroy the property after it is insured. Mark contacted an outside firm and hired someone to investigate the applicant and to prepare a report about the applicant. This report is called a(n):
    a. binder
    b. physical inspection
    c. agent's report
    d. inspection report

28. By misrepresenting the **true** facts, Gretchen was able to convince a client to drop a life insurance policy with another company and to purchase a policy from the company that Gretchen represents. Gretchen has engaged in the practice of:
    a. twisting
    b. retaliating
    c. rebating
    d. bait and switch

29. A **false** statement made by an applicant for insurance is an example of a:
    a. lack of offer and acceptance
    b. concealment
    c. misrepresentation
    d. breach of warranty

30. In what career would a person develop business strategies and presentations to promote the sale of different insurance products?
    a. underwriter
    b. customer service representative
    c. risk analyst
    d. marketer

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

Website Resources
- 24 Concepts Every Young Person Should Know About Business
  http://www.huffingtonpost.com/steve-mariotti/24-concepts-every-young-p_b_871767.html
- 27 Basic Business Terms
  http://juniorbiz.com/27-basic-business-terms
- Introduction to Business
  http://glencoe.mcgraw-hill.com/sites/0078747686/

INTRODUCTION TO BUSINESS SAMPLE QUESTIONS

1. The ____ is a name given to a product or service to distinguish it from other similar and competitive items.
   a. brand
   b. patent
   c. logo
   d. copyright

   Competency: Consumerism

2. Comparison shoppers do **not** usually evaluate:
   a. services
   b. price
   c. quality
   d. endorsements by celebrities

   Competency: Consumerism

3. When an item is **not** received or returned and the item is billed to the customer's credit card, the customer has ____ to dispute it.
   a. 60 days
   b. 90 days
   c. 120 days
   d. 30 days

   Competency: Consumerism

4. The warranty imposed by law and understood to apply even though it has **not** been stated is the:
   a. implied warranty
   b. statutory warranty
   c. express warranty
   d. guaranteed warranty

   Competency: Consumerism

5. What happens each time a person makes a car payment?
   a. the net income increases
   b. the net worth is increased
   c. the liabilities decrease
   d. the disposable income increases

   Competency: Money Management, Banking, and Investments

6. ＿＿＿ represent an example of a variable expense.
   a. Groceries
   b. Mortgage payments
   c. Rent payments
   d. Insurance premiums

   Competency: Money Management, Banking, and Investments

7. Since Linda writes many checks each month, the ＿＿ checking account is probably the best choice for her.
   a. regular
   b. special
   c. interest-earning
   d. activity

   Competency: Money Management, Banking, and Investments

8. The ＿＿ is a type of money order typically issued by travel agencies, supermarkets, pharmacies, and convenience stores.
   a. cashier's check
   b. express money order
   c. postal money order
   d. bank money order

   Competency: Money Management, Banking, and Investments

9. When a company has a code of ethics:
   a. it should stress forbidden actions rather than acceptable behavior
   b. employees will always know how to behave under different circumstances
   c. employees are frequently unaware of rules for using the computer at work
   d. it will more easily be able to identify proper employee behavior

   Competency: Rights and Responsibilities of Employees, Managers, Owners, and Government

10. Police and fire protection are usually provided by ___ in the United States.
   a. federal government
   b. state government
   c. corporations
   d. local government

Competency: Rights and Responsibilities of Employees, Managers, Owners, and Government

11. _____ is **not** a utility company.
   a. The gas company
   b. A gas station
   c. A telephone company
   d. The electric company

Competency: Rights and Responsibilities of Employees, Managers, Owners, and Government

12. Which one of the following represents a strategy of how the U.S. government gets involved in business activities?
   a. it tells businesses what they should produce and what they can charge their customers
   b. it owns the most factors of production
   c. it tells people what jobs they will pursue
   d. it attempts to prevent unfair business practices

Competency: Rights and Responsibilities of Employees, Managers, Owners, and Government

13. An important first step in the career planning process is:
   a. personal assessment
   b. employment market analysis
   c. career development
   d. application process

Competency: Career Awareness

14. What is the recommended length of a résumé?
   a. one to two pages
   b. the length necessary to include all pertinent information
   c. three pages
   d. no more than one page

Competency: Career Awareness

15. A mentor is a(n):
   a. peer working in the same industry
   b. supervisor
   c. experienced worker in an individual's field of interest
   d. top executive in the company

Competency: Career Awareness

16. What is the type of insurance that protects a car owner against financial loss resulting from a wreck or rollover called?
    a. collision coverage
    b. uninsured motorist coverage
    c. liability coverage
    d. deductible coverage

    Competency: Insurance

17. Bodily injury liability auto insurance does **not** cover:
    a. pedestrians
    b. the policyholder
    c. passengers riding with the policyholder
    d. people in the other cars

    Competency: Insurance

18. ___ is **not** a type of permanent life insurance.
    a. Whole life insurance
    b. Universal life insurance
    c. Variable life insurance
    d. Term life insurance

    Competency: Insurance

19. ____ is a type of health insurance that provides protection against the high costs of serious illnesses or injuries.
    a. Major medical insurance
    b. Hospital insurance
    c. Regular medical insurance
    d. Surgical insurance

    Competency: Insurance

20. What does property tax revenue **not** pay?
    a. community parks
    b. police protection
    c. schools
    d. Medicare and Medicaid

    Competency: Economic Systems

21. Government in the market economy is **not** concerned with:
    a. providing services for members of society
    b. regulating utilities and promoting competition
    c. providing information to businesses
    d. taking over private industries

    Competency: Insurance

22. The government of a particular country owns and controls all economic resources and decides how those resources will be used. This is an example of a:
   a. market economy
   b. traditional economy
   c. laissez-faire economy
   d. command economy

   Competency: Insurance

23. Which one of the following is **not** one of the major principles of the U.S. economic system?
   a. profit
   b. freedom of choice
   c. private property
   d. tradition

   Competency: Insurance

24. ___ is **not** an ethical violation by employees.
   a. Overtime
   b. Wasted time at work
   c. Employee theft
   d. Using the workplace computer for personal email

   Competency: Ethics

25. The ___ is someone hired to solve specific problems.
   a. evaluator
   b. supervisor
   c. trouble-shooter
   d. whistle blower

   Competency: Ethics

26. What is the Egoism principle?
   a. involves personal action for the good of the team
   b. involves actions that serves the person's long-term interests
   c. trades individual well-being for team well-being
   d. considers the feelings of others

   Competency: Ethics

27. The making, buying, and selling of goods and services within a country is called:
   a. international business
   b. export business
   c. world trade global dependency
   d. domestic business

   Competency: Global (International) Business

28. ____ has an absolute advantage in coffee production.
    a. Canada
    b. The United States
    c. Brazil
    d. Ireland

Competency: Global (International) Business

29. The difference between a country's total exports and total imports is called the:
    a. foreign debt
    b. balance of trade
    c. trade surplus
    d. trade deficit

Competency: Global (International) Business

30. A tax that a government places on certain imported products is called a(n):
    a. excise tax
    b. tariff
    c. embargo
    d. quota

Competency: Global (International) Business

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

Website Resources

- 12 Secrets of Effective Business Communication
  http://www.noupe.com/how-tos/12-secrets-of-effective-business-communication.html
- Dale Carnegie Training
  http://www.dalecarnegie.com/
- Get It Write
  http://www.getitwriteonline.com/archive/tips.htm
- What is Business Communication?
  http://www.managementstudyguide.com/business_communication.htm
- Your Dictionary - Education Articles & Resources
  http://education.yourdictionary.com/

INTRODUCTION TO BUSINESS COMMUNICATION SAMPLE QUESTIONS

1. Which word below is **not** one of the eight parts of speech?
   a. subject
   b. noun
   c. interjection
   d. verb

   Competency: Grammar

2. Which sentence contains a correct verb-preposition combination?
   a. I wish this project were over with.
   b. Did you agree with the president's statement?
   c. The team always argues with something in the playbook.
   d. He felt he could not agree with that plan.

   Competency: Grammar

3. Select the sentence below that has the correct object of the preposition.
   a. Who did you speak to?
   b. I did see you at the meeting with he and she.
   c. Did you send the check to myself?
   d. With whom did you work on the FBLA project?

   Competency: Grammar

4. Decide which sentence below represents the present tense of the verb.
   a. They will have moved into their new apartment by June.
   b. Javier talked to Saip yesterday also.
   c. Saip is talking to his brother on the computer.
   d. The brothers have written to each other several times.

   Competency: Grammar

5. Determine the sentence below that shows a **correct** infinitive usage.
   a. To seriously write checks to pay bills is my method.
   b. Joseph needs to carefully study the rules.
   c. Raymond made the decision to train for the Olympics.
   d. Taking care of business means to consistently work late hours.

   Competency: Grammar

6. A proper punctuation mark to use after a salutation in a business letter is the:
   a. semi-colon
   b. comma
   c. colon
   d. dash

   Competency: Punctuation and Capitalization

7. What is the proper use of parentheses?
   a. remember the parentheses emphasizes the information
   b. avoid other marks of punctuation in the paragraph
   c. use them in pairs, not spacing after the opening or before the closing one
   d. always place a mark of punctuation in front of the opening parenthesis

   Competency: Punctuation and Capitalization

8. Select the sentence that shows proper capitalization.
   a. I spent a week in the City of Rome.
   b. Did you eat French Fries for lunch today?
   c. She owns a house in cook county in Georgia.
   d. A popular website is Google which can be accessed on the Internet.

   Competency: Punctuation and Capitalization

9. Before the advent of computers, to show the title of a complete work such as books, _____ was (were) often used.
   a. dashes
   b. underlining
   c. quotes
   d. parentheses

   Competency: Punctuation and Capitalization

10. _____ and _____ are placed inside quotation marks.
   a. Italics; brackets
   b. Question marks; exclamation marks
   c. Periods; commas
   d. Semi-colons; colons

Competency: Punctuation and Capitalization

11. Words that end in sis form plurals by:
   a. changing the word to another one that is easier
   b. changing sis to ses
   c. hyphenating each word
   d. adding an apostrophe and s

Competency: Spelling

12. When a word begins with a vowel sound, use:
   a. a before it
   b. an before it
   c. write it as an event
   d. write it as a route

Competency: Spelling

13. Applying the rule of i before e except after c, select the correctly spelled word.
   a. recieve
   b. grief
   c. retreive
   d. decieve

Competency: Spelling

14. When you are **unsure** about word pronunciation and the dictionary shows two choices:
   a. the first one listed is the preferred pronunciation
   b. realize that all words listed may not be appropriate in the business
   c. decide if you want to review the syllables and the accent marks
   d. alternate the two pronunciations to give variety

Competency: Spelling

15. Select the sentence below that provides the qualities of clear and concise.
   a. The manager said he should value your document.
   b. Your partner should edit, proofread, edit, proofread, and revise your document to facilitate good grammar.
   c. Your partner should edit and proofread your document.
   d. Getting up in the morning, putting on your clothes, setting off to breakfast, and work on the lawn are the steps you should follow.

Competency: Proofing & Editing

16. The Cs of good communication are commonly known as:
    a. clear, correct, concise,
    b. complete, consistent, and courteous
    c. comprehensive
    d. computer-friendly

Competency: Proofing & Editing

17. If you drop flabby expressions, unnecessary introductory words, get rid of redundant expressions, and eliminate useless words, your writing will be:
    a. cautious
    b. comprehensive
    c. complete
    d. more concise

Competency: Proofing & Editing

18. The following phrase is usually considered trite: "Thank you in advance". Which alternate below would you use instead?
    a. Let me thank you in advance
    b. Thanking you in advance, I am
    c. Thank you for
    d. I want to take the opportunity to thank you for

Competency: Proofing & Editing

19. Jargon is often known as:
    a. slang
    b. words that everyone can easily understand
    c. specialized vocabulary used by a business or industry
    d. inappropriate vocabulary that is sex biased

Competency: Word Definition and Usage

20. Those not familiar with English may be confused by words, phrases, or sentences, namely phrases or idioms as shown below; select the most confusing.
    a. Take this form to your manager
    b. Here is your assignment.
    c. "Push the envelope"
    d. Your interview will be at 2 pm.

Competency: Word Definition and Usage

21. Slang can confuse many people if unfamiliar with it. Select the slang statement.
    a. Got cha, let's like burn the midnight oil.
    b. Show me the real statistics.
    c. Let's take this to the manager to sign.
    d. Let's get behind the manager on this proposal.

Competency: Word Definition and Usage

22. Proofread carefully all names and addresses because:
    a. most of us immediately dislike seeing our name misspelled
    b. addresses are automated by the post office
    c. addresses cannot be changed except by the postal office
    d. names are an impersonal part of a letter

    Competency: Word Definition and Usage

23. Human resources refer to the criteria about discrimination and its groups as:
    a. discrimination criteria
    b. quid pro quo
    c. sexual harassment studies
    d. protected groups

    Competency: Oral Communication Concepts

24. If the receiver senses a difference between the sender's verbal and nonverbal message, the receiver:
    a. will believe what he or she sees
    b. may file a discrimination claim
    c. may ask for a clarification once
    d. will believe what he or she hears

    Competency: Oral Communication Concepts

25. The first step to prepare for a presentation is to:
    a. secure materials for the presentation
    b. determine the purpose
    c. analyze the audience
    d. organize and select visual aids

    Competency: Oral Communication Concepts

26. A listening barrier can be anything that interferes in the process such as:
    a. physical distractions
    b. hearing clearly
    c. appropriate preparation
    d. analyzing the process

    Competency: Oral Communication Concepts

27. Reports usually
    a. include opinions of the author
    b. evaluate how people will receive the report
    c. include facts based on research
    d. follow an agenda

    Competency: Reading Comprehension

28. When presenting a feasibility study, your role is **not** to persuade the reader to accept the decision so:
    a. you will present the decision immediately
    b. look at the benefits briefly
    c. exclude the background to save time
    d. minimize any costs of the proposal

    Competency: Reading Comprehension

29. In a report, visual aids should be acknowledged:
    a. as a source just as in other documentation of sources
    b. if the visual is a chart
    c. if the chart has a source note already on it
    d. only if the author requires it legally

    Competency: Reading Comprehension

30. What is plagiarism?
    a. not likely to result in a lawsuit
    b. required to become a good researcher
    c. a legal option in research
    d. using someone's materials without giving credit

    Competency: Reading Comprehension

Overview

Successful business leaders must understand the impact of technology and knowhow to effectively harness it to drive their business success. This event recognizes FBLA members who demonstrate that they have acquired technology skills aligned with the Internet and Computing Core Certification (IC^3) objectives.

This is an individual objective test for grades 9 to 10.

Competencies and Task Lists

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

Website Resources

- Creating Websites
  http://www.refdesk.com/html.html
- Database Design
  http://databases.about.com/od/specificproducts/Database_Design.htm
- Spreadsheet Basics
  http://www.tutorialsforopenoffice.org/tutorial/Spreadsheet_Basics.html

INTRODUCTION TO INFORMATION TECHNOLOGY SAMPLE QUESTIONS

1. You want to change from manually assigning IP addresses to assigning IP addresses automatically. Which one of the following network services should you implement?
   a. DNS
   b. SNMP
   c. DHCP
   d. WINS

   Competency: Networking Concepts

2. The acronym WAN represents:
   a. Wide Artificial Network
   b. Wide Area Network
   c. World Area Network
   d. Wide Access Network

   Competency: Networking Concepts

3. Net neutrality is a principle that:
   a. advocates neutrality between the Google and Bing search engines
   b. advocates no restrictions by Internet service providers and governments on web content
   c. advocates that all consumers shall have equal access to phone services
   d. advocates that all countries shall have neutral content on the web

   Competency: Networking Concepts

4. DIP stands for:
   a. Dual Independent Processors
   b. Developer Induction Printer
   c. Dual Inline Package
   d. Durable Iconic Plastic

   Competency: Networking Concepts

5. You are the network administrator for a large company that has many satellite offices. Your boss asks you to configure Remote Access VPN network for certain employees to work from home. You have never set this up before. By researching you find that which one of the following is the type of technology that can be used with Remote Access VPN?
   a. PPTP
   b. EAP
   c. MS-CHAP v2
   d. SPAP

   Competency: Networking Concepts

6. Who invented IP and some related Internet protocols?
   a. Vinton Cerf and Robert Kahn
   b. Vinton Cerf and Bob Metcalfe
   c. Bob Metcalfe and David Clark
   d. Bob Metcalfe and Ivan Sutherland

   Competency: Operating Systems & Browsers

7. Which one of the following is **true** regarding the WTLS protocol?
   a. optimized for use with high-speed broadband connections
   b. used in 802.11x networks to provide authentication services
   c. used to provide data encryption for WAP connections
   d. a derivate of the SSH protocol

   Competency: Operating Systems & Browsers

8. What is the term used to describe the type of FTP access in which the user does **not** have permissions to list the content of directories but can access the contents if he knows the path and file name?
    a. Anonymous FTP
    b. Secure FTP
    c. Passive FTP
    d. Blind FTP

    Competency: Operating Systems & Browsers

9. You want to improve security for remote administration to several Linux Web servers on the Internet. The data as well as the authentication process needs to be encrypted. Which one of the following should you do?
    a. use Telnet to connect to the Linux Shell
    b. install GNOME and use PC Anywhere
    c. use SSH to connect to the Linux shell
    d. install Windows 2000 Remote Administration

    Competency: Operating Systems & Browsers

10. A user in your department complains about a slow Internet connection. You monitor the external interface of your company's border router and notice a huge amount of half-open TCP connections. What type of attack is your company currently a victim of?
    a. TCP SYN flood attack
    b. Smurf attack
    c. TCP Hijacking attack
    d. DDOS attack

    Competency: Operating Systems & Browsers

11. What fire suppression method should be used to extinguish an electrical fire in one of the racks in the server room?
    a. soda acid
    b. dry powder
    c. water
    d. gas

    Competency: Telecommunications

12. Which one of the following would allow you to automatically close connections or restart a server or service when a DOS attack is detected?
    a. Active IDS
    b. Signature-based IDS
    c. Network-based IDS
    d. Passive IDS

    Competency: Telecommunications

13. Which of the following is **true** concerning email message encryption by using S/MIME?
    a. only the message data is encrypted
    b. the sender uses his private key to encrypt the message
    c. an asymmetric key algorithm is used to encrypt the data
    d. the message data and header is encrypted

    Competency: Telecommunications

14. What is the minimum number of volumes that a computer running Vista should have if you want to support dual-booting with Windows 7?
    a. four
    b. three
    c. two
    d. one

    Competency: Telecommunications

15. _____ command is used to execute the Registry Checker program.
    a. scanreg.exe
    b. chkreg.exe
    c. regchk.exe
    d. regscan.exe

    Competency: Telecommunications

16. Which one of the following is **not** a valid option under the "Change Settings" section of the Windows Update page for Windows 7?
    a. disable automatic downloads
    b. download updates but let me choose whether to install them
    c. check for updates but let me choose whether to download and install them
    d. install updates automatically (recommended)

    Competency: Computer Applications & Integration

17. When installing Windows 7 Ultimate edition, what is the minimum video RAM required?
    a. 256MB
    b. 64MB
    c. 32MB
    d. 128MB

    Competency: Computer Applications & Integration

18. Which new feature of Windows 7 extends drive extension to removable devices?
    a. BitLocker Portable
    b. BitLocker Mobile
    c. BitLocker To Go
    d. BitLocker

    Competency: Computer Applications & Integration

19. Where is the driver store located at in Windows 7?
    a. systemroot\DriverStore
    b. systemroot\etc\drivers
    c. systemroot\System32\etc\drivers
    d. systemroot\System32\DriverStore

Competency: Computer Applications & Integration

20. The Windows System Image Manager is part of what Windows 7 tool?
    a. Windows Preinstallation Environment
    b. Windows Deployment Services
    c. Windows Automatic Installation Kit
    d. ImageX

Competency: Computer Applications & Integration

21. What new feature allows remote users to securely access corporate resources without establishing a VPN tunnel?
    a. SSL over HTTP
    b. Encrypting File System
    c. BranchCache
    d. DirectAccess

Competency: Basic Technology Concepts

22. Which one of the following is **not** an iPhone 4 feature?
    a. front facing camera
    b. 4G
    c. multitasking
    d. HD recording

Competency: Basic Technology Concepts

23. Which one of the below options is **not** an iPod that Apple has released?
    a. iPod Shuffle
    b. iPod Mini
    c. iPod Nano
    d. iPod Vision

Competency: Basic Technology Concepts

24. DHCP utilizes a four-step process to lease an IP addressing information to a DHCP client. Which one of the following is the **correct** order?
    a. DHCPRELEASE, DHCPOFFER, DHCPREQUEST, and DHCPACK
    b. DHCPREQUEST, DHCPOFFER, DHCPACK, and DHCPSCOPE
    c. DHCPDISCOVER, DHCPOFFER, DHCPREQUEST, and DHCPACK
    d. DHCPSERVICE, DHCPOFFER, DHCPREQUEST, and DHCPACK

Competency: Basic Technology Concepts

25. You have been requested to create a group Policy (GPO) linked to a domain. The GPO will be applied to all users in the domain. What is the first step in creating a GPO?
   a. open Active Directory Sites and Services
   b. open Active Directory Users and Computers
   c. add the Group Policy snap-in to the MMC console
   d. open the Dispatch Policy GPO console

   Competency: Basic Technology Concepts

26. What optical device allows printed text, handwriting, objects, and images to be converted to digital images?
   a. dye-sublimation printer
   b. plotter
   c. scanner
   d. printer

   Competency: Computer Equipment

27. Which one of the following Environment Variables refers to the root of the partition that contains the boot.ini file?
   a. %systemdir%
   b. %windir%
   c. %systemdrive%
   d. %systemroot%

   Competency: Computer Equipment

28. You are required to deploy Windows 7 on 30 new computers. You decide to use Windows 7 image for the deployment. Which one of the following utilities will you use to create the answer file and network shares for the image?
   a. Windows SIM
   b. Windows PE
   c. ImageX
   d. SYSPREP
   Competency: Computer Equipment

29. Which one of the following extensions is used by Virtual Hard Disk (HDD) disk image?
   a. .vdd
   b. .vhfs
   c. .vhd
   d. .vm

   Competency: Internet Safety

30. When a user logs into his computer, it creates a token. What is this token called?
   a. access
   b. control
   c. rights
   d. privileges

   Competency: Internet Safety

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.

Website Resources
- FBLA-PBL
  http://www.fbla-pbl.org/
- National Association of Parliamentarians
  http://parliamentarians.org/index.php

INTRODUCTION TO PARLIAMENTARY PROCEDURE SAMPLE QUESTIONS

1. Who can serve on the National Board of Directors?
    a. National FBLA President
    b. all national FBLA officers
    c. National FBLA Parliamentarian
    d. National FBLA President and Parliamentarian

    Competency: FBLA Bylaws

2. When can a national officer candidate apply at the National Leadership Conference?
    a. any candidate may apply at the NLC prior to Officer Candidate Screening
    b. no candidates may apply at the NLC
    c. when no candidate applies by the second deadline
    d. when no candidate applies by the stated deadline

    Competency: FBLA Bylaws

3. How much are FBLA dues until changed by a bylaw amendment?
    a. a bylaw amendment is not required as the National CED sets the amount
    b. from 1994 forward, national FBLA dues are $5
    c. from 1994 forward, national FBLA dues are $6
    d. a bylaw amendment is not required as the Board of Directors sets the amount

    Competency: FBLA Bylaws

4. Which one of the following is **true** about National Honorary Life Members?
    a. they are elected at the NLC for one-year recognition
    b. they can vote, can hold office, and do pay dues
    c. they cannot vote, cannot hold office, but they do pay dues
    d. they cannot vote, cannot hold office, and do not pay dues

    Competency: FBLA Bylaws

5. The terms *rules of order* refers to:
    a. the order a business meeting agenda must follow
    b. the written rules of parliamentary procedure adopted by an assembly or organization
    c. the order in which members may speak for or against an agenda item
    d. the order in which items must be listed in an organization's bylaws

    Competency: FBLA Bylaws

6. When a count has been ordered on a motion, the secretary records in the minutes:
    a. only whether the motion was adopted or not
    b. the votes and the abstentions
    c. the number of votes on each side
    d. the names of those voting for and against the motion

    Competency: Parliamentary Procedure Principles

7. Corrections to minutes may:
    a. be made at any time a mistake is discovered
    b. never be made after being accepted by the assembly
    c. be made only immediately after they are read to the assembly
    d. be made when a motion is pending

    Competency: Parliamentary Procedure Principles

8. Viva voce is:
    a. a voice vote
    b. being allowed a say via the voting process
    c. laughter caused during a meeting
    d. a loud, angry member

    Competency: Parliamentary Procedure Principles

9. An organized society requires certain rules to:
    a. publish or not publish its deliberations
    b. determine total members
    c. establish its basic structure and manner of operation
    d. eliminate distractions from outsiders

    Competency: Parliamentary Procedure Principles

10. Pro tem means:
    a. a professional member of a board of directors
    b. serving in a temporary position
    c. the temporary suspension of the rules so an informal discussion can be held
    d. to temporarily suspend the action to handle another issue

    Competency: Parliamentary Procedure Principles

11. Persons admitted to a mass meeting:
    a. may be limited
    b. may be required to obtain a ticket for admission
    c. may not be limited
    d. may be confined to a specific area of the meeting space

Competency: Parliamentary Procedure Principles

12. A main motion is one that:
    a. can be made only by an officer of the organization
    b. brings business before the assembly
    c. has to be presented to the assembly in writing
    d. is the primary reason the business meeting was called

Competency: Parliamentary Procedure Principles

13. A second to a motion indicates that the seconder:
    a. agrees with the content of the motion
    b. will speak to the motion during debate
    c. agrees that the motion should come before the meeting
    d. commits to vote in favor of the motion

Competency: Parliamentary Procedure Principles

14. When the chair rules a motion out of order, the:
    a. decision stands and the appeal is overruled
    b. decision has no appeal
    c. decision may be appealed
    d. decision must be subject to a vote with ¾ approval

Competency: Parliamentary Procedure Principles

15. Which one of the following requires a majority vote?
    a. Previous question
    b. Raise a Question of Privilege
    c. Commit or Refer
    d. Limit or extend Limits of Debate

Competency: Parliamentary Procedure Principles

16. To encourage rejection of a pending motion, a member may:
    a. threaten to drop her membership in the assembly
    b. say that if it is defeated she will offer a different motion
    c. say that if it is adopted she will leave the assembly
    d. threaten to sue those who vote in favor of the motion

Competency: Parliamentary Procedure Principles

17. If the chair, without objection, simply permits a brief pause, without a declaration of recess, a meeting is said:
   a. to be on a break
   b. to be in postponement
   c. to stand at ease
   d. to be temporarily adjourned

   Competency: Parliamentary Procedure Principles

18. An affirmative vote by a member is expressed as:
   a. "Aye"
   b. "Nay"
   c. "Approved"
   d. "Agreed"

   Competency: Parliamentary Procedure Principles

19. A quorum is defined as the number of members:
   a. required to transact business
   b. who must approve a motion
   c. required to create an organization
   d. required to be appointed to a committee

   Competency: Parliamentary Procedure Principles

20. The rules of an assembly or organization are ranked, highest to lowest as:
   a. Bylaws, Constitution, Corporate Charter
   b. Bylaws, Corporate Charter, Constitution
   c. Corporate Charter, Constitution, Bylaws
   d. Constitution, Bylaws, Corporate Charter

   Competency: Parliamentary Procedure Principles

21. ARTICLE IX of bylaws gives:
   a. the officers of the organization
   b. the process to amend the bylaws
   c. the committees of the organization
   d. the organization of the executive board of the organization

   Competency: Parliamentary Procedure Principles

22. The local assembly of an organized society is limited to persons who:
   a. are charter members of the organization
   b. are officers of the organization
   c. are life-time members
   d. are recorded on the rolls as voting members in good standing

   Competency: Parliamentary Procedure Principles

23. Before a member can speak in debate, he must:
    a. obtain the floor
    b. be first in line
    c. call out, "Mr. Chairman"
    d. raise his hand

Competency: Parliamentary Procedure Principles

24. A person who is **not** the first to rise and address the chair may be given preference in being recognized if:
    a. he is in favor of the motion as those in favor are allowed to speak first
    b. he is against the motion as those against it are allowed to speak first
    c. he is the maker of the motion and has not spoken to the question
    d. he seconded the motion and has not spoken to the question

Competency: Parliamentary Procedure Principles

25. If there is a tie vote on a main motion, the result is:
    a. the motion is lost
    b. a vote must be taken as many times as needed to reach a majority
    c. the chair must vote to break the tie
    d. the motion must be restated and the vote taken again

Competency: Parliamentary Procedure Principles

26. The maker of a motion:
    a. can offer changes to the motion if done so immediately after it is stated by the chair
    b. can call for the question as part of the motion
    c. can withdraw it before it is stated by the chair
    d. can designate who will second the motion

Competency: Parliamentary Procedure Principles

27. All questions of parliamentary procedure affecting the assembly's proceedings are ruled on by:
    a. the parliamentarian
    b. the secretary after reading the appropriate section from the bylaws
    c. the chair
    d. the parliamentarian after consultation with the chair

Competency: Parliamentary Procedure Principles

28. When a motion is made:
    a. the maker may not make any changes but must amend her motion
    b. the maker may make a change after it has been stated by the chair and after debate begins
    c. the maker can accept an informal change in it before the questions has been stated by the chair
    d. no changes of any kind may be made

Competency: Parliamentary Procedure Principles

29. A Point of Information is:
    a. a list of definitions regarding the issue under consideration
    b. an inquiry as to facts
    c. is not appropriate during a debate
    d. is a list of rules applicable to the motion

Competency: Parliamentary Procedure Principles

30. The motion to Commit or Refer:
    a. sends the main motion to a committee for study
    b. obligates the assembly to an immediate vote
    c. may be done at any time during the meeting
    d. must be approved by the individuals making and seconding the original motion

Competency: Parliamentary Procedure Principles

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. Six copies of a résumé and letter of application; a job application must be received to the national center by the second Friday in May.

This is an individual event.

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

Website Resources

- Interviewing Information
  http://www.collegegrad.com/intv/
- Resume Guide
  http://www.careeronestop.org/resumeguide/introduction.aspx
- SoYouWannaAce 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

Overview

The FBLA LifeSmarts encourages FBLA members to test their skills in economics, personal finance, and consumer issues. There are two challenges during the year (spring and fall). It is sponsored by the LifeSmarts program of the National Consumers League.

Schools will register the teams at the local level. At the local level any number of teams from a school may enter in the fall and spring. Each team is comprised of two members. Fall competition usually begins in October and the spring competition usually begins in February.

The top twelve teams, one from each state in both fall and spring, will advance to the national competition. Check the *CMH* for dates of competition.

Website Resources

- http://www.lifesmarts.org/

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. The report must be submitted online to the national center by the second Friday in May for judging.

This is a chapter event.

Additional Resource

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

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 fifteen 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

Website Resources
- Decision Making Process In Management - Problem Solving
  http://kalyan-city.blogspot.com/2010/06/decision-making-process-in-management.html
- Leadership & Management
  http://www.managementconcepts.com/Domain/tabid/326/Default.aspx?id=Leadership%20%26%20Management
- Management
  http://www.quickmba.com/mgmt/
- Management Concepts - The Four Functions of Management
  http://www.buzzle.com/articles/management-concepts-the-four-functions-of-management.html

---

MANAGEMENT DECISION MAKING SAMPLE QUESTIONS

1. ____ is the theory based on the premise that employees and managers come out ahead.
   a. Mutual Intelligence
   b. Empowered Leadership
   c. Secondary Reward
   d. Mutual Reward Theory

   Competency: Management Functions and Environment

2. ____ involves how group members interact and influence one another.
   a. Group support
   b. Group interaction
   c. Group description
   d. Group dynamic

   Competency: Management Functions and Environment

3. In return for payment of franchise fees, a franchisee is given:
   a. absolute independence
   b. exclusive rights to sell the franchised product
   c. a guaranteed profit
   d. complete protection from business failure

   Competency: Management Functions and Environment

4. A situational leader does **not**:
   a. make use of individual employees' strengths
   b. adjust leadership to different circumstances
   c. use autocratic style in all situations
   d. understand the importance of flexibility

   Competency: Business Ownership and Law

5. What type of business structure has the capability to make decisions quickly?
   a. corporation
   b. partnership
   c. franchise
   d. sole proprietorship

   Competency: Business Ownership and Law

6. To share certain information with selected people outside a company, such as suppliers and major customers, the company would use a(n):
   a. intranet
   b. extranet
   c. Internet
   d. wide area network

   Competency: Information and Communication Systems

7. A key component for negotiations is considering each stage of the interactions. Negotiations should never begin with:
   a. a concession
   b. listening
   c. a probe
   d. an unrealistic offer

   Competency: Information and Communication Systems

8. One good strategy to keep an audience of co-workers engaged during a presentation is to:
   a. avoid contact with specific members of the audience, focusing on a point at the rear of the room
   b. avoid the use of visuals such as charts or pictures that will distract from the presentation
   c. speak quickly to end the session early
   d. provide handouts to guide the audience through the presentation

   Competency: Information and Communication Systems

9. When giving a news brief to the media on your organization's response to a crisis situation that has emerged, one way to avoid miscommunication is to:
   a. define relative words
   b. use abstract terms to avoid being committal
   c. use as many words as possible
   d. use acronyms instead of entire organizational names

   Competency: Strategic Management

10. ____ is a strategic planning tool that helps managers identify critical events from the external environment that will have a direct impact on their decision making.
    a. Environmental scanning
    b. Benchmarking
    c. Phishing
    d. Scenario building

    Competency: Strategic Management

11. Which one of the following is **not** a benefit of strategic fit?
    a. efficient utilization of the workforce
    b. harmony with suppliers and distributors
    c. competitive individualized work environment
    d. maximum utilization of equipment

    Competency: Information and Communication Systems

12. Management by objectives means:
    a. the system of management that is based on bringing together experts into a team
    b. giving authority to lower management to carry out certain jobs
    c. setting objectives to bring about the achievement of the corporate goals
    d. the control of the organization by the top CEO

    Competency: Human Resources Management

13. Employees paid by piecework:
    a. are motivated to produce greater quantities in shorter periods of time
    b. receive commission for the value of the amount they produce
    c. are paid the same amount no matter how much they produce
    d. are inclined to produce items slowly

    Competency: Human Resources Management

14. One advantage of recruiting outside the company is that:
    a. there is no need to advertise the vacancy
    b. it brings in new experience and skills to the firm
    c. it is cheaper than internal recruitment
    d. it avoids jealousy within the firm

    Competency: Human Resources Management

15. In a company, what does delegation mean?
    a. the process of using goals as the best way of motivating managers to achieve corporate objectives
    b. the giving of tasks by a manager to a subordinate
    c. a system of management that relies on consulting employees before making decisions
    d. a style of management supported by few employees

Competency: Ethics and Social Responsibility

16. The ___ principle is the idea that the morally right action is the action that produces the best consequences for everyone involved, **not** just for one individual.
    a. consequential
    b. egoism
    c. organizational
    d. utility

Competency: Ethics and Social Responsibility

17. The ___ principle is the idea that the right thing for a person to do in any situation is the action that best serves the persons' own long-term interests.
    a. consequential
    b. egoism
    c. utility
    d. organizational

Competency: Ethics and Social Responsibility

18. A stockbroker has ___ when investing the client's money.
    a. financial obligation
    b. insider trading obligation
    c. egoism obligation
    d. fiduciary obligation

Competency: Financial Management

19. What is the usual time limit that short-term debt must be repaid to the lender with interest?
    a. one year
    b. 30 days
    c. 90 days
    d. 60 days

Competency: Financial Management

20. Earnings reinvested in the business to replace equipment, add new facilities, or serve as financial protection is:
   a. profits
   b. retained earnings
   c. debt capital
   d. dividends

   Competency: Financial Management

21. Which statement is **true** about a corporation?
   a. Additional funds can be obtained through the sale of stock.
   b. Owners are personally liable for all losses if the corporation fails.
   c. The original owner cannot hold any position in the corporation.
   d. Stockholders manage the day-to-day activities of the corporation.

   Competency: Careers

22. ____ involves dedication to the employer.
   a. Multitasking
   b. Work ethic
   c. Job loyalty
   d. Intuitive

   Competency: Careers

23. Which one of the following is **not** a factor that producers consider when deciding which channels to select for distribution?
   a. special handling
   b. number of users
   c. perishability
   d. containerization

   Competency: Marketing

24. The number and type of businesses in a channel of distribution are determined by the:
   a. number of consumers
   b. activities that need to be performed
   c. product assortment
   d. cost of the product

   Competency: Marketing

25. Of the 25 million businesses in the United States, most:
   a. consist of one self-employed person
   b. will become corporations
   c. will grow into larger businesses
   d. employ more than 25 people

   Competency: Economic Concepts

26. The largest segment of union workers are:
    a. government workers
    b. construction workers
    c. garment workers
    d. automobile workers

    Competency: Economic Concepts

27. In the short run, changes in the money supply:
    a. cause changes in the economy through rise and fall of interest rates
    b. cause inflation
    c. mean a lower interest rate
    d. cause deflation

    Competency: Economic Concepts

28. The first activity in production planning is:
    a. researching the competition
    b. development of a production process
    c. hiring experts
    d. obtaining production resources

    Competency: Business Operations

29. Which type of business operation is **not** common to almost every type of business?
    a. logistics
    b. safety and security
    c. scheduling
    d. manufacturing

    Competency: Business Operations

30. In modern factories:
    a. supplies and parts move along conveyor belts to arrive just as they are needed
    b. customization of products has become more viable
    c. employees usually work completely on their own
    d. assembly lines are never used

    Competency: Business Operations

MANAGEMENT DECISION MAKING SAMPLE CASE STUDY

PARTICIPANT INSTRUCTIONS

1. You have twenty minutes to review the case.

2. Presentation time is seven minutes. At six minutes the timekeeper will stand and hold up a colored card indicating you have one minute left 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 presentations. You are the management team for Wellington—a major automobile manufacturer. The judges portray a major investor for a popular automobile manufacturing company. You must explain to the judges (major investors) how you are going to turn the company around in a weak economy.

4. Each team member will be given two note cards.

5. Cover all the points described in the case and be prepared to answer questions posed by the judges.

PERFORMANCE INDICATORS

- Explain how supply and demand interact to determine price in the global marketplace

- Analyze financial trends to make management decisions

- Analyze economic trends to determine products and services to offer in the marketplace

CASE STUDY SITUATION

You are the management team for Wellington (a major automobile manufacturer). The weak economy and strong global competition have resulted in difficult financial times for your company. Automobile sales for Wellington are down by 30 percent from last year. Your company has lost a significant market share. Five years ago your company ranked number one in American sales and now your company has dropped to fifth place in sales. Major investors (judges) for your company are highly concerned about the financial future of your company. The investors (judges) want to hear your plan for greater prosperity in the near future.

The product line for your manufacturing company consists of four automobile brands that have been around for decades. Your management team has decided to discontinue manufacturing the brand that has the weakest sales. You will be eliminating Brand X from your product line. Brand X has existed for 60 years. Currently you have 60,000 Brand X new vehicles that must be sold and 120,000 consumers are driving used Brand X vehicles. You also are introducing an electric automobile for $42,000; the automobile travels 100 miles on electricity and then runs on gas while the electric component is recharged.

Your team must convince the investors (judges) that your strategy will increase profits for the company.

Possible Questions to Address:

- How will you sell new Brand X automobiles with the stigma that the brand is being eliminated?
- How will you market an expensive electric automobile to a skeptical audience?
- What are your strengths, weaknesses, opportunities, and threats?
- How will you implement your marketing strategy without raising the level of concern for prospective customers?
- What will be the theme of your marketing campaign?
- What are the top automobile features demanded by customers?

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 fifteen 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

Website Resources

- 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 - Advancing Technology for Humanity
  http://www.ieee.org/
- MIS Resources on the Internet
  http://www.brint.com/

MANAGEMENT INFORMATION SYSTEMS SAMPLE QUESTIONS

1. Expert Systems may use all of the following **except:**
    a. neural networks
    b. structured decision modeling
    c. artificial intelligence
    d. knowledge base

    Competency: Systems Analysis & Design

2. Which one of the following is the acronym for the general reference to software that organizations use to make decisions?
    a. ESS
    b. EDSS
    c. DSS
    d. GDSS

    Competency: Systems Analysis & Design

3. Sensitivity analysis in information systems includes all of the following **except**:
    a. teamwork compatibility
    b. more than one parameter
    c. increasing or decreasing variables to determine the effect on profit
    d. what-if-analysis

    Competency: Systems Analysis & Design

4. In information systems and decision support, what are simplified representations, or abstractions of reality?
    a. models
    b. reports
    c. structured problem solving
    d. artificial construct

    Competency: Systems Analysis & Design

5. In the hierarchical model of decision making, which order does **not** correctly show the flow of decisions?
    a. board of directors, CEO, and executive vice presidents
    b. executive, middle management, and operational level
    c. department supervisors, shift supervisors, and floor employees
    d. middle management, floor supervisors, and plant superintendent

    Competency: Systems Analysis & Design

6. What was the first packet switching network?
    a. Pentanet
    b. Internet
    c. DARPAnet
    d. ARPANET

    Competency: Database Management and Modeling Concepts

7. Internet processors can be any of the following **except**:
    a. routers
    b. protocols
    c. gateways
    d. switches

    Competency: Database Management and Modeling Concepts

8. Network protocols are basically:
    a. switching devices
    b. rules
    c. advanced hubs
    d. common practices

    Competency: Database Management and Modeling Concepts

9. Two information systems that support the entire organization are:
   a. enterprise resource planning systems and dashboards
   b. enterprise resource planning systems and transaction processing systems
   c. transaction processing systems and office automation systems
   d. expert systems and office automation systems

   Competency: Database Management and Modeling Concepts

10. Computer signals use voltage pulses and are in what form?
    a. digital
    b. analog
    c. optical
    d. analog and digital

    Competency: Database Management and Modeling Concepts

11. _____ is a data value or state that describes an object and helps identify one object from another of the same class.
    a. Object
    b. Class
    c. Inheritance
    d. Attribute

    Competency: Object Oriented Analysis and Design

12. One of the primary advantages of an object is that it contains:
    a. reusable data
    b. messages
    c. embedded graphics
    d. reusable code

    Competency: Object Oriented Analysis and Design

13. What is the acronym for Internet telephony?
    a. VoIP
    b. IT
    c. IP
    d. WWW

    Competency: Object Oriented Analysis and Design

14. The typical frequency of Wi-Fi wireless fidelity in bits per second is:
    a. 11-54 M
    b. 100M
    c. 10-16M
    d. 100M-1G

    Competency: Object Oriented Analysis and Design

15. Of the following, which one supports the organization and transfer of data between nodes in the network?
    a. host-to-host transport layer
    b. network interface
    c. Internet protocol
    d. physical layer

Competency: Object Oriented Analysis and Design

16. In a CRM model, which phase rewards the most loyal and profitable customers?
    a. enhance
    b. acquire
    c. retain
    d. attract

Competency: User Interfaces

17. _____ is copyrighted software that is made available to the user at **no** cost for an unlimited period of time.
    a. Shareware
    b. Open source software
    c. Open systems
    d. Freeware

Competency: User Interfaces

18. Creating specific application software using an organization's own resources is called:
    a. in-house development
    b. contract software
    c. consultant-based development
    d. outsourcing

Competency: User Interfaces

19. The process of exchanging predetermined signals and characters to establish a telecommunications session between terminals and computers is:
    a. interconnectivity
    b. packet verification
    c. handshaking
    d. communication verification

Competency: User Interfaces

20. Which one of the following is **not** an input?
    a. production
    b. people
    c. energy
    d. time

Competency: User Interfaces

21. _____ manage them without human intervention.
    a. Autonomic computing systems
    b. Virtualized systems
    c. Nanotechnology systems
    d. Server farms

    Competency: System Controls

22. Arrange the following in the **correct** sequence, from smallest to largest:
    a. megabyte – kilobyte – gigabyte – terabyte – exabyte – petabyte
    b. kilobyte – megabyte – gigabyte – terabyte – petabyte – exabyte
    c. exabyte – petabyte – terabyte – gigabyte – megabyte – kilobyte
    d. petabyte – exabyte – kilobyte – gigabyte – kilobyte – terabyte

    Competency: System Controls

23. Unlike the hardwired computers of the 1950s, modern software uses _____, where computer programs are executed in the computer's CPU.
    a. multithreading
    b. multitasking
    c. multiprogramming
    d. stored program concept

    Competency: System Controls

24. Maslow's hierarchy of needs indicates that organizations that want to satisfy the highest level of need must do the following:
    a. offer free lunch and day care services
    b. offer the best vacation package
    c. offer the most pay per hour
    d. take time to be creative and innovative

    Competency: System Controls

25. Who is the responsible group that maintains records for a functional area of an organization?
    a. the database analysts
    b. everyone in the organization
    c. the organization department
    d. the information system managers

    Competency: System Controls

26. A(n) _____ is a collection of related activities that produce a product or a service of value to an organization.
    a. supply chain
    b. business process
    c. information system
    d. workflow pattern

    Competency: Defining System and Business Requirements

27. _____ conveys understanding, accumulated learning, and expertise as they apply to a current problem.
   a. Experience
   b. Data
   c. Knowledge
   d. Information

   Competency: Defining System and Business Requirements

28. A set of programs that enable the hardware to process data is:
   a. a network
   b. hardware
   c. a database
   d. software

   Competency: Defining System and Business Requirements

29. The Internet has had which one of the following impacts on the way you purchase your textbooks?
   a. The Internet gives you fewer choices.
   b. The Internet decreases your bargaining power.
   c. The Internet increases your bargaining power.
   d. The Internet provides you with less information.

   Competency: Defining System and Business Requirements

30. When providing online services that are high quality with guaranteed satisfaction and superior customer support during and following a sale, which one of the following is the best success factor?
   a. lowest price
   b. fastest service
   c. selection and value
   d. performance and service efficiency

   Competency: Defining System and Business Requirements

MANAGEMENT INFORMATION SYSTEMS SAMPLE CASE STUDY

PARTICIPANT INSTRUCTIONS

1. You have twenty minutes to review the case presentation.

2. Presentation time is seven minutes. At six and seven minutes the timekeeper will stand.

3. Each team member will be given two note cards. The note cards will be collected upon completion of the presentation.

4. Your case involves a team from the Hometown Healthcare including Dr. Matthews, the physician. Please include this information when addressing the judges as this will be part the method used to evaluate your team performance.

5. The judges will interact and ask questions throughout the presentation.

6. All members of the team must participate in the presentation, as well as answer the questions.

PERFORMANCE INDICATORS

- Logical solution is selected with positive and negative aspects of its implementation given

- Thoughts and statements are well organized and clearly stated; appropriate business language is used

- Anticipated results are based on correct reasoning

- Possess good decision-making and problem-solving skills

- Demonstrates ability to effectively answer questions

CASE STUDYSITUATION

Dr. Matthews is a family physician who runs her own practice called "Hometown Healthcare" or "HH". She and the staff at HH have always used paper-based records to manage her patients' information. With the new federal requirements and need for electronic records, the office manager, head nurse, and Dr. Matthews (judges) are in the process of meeting with consultants to design a new computerized system that will allow the office staff and nurses to retrieve patient personal and health history information, update patient records after visits, automatically generate a reminder call list for patients who are schedule for appointments and allow patients to schedule appointments through the Internet while maintaining the upmost security of patient information. Your team will be presenting your model and details of your computerized system to the team from the Hometown Healthcare in hopes that your team will get the contract.

Specifically, Dr. Matthews would like your team to develop a computerized system that will allow nurses and office staff to do the following:

1. Maintain patients' personal information such as name, birth date, SSN, address, phone number, email, insurance provider, and appointment history.

2. Maintain patients' basic medical information such as height, weight, blood pressure, current prescriptions, medical history including allergies, past illnesses, and family history of illnesses.

3. Provide the ability to input new information in regards to the reason, actions, and outcomes of the patients' currently scheduled visits.

4. Create a report that displays all of the patients with allergies with subcategories for each allergy to include in the prescription file on Dr. Matthews' computer.

5. Create a web form that links to the Hometown Healthcare database to the Hometown Healthcare website which only allows patients to schedule appoints that fit into the current schedule of availability.

6. Include a procedure for new patients who attempt to schedule an appointment to be directed by web form for inputting personal information and the required medical information.

After introductions, you should begin providing feedback and information to the judges who are representing the team of Hometown Healthcare as to how you recommend they deal with the current situation. The list above does not have to be all-encompassing. Feel free to add other ideas that your team thinks of during your preparation time.

Each member of your presentation team should provide some feedback and information regarding the problem.

Overview

This event provides recognition for FBLA members who possess knowledge of the basic principles of marketing.

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 fifteen 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/MARKETING.pdf

Website Resources
- American Marketing Association
  http://www.marketingpower.com/
- Marketing
  http://www.quickmba.com/marketing/

MARKETING SAMPLE QUESTIONS

1. The CEO of a production-oriented company would consider_____ a benefit to the company.
   a. coordination between marketing and engineers
   b. emphasis on quality and safety
   c. carefully designed product ranges to suit customer preferences
   d. driven by understanding market forces

   Competency: Basic Marketing Functions

2. Consumers are most likely to be involved in which business function?
   a. Accounting
   b. Production
   c. Marketing
   d. Operations

   Competency: Basic Marketing Functions

3. Which one of the following would include making improvements to existing products?
   a. marketing-information management
   b. market planning
   c. product and service management
   d. pricing

   Competency: Basic Marketing Functions

4. What is provided by each of the elements of the marketing mix?
   a. Many alternatives to better satisfy a market.
   b. Anything provided by the elements of the marketing mix is done so with all of them combined.
   c. The marketing mix is one element.
   d. A sole contribution to successful marketing.

   Competency: Basic Marketing Functions

5. Which one of the following would **not** be a role of a marketer in the product development process?
   a. designing marketing strategies
   b. gathering information
   c. selling the product
   d. conducting marketing tests

   Competency: Basic Marketing Functions

6. In which type of distribution channel does the producer sell products to the final consumer?
   a. direct
   b. indirect
   c. pricing
   d. system

   Competency: Channels of Distribution

7. What would be the most cost effective channel of distribution for a very complex product, developed for a specific target market?
   a. indirect
   b. personal
   c. direct
   d. product

   Competency: Channels of Distribution

8. Title and ownership of goods delivered FOB (free on board), belongs to the _____ until they reach their destination.
   a. buyer
   b. seller
   c. recipient
   d. shipper

   Competency: Channels of Distribution

9. This type of inventory system tracks the number of items in inventory on a constant basis.
   a. inventory counting
   b. physical
   c. cycle count
   d. perpetual

   Competency: Channels of Distribution

10. Cartels and monopolies are regulated by the:
    a. Robinson Patman Act
    b. Sherman Antitrust Act
    c. Federal Trade Commission Act
    d. Food and Drug Act

    Competency: Legal, Ethical, and Social Aspects of Marketing

11. A store that uses recycled bags is showing which one of the following?
    a. social responsibility
    b. code of ethics
    c. social intelligence
    d. profit motive

    Competency: Legal, Ethical, and Social Aspects of Marketing

12. How does the Food and Drug Administration play a role in the marketing of products?
    a. They control labeling of products.
    b. They regulate the use of electronic contracts.
    c. They set safety standards.
    d. They protect small business against unfair pricing.

    Competency: Legal, Ethical, and Social Aspects of Marketing

13. The advertising industry is most concerned with communicating information to whom?
    a. media representatives
    b. clients
    c. consumers
    d. agents

    Competency: Promotion and Advertising Media

14. Which one of the following is **true** about advertising?
    a. unpaid, nonpersonal communication
    b. paid, nonpersonal communication
    c. paid, personal communication
    d. unpaid, personal communication

    Competency: Promotion and Advertising Media

15. What is a primary reason that in a free enterprise economic system, a government would regulate the content of promotional activities?
    a. to develop additional tax bases
    b. to protect consumers from deceptive advertising
    c. to facilitate an advertising program
    d. to increase competition

Competency: Promotion and Advertising Media

16. The physical elements that merchandisers use to project an image to customers are called:
    a. marquee
    b. visual merchandising
    c. display
    d. storefront

Competency: Promotion and Advertising Media

17. What is marketing research **not** used for by companies?
    a. to determine consumer attitudes
    b. to create an advertising budget
    c. to learn about competitive products
    d. to test product features

Competency: Marketing Information, Research, and Planning

18. What is a disadvantage of using secondary data in market research?
    a. Projections are always correct.
    b. It is the most expensive type to obtain.
    c. Data available may not be suitable for current problems.
    d. It is easily obtained.

Competency: Marketing Information, Research, and Planning

19. How may primary data be obtained?
    a. specialized research method
    b. government sources
    c. experimental method
    d. Internet sources

Competency: Marketing Information, Research, and Planning

20. Creating a marketing plan would include:
    a. a profit and loss statement
    b. market research
    c. delivery options
    d. a roadmap for a product entering the market

Competency: Marketing Information, Research, and Planning

21. Which type of business-to-business e-commerce purchases make up the largest percentage of transactions?
    a. purchases of complex products
    b. routine purchases
    c. auction purchases
    d. expensive equipment

Competency: E-Commerce

22. _____would be a major consideration when pricing a website.
    a. Web safe colors
    b. Ability to purchase from site
    c. Functionality
    d. Number of links

Competency: E-Commerce

23. An example of a marketing strategy that might be used in a recession is:
    a. focusing on the features of a product
    b. using discounting as a marketing tool
    c. larger marketing budgets
    d. marketing messages based on spending

Competency: Economics

24. Which characteristic would best be used to describe capital goods?
    a. man-made
    b. intellectual skills
    c. natural resources
    d. physical skills

Competency: Economics

25. Factors of production can be intangible. Which one of the following falls into that category?
    a. land and capital
    b. labor and entrepreneurship
    c. land and labor
    d. capital and entrepreneurship

Competency: Economics

26. Which one of the following best describes the term selling?
    a. eliminates customer objections
    b. matches customer needs and wants with features and benefits of a product or service
    c. establishes a relationship with a customer
    d. explains uses of a product

Competency: Selling and Merchandising

27. Ethically questionable in selling would include:
    a. telling a prospective customer a product will be delivered in two weeks when they know it will be four weeks
    b. having responses for all objections
    c. using partnership selling
    d. using suggestive selling

Competency: Selling and Merchandising

28. Repeat business for a salesperson is generated by:
    a. order fulfillment
    b. recommending larger quantities
    c. suggestive selling
    d. service close

Competency: Selling and Merchandising

29. A direct close is:
    a. "Would you like to have this gift wrapped?"
    b. "You may return or exchange this as long as you have your receipt."
    c. "How would you like to pay for this?"
    d. "We offer a two-year warranty on this item."

Competency: Selling and Merchandising

30. This organization is charged with protecting the public from unreasonable risks of serious injury or death from consumer products under the agency's jurisdiction.
    a. Consumer Credit Protection Agency
    b. Consumer Product Safety Commission
    c. Food and Drug Administration
    d. Federal Trade Commission

Competency: Selling and Merchandising

MARKETING SAMPLE CASE STUDY

PARTICIPANT INSTRUCTIONS

1. You have twenty minutes to review the case.

2. Presentation time is seven minutes. At six minutes the timekeeper will stand and hold up a colored card indicating one minute is left 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 Super Brand Board of Director members (or judges may change names). You are on the marketing/management team for Super Brand and the board of directors has asked you, as team representation, to describe the public relations campaign for the retail giant.

4. You will be given two note cards.

5. Cover all the points described in the case and be prepared to answer questions posed by the judges.

PERFORMANCE INDICATORS

- Explain the nature of effective written communication
- Explain the nature of a promotional plan
- Explain the types of promotion
- Write informational messages.
- Explain the role of promotion as a marketing function

CASE STUDY SITUATION

You are to assume the role of the marketing/management team for a major national retail super store (Super Brand). Each year Super Brand sponsors a major charity to benefit the local community; this annual promotional event costs $500,000. The Board of Directors for Super Brand has called a meeting to hear your plan for this year's Super Brand charity.

Sales for your retail giant are annually in the billions. The success and size of your company provide fuel for media criticism. Your position requires you to select, organize, and successfully manage a charity event that helps the special cause and gives the company positive public relations. Frequently the events involve the company and customers. Sometimes the store will give a percentage of sales or match contributions given by customers for the specified charity. Last year your company raised $30 million for tornado victims in the United States.

The board of directors wants to know which charity you have chosen and why. They also want to hear all forms of publicity to kick off and publicize the campaign for the chosen charity. You must present a sample news release for all major newspapers across the United States to inform the public about the positive influence your company has in the community.

THINGS TO CONSIDER

- Analyze the current needs of the community where Super Brand is located
- Understand the importance of a promotional plan
- Create publicity that sheds a favorable light on the organization
- Communicate a public relations project effectively to the community
- Consider the cost and benefit from a PR campaign
- What is the strategy to turn public perception of Super Brand from retail giant to community participant?

Overview

Mobile Applications are necessary to provide users with the ability to be productive while away from their computers.

This is a two-part event: a program is submitted by the second Friday in May to the national center to be judged and all eligible individuals will present the program at the NLC in a preliminary round.

This is an individual or team event.

The topic for the Mobile Application 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.

Website Resources
- **Guidelines**
  http://michellerafter.com/2010/06/10/6-step-guide-to-writing-mobile-apps/
- **Creating Windows Mobile Apps**
  http://mobiledevices.about.com/od/mobileappbasics/ss/Create-First-Application-For-Mobile-Devices_2.htm
- Mobile Application Languages
  http://mashable.com/2012/07/11/language-app/
- Wikipedia
  http://en.wikipedia.org/wiki/Mobile_application_development

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 fifteen 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

Website Resources
- Network Design for Homes and Businesses
  http://compnetworking.about.com/od/networkdesign/Network_Design.htm
- Network Design Manual
  http://www.networkcomputing.com/netdesign/series.htm
- Network Management Definitions
  http://whatis.techtarget.com/glossary/network-management-category-.html

NETWORK DESIGN SAMPLE QUESTIONS

1. In which phase of network design does the network analyst interview users and technical personnel to gain an understanding of the business and technical goals?
   a. physical design
   b. test, optimize, and document the design
   c. analyze requirements
   d. logical design

   Competency: Network Installation - Planning and Configuration

2. Which phase of network design deals with network layer addressing and switching and routing protocols?
   a. test, optimize, and document the design
   b. analyze requirements
   c. logical design
   d. physical design

   Competency: Network Installation - Planning and Configuration

3. Which phase of network design involves investigation of service providers?
   a. test, optimize, and document the design
   b. analyze requirements
   c. physical design
   d. logical design

   Competency: Network Installation - Planning and Configuration

4. Which phase of network design involves building a prototype?
   a. physical design
   b. logical design
   c. analyze requirements
   d. test, optimize, and document the design

   Competency: Network Installation - Planning and Configuration

5. What is the name given to the reflective material surrounding the glass or plastic core of a fiber optic cable?
   a. kevlar
   b. cladding
   c. sheath
   d. buffer

   Competency: Network Installation - Planning and Configuration

6. Which type wiring runs between floors in a multi-floor structure?
   a. patch
   b. horizontal
   c. vertical
   d. cross-connect

   Competency: Network Installation - Planning and Configuration

7. Which type of wiring runs from telecommunications closets to wall plates in offices?
   a. cross-connect
   b. horizontal
   c. patch
   d. vertical

   Competency: Network Installation - Planning and Configuration

8. Considering the OSI model, which one of the following would be associated with the Segment as a request for a web page leaves the source PC?
   a. fe80::219:b9ff:fe20:33cf
   b. 192.168.23.1
   c. 00-19-B9-20-33-CF
   d. 3877

   Competency: Problem Solving/Troubleshooting

9. Which one of the following is a low-level operating system commonly used for testing and troubleshooting on a Cisco router?
   a. ROMMON
   b. BIOS
   c. bootstrap
   d. POST

   Competency: Problem Solving/Troubleshooting

10. Which UNIX command will display the IP address and other configuration information about your host's connection to the network?
   a. ifconfig
   b. finger
   c. echo ip
   d. ipconfig

Competency: Problem Solving/Troubleshooting

11. Which Windows utility allows a user to query the configured name server to resolve a given host name?
   a. nbtstat
   b. netstat
   c. ipconfig
   d. nslookup

Competency: Problem Solving/Troubleshooting

12. What Windows command will display the contents of the locally cached DNS entries?
   a. ipconfig –dns
   b. ifconfig
   c. ipconfig /all
   d. ipconfig /displaydns

Competency: Problem Solving/Troubleshooting

13. Which one of the following is the result of attaching the name of a host to a domain name with a period in between them?
   a. socket address
   b. resource index
   c. fully qualified domain name
   d. A-type record

Competency: Network Administrator Functions

14. Which one of the following is **not** a component of the Network Security Wheel used for security policy compliance?
   a. test
   b. secure
   c. monitor
   d. budget

Competency: Network Administrator Functions

15. Which one of the following terms describes reducing the size of a file?
   a. file decompression
   b. file indexing
   c. file encryption
   d. file compression

Competency: Network Administrator Functions

16. Which one of the following practices creates a starting point for ongoing evaluation of your network's health?
   a. asset management
   b. fault management
   c. base lining
   d. change management

Competency: Network Administrator Functions

17. Which one of the following practices describes recording the operating system version which is installed on all switches and routers on your network?
   a. configuration management
   b. asset management
   c. systems management
   d. change management

Competency: Network Administrator Functions

18. Which one of the following is **not** a private IP address?
   a. 172.31.40.23
   b. 192.168.40.23
   c. 10.0.40.23
   d. 172.32.40.23

Competency: Network Administrator Functions

19. Which NAT addressing term is used to refer to a host on the local network?
   a. inside local
   b. inside global
   c. outside global
   d. outside local

Competency: Configuration of Internet Resources

20. Which term describes the security policy that permits access through all ports **except** those explicitly denied?
   a. permissive
   b. restrictive
   c. authorized
   d. open

Competency: Configuration of Internet Resources

21. Which protocol allows P2P applications to search for shared resources on peers across the Internet?
   a. FindMe
   b. Gnutella
   c. Pickles
   d. Xterra

Competency: Configuration of Internet Resources

22. Which term is used to describe fiber optic cable that is **not** in use or has **not** been terminated?
    a. white fiber
    b. dark fiber
    c. free fiber
    d. open fiber

Competency: Configuration of Internet Resources

23. Which subnet mask is used to identify the range of class B private IP addresses?
    a. 255.255.0.0
    b. 255.240.0.0
    c. 255.0.0.0
    d. 255.255.255.0

Competency: Configuration of Internet Resources

24. Which one of the following statements best describes the backup process?
    a. copying data to media that is stored on the same device
    b. copying data to media that is not stored on the device
    c. moving data to media that is not stored on the same device
    d. moving data to media that is stored on the same device

Competency: Backup and Disaster Recovery

25. Which type backup process archives all selected files that have changed since the last full or incremental backup and does **not** reset the archive bit?
    a. full
    b. incremental
    c. differential
    d. copy

Competency: Backup and Disaster Recovery

26. Which one of the following terms describes a specialized storage device or group of storage devices that provides a centralized fault-tolerant data storage for a network?
    a. Fiber-Channel Storage
    b. Storage Area Networks
    c. Local Attached Storage
    d. Network Attached Storage

Competency: Backup and Disaster Recovery

27. Which one of the following describes data storage redundancy through a process involving writing data across multiple disks and using an error correction code (parity) stored on a single disk?
    a. RAID level 1
    b. RAID level 3
    c. RAID level 5
    d. RAID level 2

Competency: Backup and Disaster Recovery

28. Which type backup process archives all selected files and folders and resets the archive bit?
    a. differential
    b. copy
    c. full or normal
    d. incremental

    Competency: Backup and Disaster Recovery

29. Which one of the following is **not** a step in the DHCP messaging process?
    a. DHCP offer
    b. DHCP request
    c. DHCP decline
    d. DHCP discover

    Competency: Configuration Network Resources & Services

30. The DHCP request message is sent as a broadcast. What is the purpose of it being a broadcast rather than a unicast?
    a. to let all DHCP servers know which IP address is being accepted by the client
    b. to let all DHCP servers and all other DHCP clients know which IP address is being accepted by the client
    c. because the address of the DHCP server is unknown
    d. to let all DHCP clients know which IP address is being accepted

    Competency: Configuration Network Resources & Services

NETWORK DESIGN SAMPLE CASE STUDY

PARTICIPANT INSTRUCTIONS

1. You have twenty minutes to review the case.

2. Presentation time is seven minutes. At six minutes the timekeeper will stand and hold up a colored card indicating one minute is left and at seven minutes the timekeeper will stand and hold up a colored card indicating time is up. 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. Each team member will be given two note cards. A flip chart also will be available.

5. All members of the team must participate in the presentation, as well as answer the questions.

PERFORMANCE INDICATORS

- Select and present logical solution with positive and negative aspects of its implementation given

- Recognized alternatives with pros and cons stated and evaluated

- Well organized and clearly stated thoughts and statements; appropriate business language is used

- Demonstrate ability to effectively answer questions

CASE STUDY SITUATION

You have been hired by Roman Motor Company to design and implement a networking solution for their main office and for two satellite offices in different parts of town. Their main office is located approximately 10 miles from each of the satellite offices in opposite directions. The main office is provided with Internet access from the local telephone company in the form of a shared T1 line. Roman Motor Company plans to add at least one new satellite office within the next five years, providing that the business continues to grow as forecasted. At present, employees at the satellite offices have their own computer and networking systems that are completely separate from the main office, and manually take their backups to the main office, which is becoming very cumbersome. You must determine the best way to connect the satellite offices back to the main office. Upon initial planning, the following network requirements have been identified:

- Purchase and setup the proper networking equipment (including an IP addressing solution) within each satellite office in order for a secure, highly-available connection back to the main office. The inventory and sales systems in place in the satellite locations are consistent with the main office.

- Provide kiosks in the satellite locations where customers can have Internet access to look up CARFAX® information and do price comparisons with other car dealers in the area. These kiosk machines should not be able to access any of the other network resources in the offices, but should have the ability to print out information.

- Provide for additional capacity as the new satellite office is brought 'online'
- Provide for centralized printing for invoicing and financial documentation for sales
- Provide for limited downtime
- Provide for centralized management and control of the computers in the two offices, as well as those in the main office, so that you can maintain the network from off-site
- Provide for long-term cost effectiveness
- Provide a suite of software tools for the employees to effectively communicate with each other at all locations

The company does **not** have any networking equipment at the satellite locations, but does have one computer at each of the satellite offices where the sales personnel can access the same sales software that is used at the main office, although it is not tied to the main office. Your plan should include a complete network system that meets these requirements and allows for future expansion plans.

One of the satellite locations is located within a suburban area that has current technological infrastructures and related technology offerings. The other location currently does **not** have access to the phone company network or the local cable company broadband network.

Complete your proposal including costs for computing equipment for the kiosks, network infrastructure, network servers, printers, and related hardware, software, and accessories. Include as much detail as possible as well as justification as to your selections. Diagram and explain your physical network and computer design as well as the logical network design (server installation, domain layout, etc.). As you are a working for a small business, cost is a major factor and should be minimized.

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 online test.

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

Website Resources
- Networking
  http://www.pctechguide.com/29network.htm
- Network Topologies
  http://www.webopedia.com/Networks/Network_Topologies/

NETWORKING CONCEPTS SAMPLE QUESTIONS

1. The process of distributing network traffic across numerous servers is called:
   a. Multiloading
   b. Fault Tolerance
   c. Load Balancing
   d. Distribution

   Competency: General Network Terminology and Concepts

2. Which network is confined to a relatively small space?
   a. LAN
   b. WAN
   c. WiMAX
   d. GSM

   Competency: General Network Terminology and Concepts

3. The process of determining the path a packet will take on a network is known as:
   a. segmentation
   b. routing
   c. construction
   d. reassembly

   Competency: General Network Terminology and Concepts

4. How does a proxy server improve web performance for clients on a private LAN?
    a. It enables users to save frequently used bookmarks in a shared location.
    b. It expedites incoming data to clients because it replaces client IP addresses.
    c. It enables incoming requests to bypass the firewall.
    d. It holds web requests in a cache so that subsequent requests for those pages can be fulfilled locally.

    Competency: General Network Terminology and Concepts

5. Where in Netscape Communicator could you enter the IP address of a proxy server?
    a. Edit, Preferences, Advanced, and Proxies
    b. Edit, Preferences, Advanced, and Cache
    c. Tools, Internet Options, Connections, and Settings
    d. Tools, Internet Options, and Proxy Server

    Competency: General Network Terminology and Concepts

6. A model for computing where some computers request services and other computers respond to requests for services is called:
    a. request/response
    b. host/response
    c. thin client
    d. client/server

    Competency: General Network Terminology and Concepts

7. All IIS information on a Windows server is stored in the:
    a. hive
    b. .Conf file
    c. index
    d. metabase

    Competency: General Network Terminology and Concepts

8. The process of configuring numerous servers to functions as one is called:
    a. Domaining
    b. Multiloading
    c. Clustering
    d. Balancing

    Competency: General Network Terminology and Concepts

9. Why would it be necessary to include details about an organization's service agreements with telecommunications carriers in disaster recovery plans?
    a. The carriers also may be affected by the disaster and may owe the organization compensation for downtime.
    b. The carriers may decide to void their agreement after the disaster.
    c. The agreements may change as a result of the disaster.
    d. They will have to supply the organization with new equipment.

    Competency: General Network Terminology and Concepts

10. A client tries to log in to her ISP and is repeatedly prompted to enter her user name and password. Which one of the following are the most likely causes?
   a. IPX/SPX is not installed.
   b. She is using an incorrect user name and password combination.
   c. The modem is not functioning.
   d. NetBEUI is not installed.

   Competency: General Network Terminology and Concepts

11. Which one of the following is a potential disadvantage to using Telnet to remotely log in to a router?
   a. It requires a high-bandwidth connection.
   b. It is not very efficient.
   c. It is not compatible with all types of router operating systems.
   d. It is not secure.

   Competency: General Network Terminology and Concepts

12. What specialized United Nations agency provides developing countries with technical expertise and equipment to advance their technological standard of living?
   a. ICANN
   b. ITU
   c. ANSI
   d. ISO

   Competency: General Network Terminology and Concepts

13. Each network node has a network address and a _____ address.
   a. IP
   b. IPX
   c. MAC
   d. PCD

   Competency: General Network Terminology and Concepts

14. The ability to use names to connect to network resources is controlled by:
   a. NAME
   b. DHCP
   c. NetBIOS
   d. NETSTAT

   Competency: Network Operating System Concepts

15. The type of group that has a GUID attached to it so that you can use it to assign rights and permissions is called:
   a. security
   b. permissions
   c. object
   d. distribution

   Competency: Network Operating System Concepts

16. A set of rules that determines how communications will take place on a network is called:
    a. ICANN
    b. Internetwork
    c. protocol
    d. IEEE

    Competency: Network Operating System Concepts

17. You can start programs if they don't have a shortcut on the desktop or in the programs submenu by:
    a. typing cmd in the Start Run box
    b. using the Run dialog box and typing in the name of the program
    c. using the Shut Down command
    d. typing cmd in the Start box and then the program

    Competency: Network Security

18. What form of Internet access allows the user's computer or router to use an attached modem connected to a telephone line to dial into an ISP's node to establish a modem-to-modem link?
    a. Cable Modem
    b. DSL
    c. Dial-up
    d. Satellite Internet

    Competency: Network Security

19. What is a server service that allows RRAS servers to delegate responsibility for inbound authentication to a central server and can be used to authenticate users at switch ports or wireless access points?
    a. DNS
    b. RIM
    c. DHCP
    d. RADIUS

    Competency: Network Security

20. When using a firewall to guard a private LAN from Internet-based intrusion, how can you still allow authorized users to access the network from home?
    a. Open access to all the router's ports
    b. Allow some users to bypass the firewall
    c. Allow access to select ports based on incoming IP address
    d. Apply time of day restrictions to some of the firewall's ports

    Competency: Network Security

21. At the telephone exchange, what terminates the DSL where another frequency splitter separates the voice band signal from the data signal?
    a. DSLTA
    b. FiOS
    c. DSMOD
    d. DSLAM

    Competency: Equipment for Network Access

22. Which describes wiring that connects workstations to the hub room?
    a. patch
    b. backbone
    c. horizontal wiring
    d. harness

    Competency: Equipment for Network Access

23. Typically routers on a LAN are used to separate networks into:
    a. subnets
    b. VPNs
    c. e-mail addresses
    d. DNS zones

    Competency: OSI Model Functionality

24. Which one of the following layers does the UDP correspond to?
    a. transport
    b. physical
    c. network
    d. session

    Competency: OSI Model Functionality

25. What type of firewall inspects each packet passing through the network and accepts or rejects it based on user-defined rules?
    a. application gateway
    b. circuit-level gateway
    c. proxy server
    d. packet filter

    Competency: OSI Model Functionality

26. Which topology is the easiest to modify?
    a. bus
    b. star
    c. ring
    d. mesh

    Competency: Network Topologies & Connectivity

27. Which one of the following is an example for distance vector protocol?
   a. RIP
   b. AppleTalk
   c. IPX/SPX
   d. OSPF

   Competency: Network Topologies & Connectivity

28. What is the 802.11 standard?
   a. Wireless LAN
   b. Wi-Max
   c. Token Ring
   d. Ethernet

   Competency: Network Topologies & Connectivity

29. Which type of cabling has the largest installation base?
   a. coaxial
   b. twisted-pair
   c. wireless
   d. fiber-optic

   Competency: Network Topologies & Connectivity

30. What is generally the rated speed for T1 and PRI ISDN service?
   a. 512Kbit/sec
   b. 256Kbit/sec
   c. 1.544Mbit/sec
   d. 3 Mbit/sec

   Competency: Network Topologies & Connectivity

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 fifteen teams scoring the highest on the objective test will advance to the final round and participate in the performance component.

The examination and performance criteria for this event will be based on *Robert's Rules of Order, Newly Revised, 11th edition.*

Website Resources
- FBLA-PBL
  http://www.fbla-pbl.org/
- National Association of Parliamentarians
  http://parliamentarians.org/index.php

PARLIAMENTARY PROCEDURE SAMPLE QUESTIONS

1. The vote required to amend the National FBLA Bylaws is:
   a. two-thirds
   b. two-thirds of those present
   c. majority
   d. three-fourths

   Competency: FBLA-PBL Bylaws

2. The proposed amendments to the National FBLA Bylaws are voted on at the National Leadership Conference by the:
   a. local chapter voting delegates
   b. local chapter and state voting delegates
   c. state voting delegates
   d. local chapter and state voting delegates and state committee

   Competency: FBLA-PBL Bylaws

3. At the FBLA National Leadership Conference a local chapter with a membership of 100 may have:
   a. two voting delegates
   b. five voting delegates
   c. three voting delegates
   d. four voting delegates

   Competency: FBLA-PBL Bylaws

4. The maximum number of FBLA national officers who may be elected from the same state chapter is:
   a. four
   b. two
   c. three
   d. one

   Competency: FBLA-PBL Bylaws

5. A vote taken by rising at the demand of a member is called a:
   a. viva voce vote
   b. division of the assembly
   c. division of the question
   d. standing vote

   Competency: Parliamentary Procedure Principles

6. Which one of the following is classified as a secondary motion?
   a. original main motions
   b. incidental motions
   c. motions that bring a question again before the assembly
   d. incidental main motions

   Competency: Parliamentary Procedure Principles

7. Which statement is **true**?
   a. Incidental motions have an assigned position in the order of precedence of motions.
   b. There are four classes of secondary motions.
   c. More than one secondary motion may be pending at a time.
   d. There are twelve ranking motions.

   Competency: Parliamentary Procedure Principles

8. Before any other business can be brought up, a motion must be disposed of with the exception of:
   a. the motion to rescind or amend something previously adopted
   b. motions that bring a question again before the assembly
   c. certain privileged questions
   d. incidental main motions

   Competency: Parliamentary Procedure Principles

9. The motion to lay on the table should be used to:
   a. interrupt consideration of a main motion temporarily until a majority wishes to consider it again
   b. dispose of a main motion without bringing it to a vote
   c. delay consideration of a question until a later specified time
   d. delay consideration of a question until a committee can report findings on the subject to the assembly

   Competency: Parliamentary Procedure Principles

10. The motion to ratify:
    a. is a privileged motion
    b. requires a two-thirds vote for adoption
    c. is an incidental main motion
    d. is usually undebatable

Competency: Parliamentary Procedure Principles

11. Unless it is one within a series, a mass meeting usually needs **no** established order of business since:
    a. all action is necessarily suspended until a new society is formed
    b. no action, other than preparing recommendations, is in order
    c. only one item of business is permitted to be taken up
    d. there is nothing but new business to be brought up

Competency: Parliamentary Procedure Principles

12. Conducting the deliberative process by mail, e-mail, fax, or other electronic media must:
    a. be authorized by appropriate special rules of order
    b. be authorized by appropriate standing rules
    c. not be permitted since many procedures common to parliamentary law are not applicable
    d. be authorized by the bylaws and should be supported by special rules of order

Competency: Parliamentary Procedure Principles

13. In agendas for sessions consisting of several meetings, most items are:
    a. scheduled for one meeting only
    b. scheduled the same as the order of business for regular meetings
    c. are postponed until the last meeting of the session
    d. general orders

Competency: Parliamentary Procedure Principles

14. The wording of a motion in the minutes should:
    a. be the exact wording the maker of the motion used in stating the motion
    b. be the exact wording the chair uses in putting the question
    c. be the exact wording the chair uses in stating the question
    d. be the exact wording as the members understand the question

Competency: Parliamentary Procedure Principles

15. A vacancy in a committee is filled by:
    a. the person who is vacating the position
    b. the president only
    c. the appointing power
    d. the committee members

Competency: Parliamentary Procedure Principles

16. To adopt the entire report of a board or committee, as opposed to just the recommendations contained at the end of the report, requires a:
    a. two-thirds vote with previous notice
    b. two-thirds vote
    c. majority vote with previous notice
    d. majority vote

Competency: Parliamentary Procedure Principles

17. A partial report of a committee is:
    a. handled the same way as the final report
    b. finished by the assembly by amendment
    c. laid on the table
    d. postponed until the complete report is ready

Competency: Parliamentary Procedure Principles

18. The presentation of a minority report in an assembly:
    a. is a privilege that may be granted by the assembly
    b. requires a two-thirds vote of the assembly
    c. may be adopted by the assembly as the report of the committee
    d. precedes the report of the committee

Competency: Parliamentary Procedure Principles

19. In a society where members are permitted to serve in only one office at a time, if a member is present and elected to more than one office:
    a. he/she can choose which of the offices he will accept
    b. he/she must accept all offices
    c. he/she must accept the first office to which he was elected
    d. the assembly will decide by vote the office to be assigned to him

Competency: Parliamentary Procedure Principles

20. In an election of members of a board or committee, if less than the prescribed number receive a majority, the places are filled by:
    a. the nominees receiving the lower number of votes removed
    b. those with a majority, with repeated balloting for the remaining candidates
    c. the proper number receiving the largest number of votes
    d. repeated balloting with all remaining on the ballot

Competency: Parliamentary Procedure Principles

21. Unanimous consent:
    a. may mean that the opposition acquiesces
    b. implies that every member is in favor of the proposed action
    c. is not the same as general consent
    d. should not be used, even in routine business

Competency: Parliamentary Procedure Principles

22. Bylaws:
   a. may be suspended if they relate to the duties of officers in connection with meetings
   b. must authorize all powers assumed by the organization
   c. prescribe administrative functions of the organization
   d. in the nature of rules of order cannot be suspended

   Competency: Parliamentary Procedure Principles

23. Suspension of rules of order requires:
   a. the chair's decision
   b. a majority vote
   c. one member's demand
   d. a two-thirds vote

   Competency: Parliamentary Procedure Principles

24. A committee is revising the bylaws and has a number of provisions relating to the mechanics of transition from old to new bylaws. How should they specify these provisions?
   a. move the adoption of the revised bylaws with the provisos attached thereto
   b. include the provisions in the new bylaws when printed
   c. after the revision is adopted, number the provisions and attach the list to the revision
   d. after the revision is adopted, move that the transition provisions be approved

   Competency: Parliamentary Procedure Principles

25. In bylaws, the nominating committee usually is described in the article on:
   a. meetings
   b. committees
   c. officers
   d. members

   Competency: Parliamentary Procedure Principles

26. A member who falls in arrears in the payment of his dues:
   a. is under a disciplinary suspension
   b. does not lose the right to vote unless the bylaws so provide
   c. automatically loses the right to attend meetings
   d. automatically loses the right to make motions

   Competency: Parliamentary Procedure Principles

27. The president:
   a. has the right to attend committee meetings and vote
   b. is always an ex-officio member of all committees
   c. should be expressly excluded for service on the nominating committee
   d. may appoint nonmembers to committees without approval

   Competency: Parliamentary Procedure Principles

28. The hour at which meetings are to be held should:
    a. be specified in the bylaws
    b. be specified in special rules of order
    c. be specified in the standing rules
    d. not be specified in any document

    Competency: Parliamentary Procedure Principles

29. Proposed amendments to the FBLA National Bylaws shall be submitted in writing by:
    a. local chapters or state chapters
    b. local chapters or a state committee member
    c. state chapters or a national officer
    d. local chapters, state chapters, or a national officer

    Competency: Parliamentary Procedure Principles

30. A tie vote:
    a. can be considered a majority vote
    b. adopts the motion
    c. requires the chair to break the tie
    d. the chair may vote in favor of the motion

    Competency: Parliamentary Procedure Principles

PARLIAMENTARY PROCEDURE PERFORMANCE

Case Scenario

Your chapter members know the importance of your local officers receiving training for their specific roles to better lead your chapter. During your meeting, demonstrate the following:

1. Discuss the pros and cons for your chapter officers attending the 2012 Institute for Leaders.
2. Set aside the orders of the day.
3. A rising vote is inconclusive.
4. A motion contains several parts. Take the necessary action to consider and vote on each part.

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 (up to fifteen pages) is submitted prior to the NLC to be judged, and all eligible chapters will present the project at the NLC in a preliminary round. The report must be submitted online to the national center by the second Friday in May for judging.

This is a chapter report.

Website Resources
- Business Report Writing
  http://unilearning.uow.edu.au/report/4a.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 online 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/
- Forbes Finance
  http://www.forbes.com/finance/
- Practical Money Skills
  http://www.practicalmoneyskills.com/english/teachers/

PERSONAL FINANCE SAMPLE QUESTIONS

1. What are collective values?
   a. basic needs for individuals
   b. personal preferences
   c. things important to society as a whole
   d. luxury items desired by individuals

   Competency: Financial Principles Related to Personal Decision Making

2. The Federal Trade Commission (FTC) does **not** regulate
   a. unfair methods of advertising
   b. unfair methods of competition
   c. deceptive product labeling
   d. unfair interest rates

   Competency: Financial Principles Related to Personal Decision Making

3. When a family makes major decisions, what should these decisions be based on?
   a. desired lifestyle
   b. each person's needs and wants
   c. the amount of income
   d. economic projections

   Competency: Financial Principles Related to Personal Decision Making

4. Which phrase about money is **false**?
   a. must be backed by gold
   b. must be in a form where it can be readily divisible
   c. is anything that can be used to settle debt
   d. must be durable

   Competency: Financial Principles Related to Personal Decision Making

5. Items of value that a person owns should be included on the:
   a. budget
   b. personal property inventory
   c. balance sheet
   d. net worth statement

   Competency: Earning a Living

6. Which one of the following is **not** an important financial record to keep?
   a. tax records
   b. net worth statement
   c. income and expense records
   d. Income Statement

   Competency: Earning a Living

7. Which one of the following is **not** an initial step when preparing a budget?
   a. create a wish list
   b. set a savings goal
   c. estimate income
   d. estimate expenses

   Competency: Earning a Living

8. When completing a tax return, what do you call the amount you may subtract from income for each person who depends on your income to live?
   a. refund
   b. social benefit
   c. exemption
   d. deduction

   Competency: Earning a Living

9. A _____ guarantees a product's quality and performance.
   a. warranty
   b. product description
   c. testimony
   d. statement of assurance

   Competency: Managing Budgets and Finance

10. The ___ form is completed by new employees to direct the employer on the quantity of taxes to be removed from each pay check.
   a. 1040EZ
   b. W-2
   c. 1040
   d. W-4

   Competency: Managing Budgets and Finance

11. Taxpayers may claim an exemption for each of their:
   a. jobs
   b. donations
   c. dependents
   d. properties

   Competency: Managing Budgets and Finance

12. The ___ is the government agency in charge of collecting taxes, enforcing tax laws, and supplying information to help taxpayers prepare their tax returns.
   a. FDIC
   b. Federal Reserve
   c. IRS
   d. U.S. Treasury

   Competency: Managing Budgets and Finance

13. The ___ is a good that a store is willing to sell for no profit in order to drive consumer traffic.
   a. consumer influencer
   b. loss leader
   c. skim product
   d. penetration product

   Competency: Managing Budgets and Finance

14. The ___ deducts money from a checking account almost immediately to pay for purchases.
   a. check
   b. debit card
   c. deposit
   d. credit card

   Competency: Saving and Investing

15. The ___ Rule requires used automobile dealers to fully disclose to buyers what is and is **not** covered under warranty for the used vehicle.
   a. CPSC
   b. FTC
   c. BBB
   d. FCC

   Competency: Saving and Investing

16. Which federal organization spearheaded the recall on eggs sold at supermarkets?
    a. FCC
    b. FTC
    c. c FDA
    d. USDA

    Competency: Saving and Investing

17. _____ includes all activities related to production and distribution of goods and services in a geographic area.
    a. Financing
    b. Distribution
    c. Marketing
    d. Financial planning

    Competency: Saving and Investing

18. _____ stocks are stocks in corporations that reinvest their profits into the business so that it can grow.
    a. Cyclical
    b. Blue chip
    c. Defensive
    d. Growth

    Competency: Buying Goods and Services

19.   _____ are paid to stockholders from the corporation's earnings (profits).
    a. Dividends
    b. Odd lots
    c. Stock splits
    d. Round lots

    Competency: Buying Goods and Services

20. The _____ tells the investor the risk category that has been assigned to a bond.
    a. bond redemption
    b. bond efficiency
    c. bond rating
    d. bond default

    Competency: Buying Goods and Services

21. A(n) _____ risk may result in either gain or loss. Buying gold is an example of this type of risk.
    a. insurable
    b. personal
    c. speculative
    d. economic

    Competency: Buying Goods and Services

22. _____ occurs when an individual buys insurance to cover financial losses caused by fire, theft, injury, or death.
    a. Risk shifting
    b. Risk avoidance
    c. Risk reduction
    d. Risk assumption

Competency: Banking and Insurance

23. The _____ is a provision requiring policyholders to insure their building for a stated percentage of its replacement value in order to receive full reimbursement for a loss.
    a. deductible
    b. co-insurance clause
    c. personal property floater
    d. endorsement

Competency: Banking and Insurance

24. _____ occurs when the policyholder who has suffered an insurable loss is put back in the same financial condition before the loss occurred.
    a. Claim verification
    b. Indemnification
    c. Damage assessment
    d. Speculation

Competency: Banking and Insurance

25. Which form of credit is the least likely to involve installment payments?
    a. education loan
    b. automobile loan
    c. department store credit card
    d. home loan

Competency: Banking and Insurance

26. _____ is an advantage of owning a home.
    a. Tax break
    b. Mobility
    c. Minimal maintenance
    d. Property taxes

Competency: Credit and Debt

27. ___ is **not** a negotiable instrument.
    a. Promissory note
    b. Bank draft
    c. Check
    d. Credit card

Competency: Credit and Debt

28. The _____ prohibits the use of threats, obscenities, and misleading statements to intimidate consumer into paying.
    a. Fair Debt Collection Practices Act
    b. Fair Credit Billing Act
    c. Fair Credit Reporting Act
    d. Consumer Credit Protection Act

    Competency: Credit and Debt

29. A _____ occurs when a consumer requests the credit bureaus to deny all access to the consumer's credit information or files.
    a. closed public record
    b. credit restriction
    c. credit freeze
    d. credit guard

    Competency: Credit and Debt

30. Consumers who are deep into debt may go to a credit counseling organization that takes over and manages the consumer's payment of the debt for a period of time until the consumer is free of debt. This procedure is called:
    a. debt adjustment
    b. bankruptcy
    c. online credit advice
    d. debt management plan

    Competency: Credit and Debt

Overview
This recognizes FBLA members who can research a topic and create a 30-second PSA video.

This is an individual or team performance event and all participants present at the NLC. Six (6) copies of the script must be received in individual folders to the national center by the second Friday in May. The PSA is **not** prejudged.

Topic
The topic for the Public Service Announcement changes every year. Refer to the Guidelines section in the *Chapter Management Handbook* to find the current topic or look at competitive events under the FBLA tab at www.fbla-pbl.org.

Website Resources
- Preparing Public Service Announcements
  http://ctb.ku.edu/en/tablecontents/sub_section_main_1065.aspx
- Sample Public Service Announcements
  https://www.psacentral.org/home.do
- Writing a Public Service Announcements
  http://www.understandmedia.com/topics/media-production/106-writing-public-service-announcements
- Writing a Public Service Announcements
  http://www.casemo.org/ShowMe-PALS/HowToWriteAPSA.pdf

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 minute speech based on one of the FBLA goals.

Website 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 minute speech based on one of the FBLA goals.

Website 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 and entertainment management.

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 fifteen 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/sports_and_entertainment_management.pdf

Website Resources
- AthleticBusiness.com
  http://athleticbusiness.com
- Jobs in Sports
  http://www.jobsinsports.com
- NACDA Job Center
  http://www.nacda.com/nacdajobs/nacda-nacdajobs.html
- NCAA - National Collegiate Athletic Association
  http://www.ncaa.org/
- What is Sports Management?
  http://coe.winthrop.edu/coe/health-pe/sportmanagement/spma_info.htm
- Work in Sports
  http://www.workinsports.com/home.asp

SPORTS & ENTERTAINMENT SAMPLE QUESTIONS

1. Which one of the following factors influences a fan's decision to attend or watch a game would be for fans who are rewarded with a sense of accomplishment when their team performs well?
   a. self-esteem enhancement
   b. family ties
   c. diversion from everyday life
   d. economic

   Competency: Sports Marketing/Strategic Marketing

2. Sports marketing involves the creation and maintenance of:
   a. satisfying exchange relationships
   b. financial resources
   c. a favorable image
   d. sales

   Competency: Sports Marketing/Strategic Marketing

3. Gathering and using information about customers to improve business decision making involves:
   a. product/service management
   b. marketing-information management
   c. distribution
   d. publicity

   Competency: Sports Marketing/Strategic Marketing

4. Due to the large television audience for the Super Bowl, a 30-second commercial can cost up to:
   a. $100,000
   b. $2 million
   c. $1 million
   d. $500,000

   Competency: Sports Marketing/Strategic Marketing

5. _____ segmentation focuses on a customer's attitude toward products and services.
   a. Behavioral-based
   b. Psychographics
   c. Demographics
   d. Geographic

   Competency: Sports Marketing/Strategic Marketing

6. ___is the control of financial and personal injury loss from sudden, unforeseen, and unusual accidents and intentional torts.
   a. Risk management
   b. Coordinating the event
   c. Staging the event
   d. Crowd management

   Competency: Facility and Event Management

7. ____ is the pre-arranged percentage used to divide various sources of revenue between the promoter and the facility.
   a. Split
   b. Work order
   c. Budget
   d. Boilerplate

   Competency: Facility and Event Management

8. Evaluating the success of a sport event is part of the ___ process.
   a. controlling
   b. implementing
   c. planning
   d. organizing

   Competency: Facility and Event Management

9. Fan misbehavior is:
   a. limited to professional sports
   b. not a major concern for college officials
   c. dangerous for players and spectators
   d. highly contained at college sporting events

   Competency: Facility and Event Management

10. ____ involves matching the best employees with the tasks that must be completed.
    a. Orientation
    b. Coordinating
    c. Performance evaluation
    d. Feedback

    Competency: Human Resource Management (Labor Relations)

11. The ___ is a legal representative of an athlete or celebrity.
    a. general manager
    b. scout
    c. agent
    d. professional team owner

    Competency: Human Resource Management (Labor Relations)

12. Amateur sports have done all of the following **except:**
    a. created new financial energy for small communities
    b. increased the sales of sports equipment
    c. increased the sales of sports utility vehicles
    d. involved only youth

    Competency: Overview of Sports Industry

13. Microeconomics:
    a. is not used in the planning of sport events
    b. studies the behavior of the entire economy
    c. studies the behavior of all 90,00 fans who attend the college football game
    d. studies the relationship between a season ticket holder and the associated university

    Competency: Financing and Economic Input

14. The study of economics of sport events for an entire society is referred to as:
    a. macroeconomics
    b. social economics
    c. microeconomics
    d. economic utility

    Competency: Financing and Economic Input

15. ___ leadership often results in a decline in employee performance.
    a. Democratic
    b. Situational
    c. Open
    d. Autocratic

    Competency: Management and Leadership in Sports

16. Teams that work as cohesive units and address work tasks without management direction are:
    a. autonomous teams
    b. new venture development teams
    c. semi-independent teams
    d. problem-solving teams

    Competency: Management and Leadership in Sports

17. Title IX requires universities to:
    a. pay athletes since they do not have time to work at a job
    b. offer female sports programs
    c. share revenue with other conference members
    d. report all revenue to the NCAA

    Competency: Sports Law

18. To prove negligence, a plaintiff must prove all of the following elements **except:**
    a. injury
    b. breach of duty
    c. proximate cause
    d. acceptance of responsibility

    Competency: Sports Law

19. A viral campaign:
    a. involves smearing a competing team with negative publicity
    b. occurs on all the major television networks
    c. involves a few online mentions turning into a buzz about an event
    d. involves developing a major publicity campaign

    Competency: Communication in Sports (Media)

20. Game day image involves all of the following **except:**
    a. cleanliness and safety of the sports facilities
    b. the opponent
    c. athletes and the team
    d. behavior of the local fans

    Competency: Communication in Sports (Media)

21. ___ is a useful approach to leadership in sports management since it is a philosophy based upon free will and the responsibility for action.
   a. Self-actualization
   b. Authenticity
   c. Moral value
   d. Existentialism

   Competency: Ethics

22. The impact of performance-enhancing drugs used by athletes is:
   a. negative publicity for the sport
   b. a viral campaign
   c. winning and satisfied fans
   d. positive feedback from the media

   Competency: Ethics

23. A ___ is the legal protection of words and symbols used by a company.
   a. copyright
   b. licensed brand
   c. trademark
   d. royalty

   Competency: Licensing

24. State fairs:
   a. face stiff competition from amusement parks and other entertainment venues
   b. are experiencing increased attendance
   c. are losing the interest of rural residents
   d. are more popular with urban residents than rural residents

   Competency: Management Basics

25. The bottom line for entertainment events is:
   a. profit
   b. customer satisfaction
   c. strong management
   d. diversity

   Competency: Events Management

26. Evaluating the success of a concert is part of the:
   a. controlling process
   b. implementing process
   c. organizing process
   d. planning process

   Competency: Management Functions

27. Signing up committees for specialized tasks is part of the:
    a. organizing process
    b. implementing process
    c. controlling process
    d. planning process

Competency: Management Functions

28. Successful entertainment event planners:
    a. are aware of changing demographics
    b. are not concerned about the latest census figures
    c. are not concerned with social web sites like YELP
    d. specialize for specific target markets

Competency: Decision Making

29. The type of management that is the core of success for any entertainment organization is:
    a. human resources
    b. financial
    c. time
    d. change

Competency: Management Basics

30. Success for entertainment events depends upon:
    a. strategy
    b. wealth
    c. lapse of ethics
    d. power

Competency: Management Strategies

SPORTS & ENTERTAINMENT MANAGEMENT CASE STUDY

PARTICIPANT INSTRUCTIONS

1. You have twenty 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 presentations. The judges will play the roles of marketing executives for the New York Yankees. You are the consulting team for Liberty Airlines and your ultimate mission is to make Liberty Airlines the official airlines for the New York Yankees and the Yankee fans.

271

You want to become a corporate sponsor for the Yankees. Each team member will be given two note cards.

4. Cover all the points described in the case and be prepared to answer questions posed by the judges.

5. All team members must participate in the presentation as well as answer the questions.

PERFORMANCE INDICATORS

- Recognize the importance of marketing to the sports and entertainment industry
- Describe why sports and sports/entertainment implement promotions and sponsorships
- Identify different types of market segmentation
- Discuss the issues related to branding strategies of products to sports and entertainment
- Demonstrate the ability to make a businesslike presentation

CASE STUDY SITUATION

Liberty Airlines wants to be the official carrier for the New York Yankees.

Your consulting team has been hired by Liberty Airlines to help the airline achieve its goal. You must devise a marketing strategy to gain the loyalty of the New York Yankees and their fans. Your ultimate goal is to make Liberty Airlines the official airline sponsor for the New York Yankees and the New York Yankees. Key elements to stress in your promotions are Liberty's low fares, policy of no Saturday-night stay required, fun attendants, great food, and overall enjoyable flying experience.

You are aware that two other major airlines already have a hold on some of the target market you plan to capture. You must overcome this competition by describing how Liberty gives customers more value for their dollar.

Possible Questions to Address:
- How does the track record for Liberty Airlines match the track record for the New York Yankees?
- What advantages will the New York Yankees organization receive from the Liberty Airlines sponsorship?
- What special promotions offered by Liberty Airlines will attract more Yankees fans to away games?
- What three things do you want to highlight most for prospective customers?
- What type of advertising campaign will be used by Liberty Airlines to highlight the relationship with the New York Yankees?

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

Website Resources
- Excel Tutorial
  http://people.usd.edu/~bwjames/tut/excel/
- Free Excel file downloads
  http://www.j-walk.com/ss/excel/files/index.htm
- Spreadsheet Basics
  http://www.tutorialsforopenoffice.org/tutorial/Spreadsheet_Basics.html

SPREADSHEET APPLICATIONS SAMPLE QUESTIONS

1. If a value of 2 is stored in cell C5, and 5 is stored in cell D5, what will be displayed if =C5*D5 is keyed in cell E5?
   a. 7
   b. C5*D5
   c. E5
   d. 10

   Competency: Formulas

2. This is a small black dot in the right corner of the active cell has a number of uses including copying a cell's contents to adjacent cells or creating a series.
   a. Autofilter
   b. Fill handle
   c. Paste options button
   d. Filter list arrow

   Competency: Formulas

3. Assume number of laps is in column A, length is in column B, and width is in column C. Which one of the following formulas would compute the distance traveled around a rectangular field for data in row 5?
   a. =A5*(2*B5+2*C5)
   b. =A5+2*(B5+C5)
   c. =2*(B5+C5)
   d. =(A5+B5+C5)*2

   Competency: Formulas

4. This data tool would be ideal to use in order to find the magic number one cell that contains a total for expenses needs to be to balance a budget.
   a. goal seek
   b. filter
   c. consolidate
   d. trace dependents

   Competency: Formulas

5. To create a named range, simply highlight the range and type the desired name in the:
   a. Name box
   b. Header
   c. Formula bar
   d. Column heading

   Competency: Formulas

6. A(n) _____ takes a value or values, performs an operation, and returns a result to the cell.
   a. cell
   b. argument
   c. operation
   d. function

   Competency: Functions

7. Which one of the following best describes a type of cells in which you can change values at any time?
   a. unprotected
   b. protected
   c. hidden
   d. locked

   Competency: Functions

8. Which one of the following is **not** an acceptable spreadsheet file extension?
   a. ODS
   b. OLE
   c. XLSX
   d. XLS

   Competency: Functions

9. Which one of the following math functions **cannot** be performed using AutoCalculate:
   a. sum
   b. count
   c. multiply
   d. average

   Competency: Functions

10. To select several cells or ranges that are not touching each other, you would:
    a. hold down CTRL + SHIFT
    b. hold down the ALT key
    c. hold down the CTRL key
    d. hold down the SHIFT key

    Competency: Functions

11. The rectangular area that labels the markers or symbols used in a chart.
    a. x-axis
    b. chart area
    c. y-axis
    d. legend

    Competency: Functions

12. Changing the color mode of an inserted image to Washout or otherwise lowering the image transparency results in:
    a. making the image appear lighter
    b. the image being moved into the background
    c. a black and white image
    d. changing the colors to a brighter version

    Competency: Graphics, Charts, and Reports

13. Which one of the following is **not** an option for the shape of the bars in a column chart?
    a. cylinder
    b. cone
    c. pyramid
    d. trapezoid

    Competency: Graphics, Charts, and Reports

14. A chart sheet can contain this, enabling you to display several charts at once within a single sheet.
    a. embedded charts
    b. only one data set
    c. only a single chart
    d. multiple graphics

    Competency: Graphics, Charts, and Reports

15. To move one slice of a pie chart away from the pie creates a(n):
    a. exploded pie chart
    b. exponential pie chart
    c. spontaneous pie chart
    d. perfect pie chart

    Competency: Graphics, Charts, and Reports

16. Which of the following is **not** a general purpose for using spreadsheets?
    a. to interpret data using charts and graphs
    b. to keep track of personal budgets
    c. to present graphical findings with extensive narrative
    d. to analyze financial scenarios

    Competency: Purpose for Spreadsheets

17. Which one of the following is **not** an example of spreadsheet software?
    a. Open Office Calc
    b. Microsoft Excel
    c. Oracle Fusion
    d. Microsoft Works Spreadsheet

    Competency: Purpose for Spreadsheets

18. Which one of these is **not** one of the three parts of an IF function?
    a. a logical test
    b. a what-if analysis
    c. an action to take if the condition is false
    d. an action to take if the condition is true

    Competency: Purpose for Spreadsheets

19. Utilizing Pivot Tables in a spreadsheet is much like utilizing these in a database:
    a. Forms
    b. Data tables
    c. Queries
    d. Macros

    Competency: Pivot Tables and Advanced Tools

20. The procedure to update a PivotTable with changes in the numerical figures is to:
    a. make changes to the PivotTable, and then use the Refresh Data command
    b. make changes to the list first, and then use the Refresh Data command
    c. make changes directly to the PivotTable
    d. use the Refresh Data command

    Competency: Pivot Tables and Advanced Tools

21. The process of finding and correcting errors in a worksheet is:
    a. Debugging
    b. Editing
    c. Checking
    d. Fixing

    Competency: Pivot Tables and Advanced Tools

22. To put a stored macro into action:
    a. open the macro
    b. print the macro
    c. insert the macro
    d. run the macro

Competency: Macros and Templates

23. Typically, new templates should be saved:
    a. as HTML documents
    b. to a CD-ROM for distribution
    c. to the program's templates folder
    d. to an external storage device, such as a USB drive

Competency: Macros and Templates

24. What must a data range have before subtotals can be inserted?
    a. enough records to show multiple subtotals
    b. sorted data
    c. formatted cells with banded rows
    d. grand totals

Competency: Filters and Extraction of Data

25. Which would be a logical secondary sort field for an address list if the primary sort field is Last Name?
    a. State
    b. First Name
    c. Zip code
    d. Age

Competency: Filters and Extraction of Data

26. If Bruce specifies Jan? as the search criteria, it will locate all of the following records **except**:
    a. Jane
    b. Jamie
    c. Jany
    d. Jani

Competency: Filters and Extraction of Data

27. You can easily add formatting to a spreadsheet table by using:
    a. Print areas
    b. Calculated columns
    c. Table styles
    d. Print titles

Competency: Format and Print Options

28. Which one of the following tasks **cannot** be completed in the Print Preview page setup/format page dialog boxes?
    a. add footer/header
    b. change paper size
    c. insert comments/notes
    d. set to print gridlines

    Competency: Format and Print Options

29. This feature causes adjacent rows to have different formatting so that each record in the table is distinguished from surrounding rows.
    a. row banding
    b. search validation
    c. centering and merging
    d. filtering

    Competency: Format and Print Options

30. The operation of making a cell turn red or bold automatically if it exceeds a certain value is called:
    a. integration
    b. absolute formatting
    c. exponentiation
    d. conditional formatting

    Competency: Format and Print Options

SPREADSHEET APPLICATIONS PRODUCTION TEST

GENERAL DIRECTIONS

- Read carefully and follow all steps in the following production jobs.
- The jobs must be completed *in order* to function properly.
- 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, your name, school, and state.

Read instructions on the next page before entering data:

	A	B	C	D	E	F	G	H	I
1	5K Road Runners Race Tracking--2011								
2									
3	Runner's First Name	Runner's Last Name	Gender	Race Class	Race 1	Place	Race 2	Place	Average Pace
4	Sierra	Murphy	F		34:02.0		33:30.0		
5	Bethany	Williams	F		32:50.0		32:00.0		
6	Alexis	Rogers	F		31:38.0		30:30.0		
7	Emily	Spencer	F		30:26.0		29:00.0		
8	Angela	Jones	F		29:14.0		27:30.0		
9	Cassey	Parker	F		28:02.0		26:00.0		
10	Tonia	Jones	F		26:50.0		24:30.0		
11	Eliza	Young	F		25:38.0		23:00.0		
12	Lisa	Brown	F		24:26.0		21:30.0		
13	Becky	Long	F		23:14.0	3	20:00.0	3	
14	Karen	Cook	F		22:00.0	2	19:50.0	2	
15	Amy	Mann	F		21:50.0	1	19:45.0	1	
16	Dawn	King	M		16:50.0	1	16:20.0	1	
17	Richard	Nelson	M		17:00.0	2	16:40.0	2	
18	Bruce	Koots	M		17:10.0	3	17:00.0	3	
19	Wayne	North	M		17:20.0		17:20.0		
20	Tony	West	M		17:30.0		17:40.0		
21	Kevin	Carter	M		17:40.0		18:00.0		
22	Timothy	Evans	M		17:50.0		18:20.0		
23	David	Hull	M		18:00.0		18:40.0		
24	Kobe	Brown	M		18:10.0		19:00.0		
25	Carson	Cox	M		18:20.0		19:20.0		
26	James	Dalton	M		18:30.0		19:00.0		
27	Dan	Ells	M		18:40.0		19:05.0		

JOB 1: Spreadsheet with Formulas and Filters

1. Format Race time (Race 1 and Race 2) columns for custom time number format for MM:SS.0 <u>before entering number data</u>. Average Pace also should be formatted in this style. Enter the data above into a spreadsheet. Save your workbook as Race Report. Name the sheet 2011 Races.

2. The first line should be a title line, merged and centered above the columns, bold, and with a 16 point Arial font. The column headings should be bold, centered, 12 point Arial font. Column headings that are larger than the column width should be formatted with word wrap.

3. Convert the data range to a table, if necessary, and format utilizing banded rows with a header row.

4. In the Average Pace column, create a formula for the entire column that adds the two races together and divides by 6.2, which is the average mile pace for the race.

5. In the Race Class column, create an IF function that evaluates the Average Pace. Before doing this, enter the label *Gold Class Rank* (in bold/italics) in A29 and the gold class time value in B29, which is 06:00.0 (format using the special time format indicated earlier). Utilizing that cell as an absolute reference, create the IF function to evaluate Average Pace compared to the Gold Class Rank time. If pace is less than rank time, it should enter GOLD in the cell; if more than the time, it should enter SILVER in the cell.

6. Sort the sheet in ascending order by the runner's last name.

Print Job 1-A: Landscape orientation, center spreadsheet vertically and horizontally on the page

7. Filter the data for female runners only.

Print Job 1-B: "Female runners" only spreadsheet

Print Job 1-C: Landscape with formulas visible; before printing, size out the columns with formulas so the formula is completely visible and hides the columns for gender, Race 1, place, Race 2, and place. Unhide/resize after printing.

JOB 2: Line Chart

1. Before continuing, remove the data filter so all records are visible and no columns are hiding.

2. Filter the data for male runners who are silver class runners only.

3. Create a line chart with markers using the last names and the data from Race 1 and Race 2 only. The legend (series) entries should be Race 1 and Race 2 and the category axis labels should be the runners' names.

4. Format the chart to include a gradient background, series X-axis labeled *Times*, and the title **Silver Runners**. The legend should be visible.

5. Move the chart to its own sheet named Silver Runners. Print the chart on a full page.

Print Job 2: Line chart on a full page

JOB 3: Advanced Function and Pie Chart

1. Return to the 2011 Races sheet. Remove all filters.
2. In cell A31, enter the label Male Gold; in cell A32, enter the label Female Gold.
3. In cell B31, enter a COUNTIFS or SUMPRODUCT formula. It should tabulate an answer only if Race Class is Gold AND Gender is male.
4. In cell B32, repeat this process for Gold class female runners.
5. Change the top female runner's time (Amy Mann) for Race 1 to 19:00.0 and Race 2 to 18:00.0.
6. Using the male/female gold tabulations, create a 3-D exploded pie chart. Do **not** include a legend. Instead, include percentage and labels on the pie. Change the female pie piece to a shade of pink.
7. Add the chart title **Gold Class Rank Athletes.**
8. Position the chart adjacent to the chart data in cells D29-I42.
9. Set Print Area to A29:I42.

Print Job 3-A: Selected data with chart, printed centered on page
Print Job 3-B: Show formulas; adjust columns; entire formula must be visible in column B

JOB 4: Subtotals

1. Convert the data table to a range, if necessary.
2. Sort the data by Gender.
3. Initiate the Subtotals command.
4. At changes in Gender, include Subtotal rows that count and provide subtotals for each gender. Be sure it is set to display summary below the data range.
5. Set print range to exclude everything after row 31 and print.

Print Job 4: Subtotals in landscape format

JOB 5: Pivot Table/Data Pilot

1. Select the table range and remove/delete all subtotals.

2. Create a Pivot Table with destination in a new worksheet. Set row labels to Race Class and values/data field to Gender. The results should count and return values for the number of each gender in each race class.

3. In cell A1 or in the header, type in Pivot Table for Gender Class.

4. Rename the sheet Pivot1.

5. Return to the data and create a second Pivot Table with destination in a new worksheet. Set row labels to Gender and values/data field to Average Pace. The results should average and return values for the pace average within gender.

6. In cell A1 or in the header, type in Gender Comparison of Mile Pace.

7. Rename the sheet Pivot2.

8. Clear existing print range. Group the sheets or create a print range that includes both sets of results. Set to portrait orientation.

Print Job 5-A: Print properties set to print two pages per sheet
Print Job 5-B: One sheet printed with both sets of results.

Overview

The FBLA Virtual Business Management Challenge (VBC) encourages FBLA members to test their skills at managing a distribution center individually or as a team. The VBC has two 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 entry may be an individual or a team of two or three. The top eight teams, one from each state in both fall and spring, will advance to the national competition. Check the *CMH* for dates of competition.

Website 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 websites.

This is a two-part event: the URL is submitted prior to the NLC to be judged and all eligible chapters will present the website at the NLC in a preliminary round,

This is an individual or team event.

Website Resources
- 50 Useful Tools and Resources For Web Designers
  http://coding.smashingmagazine.com/2010/07/26/50-useful-tools-and-resources-for-web-designers/
- AnfyJava Applet Creator 1.4
  http://www.anfyteam.com/ajdownl.html
- ColorCop
  http://www.datastic.com/tools/colorcop/
- Copyright Law of the United States
  http://www.copyright.gov/title17/circ92.pdf
- Copyright Overview
  http://fairuse.stanford.edu/
- Creating Websites
  http://www.refdesk.com/html.html
- How to Build Business Websites
  http://www.build-your-website.co.uk/business-websites.htm
- How to Make a Website
  http://www.allaboutyourownwebsite.com/
- Web Design Tools and Resources
  http://elementiks.com/web_resources.php

Topic
The topic for the Website Design 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

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.

This is an individual event.

Competencies and Task Lists

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

Website Resources

- FGCU Word 2007 Tutorial
  http://www.fgcu.edu/support/office2007/Word/index.asp
- Microsoft Word 2007 Tutorial
  http://www.baycongroup.com/wlesson0.htm
- Word Processing
  http://wordprocessing.about.com/
- Word Processing Terms
  http://www.webopedia.com/Software/Word_Processing

WORD PROCESSING SAMPLE QUESTIONS

1. When you delete a file from your hard drive, what happens to it?
   a. It gets moved to the clipboard.
   b. It moves to an inactive file until you need it again.
   c. It is destroyed.
   d. It gets moved to the recycle bin.

   Competency: Basic Keyboarding Terminology and Concepts

2. What feature would be useful for troubleshooting problems and explaining specific subjects?
   a. the thesaurus
   b. using the full screen reading feature
   c. setting up macros
   d. the help feature

   Competency: Basic Keyboarding Terminology and Concepts

3. _____ replaces the file menu present in previous versions of Word.
   a. File button
   b. Presentation button
   c. Clipart button
   d. Office button

   Competency: Basic Keyboarding Terminology and Concepts

4. Illegal copying of software is called:
   a. plagiarism
   b. flaming
   c. piracy
   d. trolling

   Competency: Basic Keyboarding Terminology and Concepts

5. Turning in someone else's work as your own and copying words or ideas from someone else without giving credit is called:
   a. information piracy
   b. plagiarism
   c. flaming
   d. shareware

   Competency: Basic Keyboarding Terminology and Concepts

6. Which one of the following terms would you use if your text automatically moves to the next line while typing a paragraph?
   a. hard return
   b. continuous break
   c. soft return
   d. section break

   Competency: Basic Keyboarding Terminology and Concepts

7. What is the shortcut keys/command are used to horizontally center a title on your page?
   a. shift T
   b. shift C
   c. ctrl H
   d. ctrl E

   Competency: Basic Keyboarding Terminology and Concepts

8. A _____ is a user interface element that presents a user with a sequence of dialog boxes that lead the user through a series of well-defined steps.
   a. function
   b. macro
   c. wizard
   d. tracker

   Competency: Related Application Knowledge

9. A subject line is used in a letter to:
   a. list the attachments of the letter
   b. call attention of a department or job title
   c. show the writer's initials
   d. alert the reader to the content of the letter

   Competency: Basic Keyboarding Terminology and Concepts

10. Whenever you need to repeat text or graphics on all your pages in a document, the best way to do this would be with a:
    a. wizard
    b. macro
    c. add-in
    d. header/footer

    Competency: Basic Keyboarding Terminology and Concepts

11. What feature would you use if you wanted to type a list of related items that are **not** indicating sequential or importance?
    a. bulleted list
    b. outline list
    c. numbered list
    d. sorted list

    Competency: Basic Keyboarding Terminology and Concepts

12. You can use the _____ dialog box to insert symbols, such as ¼ and ©, or special characters, such as an em dash (—) or ellipsis that are **not** on your keyboard.
    a. shapes
    b. quick parts
    c. equation
    d. symbol

    Competency: Basic Keyboarding Terminology and Concepts

13. ___ sometimes called tab leaders (and occasionally called trailing ellipsis), are often seen on a table of contents page.
    a. Dot leaders
    b. Right tabs
    c. Decimal tabs
    d. Center tabs

    Competency: Basic Keyboarding Terminology and Concepts

14. If you wanted to split the text in your document into two or three vertical sections, what feature would you use?
    a. columns
    b. breaks
    c. themes
    d. page borders

Competency: Basic Keyboarding Terminology and Concepts

15. If you needed to create an invoice or newsletter as quickly as humanly possible, what feature in Microsoft Word could you use?
    a. macro
    b. footnote
    c. template
    d. merge

Competency: Advanced Applications

16. What tool would allow you to record a sequence of keystrokes that can be "played" with a keyboard shortcut?
    a. macro
    b. table
    c. record
    d. function

Competency: Advanced Applications

17. _____ are details about a file that describe or identify it; such as the title, the author name, the subject, and the keywords that identify the document's topic or contents.
    a. File facts
    b. Document properties
    c. Security facts
    d. Text permissions

Competency: Advanced Applications

18. To assign a name to a specific point in a document, you would use the _____ feature.
    a. bookmark
    b. hyperlink
    c. page number
    d. symbol

Competency: Advanced Applications

19. ____ can be accomplished by setting its right and left margin widths to auto.
    a. Right aligning
    b. Vertically centering
    c. Left aligning
    d. Horizontally centering

Competency: Advanced Applications

20. Which one is the correct format for a website?
    a. Jacobs, Jane. FBLA/PBL. October 13, 2009 <http://www.fbla-pbl.org/>.
    b. J. Jacobs. FBLA/PBL. October 13, 2009 <http://www.fbla-pbl.org/>.
    c. Jacobs, Jane. FBLA/PBL. 13 October 2009 <http://www.fbla-pbl.org/>.
    d. Jane Jacobs. 13 October 2009, FBLA/PBL. <http://www.fbla-pbl.org/>.

Competency: Advanced Applications

21. The default font size for Word 2007 is:
    a. 9 point
    b. 11 point
    c. 10 point
    d. 12 point

Competency: Document Formatting Rules and Standards

22. What is the standard spacing after punctuation that ends a sentence?
    a. one space
    b. two spaces
    c. one or two spaces
    d. no spaces

Competency: Document Formatting Rules and Standards

23. Tabs can be set in the Tabs Dialog Box or here.
    a. page set up group
    b. paragraph tab
    c. scroll bar
    d. ruler

Competency: Document Formatting Rules and Standards

24. A typeface that contains a narrow line or extension at the top and bottom of the primary strokes on characters is known as:
    a. embossed
    b. monospaced
    c. serif
    d. sans serif

Competency: Document Formatting Rules and Standards

25. Which statement would **not** be a good proofreading technique?
    a. Read the paper only once because reading it more will make your eyes tired causing you to miss errors.
    b. Read backward, word by word (for typos and spelling mistakes).
    c. Take a break (as little as five minutes) between writing and proofreading.
    d. Ask someone to read the paper to you, or read the paper to someone else.

Competency: Grammar, Punctuation, Spelling, and Proofreading

26. Which one of the following words is spelled correctly?
   - a. indespensible
   - b. endespensable
   - c. indispensable
   - d. endispensable

Competency: Grammar, Punctuation, Spelling, and Proofreading

27. The proofreader's mark ^ means to:
   - a. insert
   - b. move up one line
   - c. return to the top of the page
   - d. delete

Competency: Grammar, Punctuation, Spelling, and Proofreading

28. What does the red wavy line below a word mean?
   - a. check the spacing
   - b. check the grammar
   - c. check the format
   - d. check the spelling

Competency: Grammar, Punctuation, Spelling, and Proofreading

29. If a document contains comments, print only the comments by choosing this option at the Print dialog box.
   - a. document properties
   - b. document suggestions
   - c. list of mark up
   - d. document showing markup

Competency: Printing

30. What is the keyboard shortcut to print a document?
   - a. shift P
   - b. function P
   - c. ctrl P
   - d. alt P

Competency: Printing

<div align="center">**WORD PROCESSING PRODUCTION TEST**</div>

JOB 1: Outline

Directions: Key the following outline following the FBLA-PBL Format Guide.

Homeowners Insurance
- *Four Ways to Manage Risk*
  o Risk avoidance
  o Risk reduction
  o Risk assumption
  o Risk shifting
- *Four Steps in Insurance Planning*
  o Set Insurance Goals
  o Develop a Plan to Reach Your Goals
  o Put Your Plan into Action
  o Review Your Results
- *Homeowners Insurance*
  o The Basic Homeowners Insurance Protects Against:
    ▪ Fire
    ▪ Lightning
    ▪ Windstorms
    ▪ Hail
    ▪ Volcanic Eruptions
    ▪ Explosions
    ▪ Smoke
    ▪ Theft
    ▪ Vandalism
    ▪ Glass Breakage
    ▪ Riots
  o The Broad Homeowners Insurance Protects Against:
    ▪ All from the basic form
    ▪ Falling objects
    ▪ Damage from ice
    ▪ Damage from snow
    ▪ Damage from sleet
  o Renters Insurance Coverage, Personal Property Only, Nothing Structural

Print Job 1: Outline

JOB 2: Table

Directions: Key the following information into a table without gridlines following the FBLA-PBL Format Guide. The title is Tillsdale Industries from the financial department. The column headings are: Department, 2010 Budget, Percent Decrease, 2011 Budget. Use a formula to calculate totals for the columns.

Department	2010 Budget	Percent Decrease	2011 Budget
Administrative	$250,000	5%	$237,500
Marketing	$325,000	15%	$276,250
Research	$550,000	10%	$495,000
Distribution	$100,000	5%	$95,000
Total			

Print Job 2: Table without gridlines

JOB 3: Mail Merge Letter

Jobs 3 A-C

Directions: Write a mail merge letter in accordance with the FBLA-PBL Format Guide. The letter is on behalf of yoga instructor Twee Adams to all her private clients. Her clients' names and addresses are below:

Mr. John Hill
342 7th Street Apt. 3
New York, NY 10001

Mr. Ricky Hernandez
1892 8th Avenue
New York, NY 10002

Ms. Andrea Eyer
182 West 52nd St. Apt.129
New York, NY 10003

Mrs. Maria Reyes
845 United Nations Plaza
New York, NY 10017

Supply all necessary letter parts; use the current date. The body of the letter is as follows:

Body:

I want to be the first to tell you about the new class called "Prana Yoga" that I am offering this summer. Prana yoga is an enjoyable and healthful practice that helps you move, breathe, and live with greater joy and ease, and experience life with a peaceful sense of well-being.

I think you will enjoy this new form of yoga as much as I do. Please call me (212-555-2532) or e-mail me (tadams@yoga.net) if you have any questions. I have enclosed a brochure with class times and prices. I look forward to hearing from you.

Print Job 3-A: Letter with Merge Fields
Print Job 3-B: Merged Letter to each client
Print Job 3-C: Source Document

Job 3-D: Mailing Labels

Directions: Using the data source from the mail merge letters, create a mailing label for each address in accordance with the FBLA-PBL Format Guide for labels and envelopes. Use Avery Standard size 5160 labels. Print the labels on a standard size piece of paper.

Print Job 3-D: Mailing Labels

JOB 4: Agenda

Directions: Format the following Agenda in accordance with the FBLA-PBL Format Guide.

WTD Industries
Annual Investors Meeting
July 17, 2011

- Opening of the meeting—William T. Stephens, CEO
- Election of persons to confirm the minutes and supervise the counting of votes
- Recording the legality of the meeting
- Recording the attendance at the meeting and adoption of the list of votes
- Financial Reports
  - Presentation of the annual accounts
  - Report of the Board of Directors
  - Auditor's report for the year 2010
- Adoption of the annual accounts
- Election of members and Chairman of the Board of Directors
- Election of auditor
- Board of Directors' proposal to amend the Articles of Association
- Authorizing the Board of Directors to decide on share issues
- Closing of the meeting

Print Job 4: Agenda

JOB 5: Letter Second Page

Directions: Format the second page of a letter in accordance with the FBLA-PBL Format Guide. The letter is from Charles W. Miller, CFO Alexsandra Corporation. Use the current date and supply all other necessary parts of the letter. The last paragraph of the letter is below:

In conclusion, we want to thank you again for being such a valuable client. In these tough economic times, it is loyal customers like you that keep businesses like ours afloat. If you have any questions or concerns about your account or our company at any time, please do not hesitate to contact me at (703) 555-1373 or cwiller@alexsandra.com.

Print Job 5: Second Page of Letter

JOB 6: References

Directions: Format the following references in accordance with the FBLA-PBL Format Guide.

Periodicals
Educational Leadership Magazine
Schools as Learning Communities by Richard DuFour
May 2004 | Volume 61 | Number 8 | Pages 6-11

Phi Delta Kappan
Restructuring schools: Some questions for teachers and principals by Barth, R.
1991 | Volume 73 | Issue 2 | 123–128.

Website
http://www.sedl.org/pubs/change34/
Professional Learning Communities: Communities of Continuous Inquiry and Improvement
Written by Dr. Shirley M. Hord, 1997

Book
Getting Started: Reculturing Schools to Become Professional Learning Communities
Robert Eaker, Richard DuFour, Rebecca DuFour
Copyright 2002 by National Educational Service, Bloomington, Indiana

Print Job 6: Reference Page

JOB 7: Table of Contents

Directions: 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   1
Responsibilities and Rights of Students
      Attendance   2
      Dress Code   4
      School Record   5
Rules of Conduct
      Disruptive Behavior   6
      Property Violations   9
      Inappropriate Behavior   12
Disciplinary Procedures
      Referrals   15
      Suspension   20
      Expulsion   23
Student Activities
      Student Government   28
      Clubs and Organizations   30
      Athletics   35

Print Job 7: Table of Contents

JOB 8: Itinerary

Directions: Create the following itinerary in accordance with the FBLA-PBL Format Guide. The itinerary is for Mr. Tyler Stephens for the dates July 14–15, 2011.

Friday, July 14
5:00 a.m.   Depart Tyson's Corner Shopping Center
8:00 a.m.   Brief 15-minute restroom/breakfast stop at Delaware House.
11:00 a.m.   United Nations tour
12:30 p.m.   Lunch at South Street Seaport
3:00 p.m.   NBC Studio Tour Group
4:00 p.m.   Depart for Times Square
4:30 p.m.   Shopping and Sightseeing in NYC
6:00 p.m.   Dinner at Becco Restaurant
8:00 p.m.   Attend Presentation of "Lion King"
11:00 p.m.   Depart for Hotel

Saturday, July 15
8:00 a.m.   Continental breakfast at hotel
8:30 a.m.   Check-out
9:00 a.m.   Depart for NBC Studios
10:00 a.m.   Radio City Music Hall Tour
12:00 p.m.   Tour the Empire State Building
3:00 p.m.   Visit the World Trade Center Observation Platform
4:00 p.m.   Depart New York City
9:00 p.m.   Return to Tyson's Corner Shopping Center

Print Job 8: Itinerary

ANSWER
KEYS

OBJECTIVE TEST ANSWER KEYS

Accounting I Answer Key

1)	C	11)	B	21)	D
2)	C	12)	D	22)	B
3)	A	13)	A	23)	B
4)	B	14)	D	24)	D
5)	B	15)	A	25)	D
6)	A	16)	A	26)	C
7)	D	17)	A	27)	C
8)	A	18)	C	28)	B
9)	C	19)	D	29)	C
10)	D	20)	C	30)	D

Accounting II Answer Key

1)	B	11)	A	21)	B
2)	B	12)	D	22)	A
3)	D	13)	C	23)	B
4)	C	14)	C	24)	B
5)	D	15)	D	25)	D
6)	C	16)	D	26)	C
7)	B	17)	A	27)	B
8)	D	18)	B	28)	C
9)	C	19)	C	29)	D
10)	B	20)	C	30)	D

Agribusiness Answer Key

1)	C	11)	B	21)	C
2)	C	12)	C	22)	B
3)	C	13)	D	23)	C
4)	C	14)	D	24)	D
5)	B	15)	B	25)	D
6)	B	16)	D	26)	C
7)	B	17)	D	27)	D
8)	C	18)	D	28)	D
9)	A	19)	D	29)	D
10)	B	20)	D	30)	D

Banking & Financial Systems Answer Key

1)	A	11)	B	21)	C
2)	C	12)	A	22)	C
3)	C	13)	A	23)	A
4)	A	14)	D	24)	B
5)	A	15)	B	25)	C
6)	B	16)	A	26)	D
7)	A	17)	C	27)	A
8)	B	18)	B	28)	C
9)	C	19)	C	29)	B
10)	C	20)	A	30)	B

Business Calculations Answer Key

1)	B	11)	B	21)	D
2)	B	12)	B	22)	B
3)	A	13)	B	23)	B
4)	C	14)	B	24)	D
5)	D	15)	B	25)	C
6)	A	16)	C	26)	D
7)	A	17)	C	27)	D
8)	D	18)	B	28)	D
9)	A	19)	B	29)	C
10)	D	20)	D	30)	A

Business Communication Answer Key

1)	D	11)	A	21)	C
2)	B	12)	D	22)	C
3)	B	13)	D	23)	B
4)	D	14)	A	24)	C
5)	B	15)	A	25)	C
6)	B	16)	B	26)	C
7)	A	17)	B	27)	B
8)	D	18)	A	28)	C
9)	D	19)	B	29)	C
10)	C	20)	B	30)	C

Business Law Answer Key

1)	A	11)	C	21)	C
2)	A	12)	A	22)	A
3)	D	13)	C	23)	A
4)	D	14)	B	24)	C
5)	B	15)	C	25)	C
6)	C	16)	A	26)	B
7)	D	17)	D	27)	A
8)	C	18)	B	28)	D
9)	C	19)	C	29)	D
10)	A	20)	D	30)	D

Business Math Answer Key

1)	B	11)	B	21)	B
2)	B	12)	D	22)	D
3)	B	13)	D	23)	D
4)	B	14)	A	24)	B
5)	A	15)	B	25)	B
6)	B	16)	D	26)	A
7)	D	17)	D	27)	B
8)	A	18)	C	28)	D
9)	C	19)	B	29)	B
10)	B	20)	A	30)	D

Business Procedures Answer Key

1)	B	11)	A	21)	A
2)	D	12)	A	22)	D
3)	B	13)	C	23)	C
4)	A	14)	A	24)	C
5)	C	15)	B	25)	D
6)	B	16)	D	26)	A
7)	C	17)	C	27)	B
8)	B	18)	C	28)	A
9)	D	19)	A	29)	B
10)	D	20)	C	30)	A

Computer Applications Answer Key

1)	A	11)	B	21)	A
2)	A	12)	C	22)	A
3)	D	13)	B	23)	A
4)	B	14)	C	24)	B
5)	D	15)	D	25)	B
6)	D	16)	C	26)	B
7)	A	17)	B	27)	B
8)	A	18)	B	28)	A
9)	C	19)	A	29)	A
10)	B	20)	B	30)	C

Computer Problem Solving Answer Key

1)	A	11)	D	21)	C
2)	A	12)	A	22)	C
3)	D	13)	C	23)	D
4)	B	14)	A	24)	C
5)	D	15)	C	25)	C
6)	B	16)	C	26)	C
7)	A	17)	C	27)	C
8)	D	18)	B	28)	A
9)	C	19)	A	29)	B
10)	C	20)	B	30)	B

Cyber Security Answer Key

1)	A	11)	D	21)	A
2)	C	12)	C	22)	D
3)	C	13)	B	23)	A
4)	A	14)	D	24)	B
5)	D	15)	C	25)	D
6)	B	16)	D	26)	B
7)	C	17)	B	27)	D
8)	A	18)	A	28)	D
9)	B	19)	A	29)	A
10)	A	20)	B	30)	C

Database Design & Applications Answer Key

1)	C	11)	B	21)	A
2)	C	12)	C	22)	C
3)	B	13)	D	23)	C
4)	D	14)	C	24)	A
5)	D	15)	D	25)	C
6)	A	16)	D	26)	B
7)	B	17)	A	27)	C
8)	C	18)	A	28)	D
9)	B	19)	B	29)	D
10)	A	20)	C	30)	A

Desktop Publishing Answer Key

1)	B	11)	D	21)	A
2)	C	12)	B	22)	C
3)	B	13)	A	23)	B
4)	B	14)	D	24)	B
5)	D	15)	D	25)	C
6)	A	16)	C	26)	A
7)	A	17)	D	27)	B
8)	A	18)	C	28)	A
9)	A	19)	D	29)	D
10)	B	20)	B	30)	D

Economics Answer Key

1)	A	11)	C	21)	A
2)	C	12)	C	22)	A
3)	A	13)	D	23)	D
4)	A	14)	B	24)	C
5)	B	15)	A	25)	A
6)	B	16)	A	26)	A
7)	C	17)	D	27)	B
8)	B	18)	C	28)	B
9)	A	19)	A	29)	A
10)	C	20)	A	30)	C

Entrepreneurship Answer Key

1)	D	11)	D	21)	D
2)	C	12)	D	22)	A
3)	A	13)	C	23)	D
4)	A	14)	D	24)	A
5)	D	15)	B	25)	C
6)	A	16)	B	26)	D
7)	D	17)	D	27)	A
8)	A	18)	B	28)	C
9)	B	19)	D	29)	B
10)	D	20)	A	30)	A

FBLA Principles & Procedures Answer Key

1)	A	11)	A	21)	B
2)	D	12)	D	22)	C
3)	A	13)	A	23)	C
4)	C	14)	A	24)	D
5)	C	15)	D	25)	A
6)	B	16)	B	26)	B
7)	C	17)	C	27)	D
8)	C	18)	A	28)	A
9)	A	19)	A	29)	A
10)	D	20)	D	30)	C

Future Business Leader Answer Key

1)	A	11)	A	21)	C
2)	A	12)	C	22)	D
3)	A	13)	A	23)	C
4)	D	14)	B	24)	C
5)	D	15)	B	25)	B
6)	D	16)	A	26)	C
7)	B	17)	C	27)	B
8)	C	18)	B	28)	C
9)	A	19)	D	29)	C
10)	A	20)	D	30)	C

Global Business Answer Key

1)	B	11)	C	21)	D
2)	B	12)	B	22)	D
3)	B	13)	A	23)	A
4)	D	14)	B	24)	D
5)	C	15)	C	25)	B
6)	C	16)	B	26)	D
7)	D	17)	D	27)	C
8)	D	18)	C	28)	A
9)	B	19)	A	29)	A
10)	D	20)	C	30)	A

Health Care Administration Answer Key

1)B		11)D		21)D	
2)C		12)B		22)D	
3)A		13)A		23)B	
4)B		14)B		24)C	
5)C		15)A		25)B	
6)D		16)A		26)D	
7)B		17)D		27)D	
8)A		18)D		28)A	
9)C		19)D		29)A	
10)C		20)C		30)A	

Help Desk Answer Key

1)	D	11)	D	21)	A
2)	A	12)	A	22)	D
3)	C	13)	C	23)	C
4)	B	14)	A	24)	A
5)	B	15)	D	25)	C
6)	B	16)	B	26)	D
7)	C	17)	D	27)	D
8)	C	18)	A	28)	A
9)	C	19)	D	29)	B
10)	D	20)	B	30)	C

Hospitality Management Answer Key

1)	D	11)	D	21)	C
2)	D	12)	B	22)	C
3)	D	13)	A	23)	A
4)	D	14)	D	24)	A
5)	C	15)	B	25)	B
6)	C	16)	D	26)	C
7)	A	17)	C	27)	B
8)	C	18)	D	28)	B
9)	B	19)	A	29)	B
10)	B	20)	D	30)	D

Insurance & Risk Management Answer Key

1)	C	11)	D	21)	C
2)	B	12)	B	22)	A
3)	D	13)	C	23)	C
4)	B	14)	D	24)	C
5)	A	15)	B	25)	A
6)	C	16)	D	26)	B
7)	C	17)	D	27)	D
8)	D	18)	C	28)	A
9)	B	19)	D	29)	C
10)	D	20)	D	30)	D

Introduction to Business Answer Key

1)	A	11)	B	21)	D
2)	D	12)	D	22)	D
3)	A	13)	A	23)	D
4)	A	14)	A	24)	A
5)	C	15)	C	25)	C
6)	A	16)	A	26)	B
7)	A	17)	B	27)	D
8)	B	18)	D	28)	C
9)	D	19)	A	29)	B
10)	D	20)	D	30)	B

Introduction to Business Communication Answer Key

1)	A	11)	B	21)	A
2)	B	12)	B	22)	A
3)	D	13)	B	23)	D
4)	C	14)	A	24)	A
5)	C	15)	C	25)	B
6)	C	16)	A	26)	A
7)	C	17)	D	27)	C
8)	D	18)	C	28)	A
9)	B	19)	C	29)	A
10)	C	20)	C	30)	D

Introduction to Parliamentary Procedure Answer Key

1)	A	11)	A	21)	B
2)	C	12)	B	22)	D
3)	C	13)	C	23)	A
4)	D	14)	C	24)	C
5)	B	15)	C	25)	A
6)	C	16)	B	26)	C
7)	A	17)	C	27)	C
8)	A	18)	A	28)	C
9)	C	19)	A	29)	B
10)	B	20)	C	30)	A

Introduction to Information Technology

1)	C	11)	D	21)	D
2)	B	12)	A	22)	B
3)	B	13)	A	23)	D
4)	C	14)	C	24)	C
5)	A	15)	A	25)	B
6)	A	16)	A	26)	C
7)	C	17)	D	27)	C
8)	D	18)	C	28)	A
9)	C	19)	D	29)	C
10)	A	20)	C	30)	A

Management Decision Making Answer Key

1)	D	11)	C	21)	A
2)	D	12)	C	22)	C
3)	B	13)	A	23)	D
4)	C	14)	B	24)	B
5)	D	15)	B	25)	A
6)	B	16)	D	26)	A
7)	A	17)	B	27)	A
8)	D	18)	D	28)	B
9)	A	19)	A	29)	D
10)	A	20)	B	30)	A

Management Information Systems Answer Key

1)	B	11)	D	21)	A
2)	C	12)	D	22)	B
3)	A	13)	A	23)	D
4)	A	14)	A	24)	D
5)	D	15)	A	25)	C
6)	D	16)	C	26)	B
7)	B	17)	D	27)	C
8)	B	18)	A	28)	D
9)	B	19)	C	29)	C
10)	A	20)	A	30)	C

Marketing Answer Key

1)	B	11)	A	21)	B
2)	C	12)	A	22)	C
3)	C	13)	C	23)	B
4)	A	14)	B	24)	A
5)	C	15)	B	25)	B
6)	A	16)	B	26)	B
7)	C	17)	B	27)	A
8)	B	18)	C	28)	A
9)	D	19)	C	29)	C
10)	B	20)	D	30)	B

Network Design Answer Key

1)	C	11)	D	21)	B
2)	C	12)	D	22)	B
3)	C	13)	C	23)	B
4)	D	14)	D	24)	B
5)	B	15)	D	25)	C
6)	C	16)	C	26)	D
7)	B	17)	A	27)	B
8)	D	18)	D	28)	C
9)	A	19)	A	29)	C
10)	A	20)	A	30)	A

Networking Concepts Answer Key

1)	C	11)	D	21)	D
2)	A	12)	B	22)	C
3)	B	13)	C	23)	A
4)	D	14)	C	24)	A
5)	C	15)	A	25)	D
6)	D	16)	C	26)	B
7)	D	17)	B	27)	A
8)	C	18)	C	28)	A
9)	A	19)	D	29)	B
10)	B	20)	C	30)	C

Parliamentary Procedure Answer Key

1)	A	11)	D	21)	A
2)	C	12)	D	22)	A
3)	C	13)	D	23)	D
4)	D	14)	B	24)	A
5)	D	15)	C	25)	C
6)	B	16)	D	26)	B
7)	C	17)	A	27)	C
8)	C	18)	A	28)	C
9)	A	19)	A	29)	D
10)	C	20)	B	30)	D

Personal Finance Answer Key

1)	C	11)	C	21)	C
2)	D	12)	C	22)	A
3)	B	13)	B	23)	B
4)	A	14)	B	24)	B
5)	B	15)	B	25)	C
6)	D	16)	D	26)	A
7)	A	17)	C	27)	D
8)	C	18)	D	28)	A
9)	A	19)	A	29)	C
10)	D	20)	C	30)	D

Sports and Entertainment Management Answer Key

1)	A	11)	C	21)	C
2)	A	12)	A	22)	B
3)	B	13)	D	23)	D
4)	B	14)	D	24)	A
5)	A	15)	A	25)	C
6)	A	16)	D	26)	A
7)	A	17)	A	27)	B
8)	A	18)	A	28)	B
9)	C	19)	B	29)	A
10)	B	20)	D	30)	C

Spreadsheet Applications Answer Key

1)	D	11)	D	21)	A
2)	B	12)	A	22)	D
3)	A	13)	D	23)	C
4)	A	14)	A	24)	B
5)	A	15)	A	25)	B
6)	D	16)	C	26)	B
7)	A	17)	C	27)	C
8)	B	18)	B	28)	C
9)	A	19)	C	29)	A
10)	C	20)	B	30)	D

Word Processing Answer Key

1)	D	11)	A	21)	B
2)	D	12)	D	22)	C
3)	D	13)	A	23)	D
4)	C	14)	A	24)	C
5)	B	15)	C	25)	A
6)	C	16)	A	26)	C
7)	D	17)	B	27)	A
8)	C	18)	A	28)	D
9)	D	19)	D	29)	C
10)	D	20)	C	30)	C