



*Future Business Leaders of America*

# Competitive Events Study Guide

*2017-2020*

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## INTRODUCTION

The *FBLA Competitive Events Study Guide* was developed to enhance the National Awards Program events guidelines. The FBLA Competitive Events Program fosters students' self-esteem by helping them feel confident in their knowledge of specific areas. The more prepared students are for competition, the better their experiences.

This study guide is to be used as a student resource for FBLA competitive event preparation. It is written from the perspective of a competitor at the national level, but the concepts and information should translate easily to assist with preparation for district/region or state competition. Participants should always obtain the specific guidelines and rules governing the particular event in which they will participate.

The national competitive events guidelines are found on the FBLA-PBL website. Visit [www.fbla-pbl.org](http://www.fbla-pbl.org) and select Competitive Events under the FBLA division. The current topics, competitive events guidelines, and Format Guide can be viewed and printed. Each year the National Awards Program committee reviews a portion of the competitive events, and there may be changes to the guidelines and competencies. It is important to check the latest revisions.

Most states also have state competitive event guidelines. It is important to look at the state guidelines for any competitive events guideline modifications when competing at the district/region or state level.

The broader the base that is used to prepare students for competition—studying from multiple texts, coaching from experts and mentors—the better prepared the students will be. Studying from a variety of sources will provide students with greater knowledge and competency in that subject.

The following acronyms are used throughout the study guide:

- NAP—National Awards Program Committee
- NLC—National Leadership Conference

This study guide provides the following information about the various events:

- Focus of the event
- Competencies for testing and judging
- Procedures and tips for student preparation and event participation
- Sample questions, case studies, speech topics, and documents for skill events
- Resource websites (remember the URLs can change)

The National Awards Program exemplifies the range of activities and focus of Future Business Leaders of America-Phi Beta Lambda, Inc. Competitive events are based on projects developed from the goals of FBLA-PBL and the curricula of business-related programs.

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## COMPETITIVE EVENTS TIPS

1. Dress for Success—Members must be in business attire. Please check the FBLA-PBL website for the Dress Code. If you question if you are properly attired, then change.
2. Read and follow explicitly the state and national competitive events guidelines. Be aware of differences between state and national guidelines.
3. Check the status of membership dues. Students must be dues-paid members by March 1 to compete in national competition. The sooner dues are paid the sooner members will receive FBLA benefits.
4. All materials must be received by the national center by the second Friday in May. Normally the state submits these materials, but some states request the local chapters submit their reports, website URLs, interview materials, etc.
5. Remember, when competing at the district or state levels, materials are **not** sent to the national office.
6. Become completely familiar with the procedures to be followed for participation in each type of event at the state and national levels.
7. Determine from the rating sheets and guidelines the areas that will be judged and the weight given to each area.
8. Obtain a variety of updated information on different subject areas and provide access to students for study.
9. Contact former and current chapter members who have competed in previous years for suggestions.
10. Find mentors and other experts who can help members prepare for competition. Involve faculty, advisory committee members, Professional Division members, businesspeople, community volunteers, and parents in study sessions and event preparation.
11. Try to recreate as realistically as possible the conditions under which the competition will take place and PRACTICE.
12. Make certain that the copies of materials to be submitted to judges are error-free and in the proper format.
13. Refer to the FBLA-PBL website for updated events, task lists, and changes. The website is <http://www.fbla-pbl.org>.

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## INTERVIEW EVENTS

### *Future Business Leader and Job Interview*

#### **Letter of Application and Résumé**

The following suggestions have been collected from judges' comments and are presented to help eliminate the technical errors that can lead to lower scores and/or disqualification.

- Letters must be addressed exactly as stated in the event guidelines.
- Letters of application are limited to one page and résumés to no more than two pages.
- Photographs must **not** be submitted.
- Letters of recommendation should **not** be included with the materials.
- Letters are generally preferred in block format.
- All documents must be error-free.
- Some judges have stated their preference for résumés that list an objective.
- Résumés should emphasize the skills that contribute to the position for which one is applying.

#### **Suggestions for Creating a Good Résumé**

- The résumé should show a clear match between your skills, experience, and activities with the event.
- Highlight your major accomplishments.
- Information on the résumé should be listed in order of importance; e.g., for Job Interview list your work experience (paid or unpaid) first and for Future Business Leader your FBLA involvement.
- Highlight the important skills that make you stand out for the award.
- Make a good first impression—no typos or incorrect grammar.
- Information on your résumé must be truthful.
- List your extracurricular activities that relate to the event.

#### **Interview Process**

- Turn off all electronic devices.
- When walking into the room, introduce yourself to the judges stating your name, school, and state.
- Remember to bring one copy of your résumé and cover letter to each round of interviews. These documents will be left with the judges.
- Practice your handshake—it should be firm and not lingering.
- Speak professionally, have good eye contact, smile, and ask questions. This is your time to tell the judges why you deserve to be number one.
- Dress professionally—follow the established dress code. Conservative is better. Wearing a jacket for this type of event is highly recommended. Watch the length of skirts and type of shoes. Give careful attention to personal hygiene and coordinated accessories including well-polished shoes. Keep jewelry to a minimum. Use fragrances sparingly.
- If you don't know an answer to a question, please ask the judges to restate the question, which will give you more time to compose an answer.

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- Review the rating sheet for the event to make sure you know what the judges will be rating.
  - Do not present judges with thank-you notes or gifts of appreciation.
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## WRITTEN PROJECT & REPORT EVENTS

*American Enterprise Project, Business Financial Plan, Business Plan, Community Service Project, Local Chapter Annual Business Report, and Partnership with Business Project*

FBLA encourages chapters to cooperate on projects during the year; however, each chapter involved in the project must write and submit an independent report.

The same chapter project may be used for different events. Make certain, though, to focus the report on specific elements addressed by the guidelines for each event. A community service project, for instance, conducted jointly with a local business might qualify in both the Community Service Project and Partnership with Business Project events. The Community Service Project should focus on the planning, implementation, and outcomes of the service aspects of the project. The Partnership with Business Project should focus on the interactions with local businesses and the outcomes of these contacts.

### Tips

- Select a topic for your project early in the year. Be creative. Your topic should be chosen for need, not just because the chapter wants to do it. Make sure it is appropriate for the chapter report selected.
- Set up project committees. The committee members should have a variety of interests, such as organizing, writing, designing, and publishing the report. Involve as many members as possible because many talents are necessary for a winning project. The report must be prepared entirely by FBLA members, with advisers serving only as consultants.
- Develop a project time line. Post the time line on a bulletin board; include pictures of members responsible for meeting each deadline.
- Review the report rating sheet to make sure the written report covers all aspects of the rating sheet. The report should be assembled according to the categories on the rating sheet. If your report doesn't cover all the categories on the rating sheet, indicate that in the written report. This is what the judges will use to evaluate the report.
- Reports should be written on one project in detail rather than a laundry list of activities; however, the project may have many activities.
- Follow the guidelines list for report covers, table of contents, page limits, etc. Points will be deducted if the guidelines are not followed.
- If your project is not new, the report should clearly identify how the current year's version differs from the previous year's, particularly with the scope and intensity of the project.
- The length of the document is not always an indicator of quality or success. Don't make the judges read more than is necessary. The guidelines speak to a maximum page count—not a minimum.
- Fonts smaller than 11 point should not be used.

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- Reports should be written in language that does not overwhelm the judges, and reports should reflect the appropriate writing style of students. Words with more syllables are not always the most impressive.
  - Reports will be submitted online for the national competition.
  - American Enterprise Project, Business Financial Plan, Community Service Project, Local Chapter Annual Business Report, and Partnership with Business Project are limited to fifteen pages. Business Plan is limited to 30 pages.

### Report Presentation Tips

- Videotape your presentations for additional review. You cannot practice too much.
- All eligible entries will compete in a preliminary seven-minute performance.
- If using equipment, the school is responsible for bringing a computer for each event.
- Students (not advisers) have five minutes to set up the equipment. If it takes longer than five minutes, the time is deducted from the preliminary presentation. The national center provides electric power and a small in the preliminary round. A projector, screen, cart, and electric power will be provided in the final round; **however**, it is up to the competitors to decide if they wish to use the projector or not.
- If the equipment fails, be prepared to still present your project.
- Review the performance rating sheet to make sure all points are covered in the presentation.
- In the oral performance presentation, visual aids and/or presentation graphics are encouraged for a more powerful delivery; however, visual aids should be relied on to assist, not to be, the presentation.
- It is important that the presenters are well acquainted with their projects, especially during the question and answer period. The judges don't know anything about your project. Don't rely on your multimedia presentation to tell your story. Be prepared to verbally tell the story of the project.
- Make eye contact with the judges, speak in a clear voice, and emphasize the important points.
- Introduce yourself and/or the team to the judges, giving the name of the school and project.
- If competing as a team, all team members must contribute during the performance.

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## OBJECTIVE TEST EVENTS

### Study Tips

- All objective tests are completed online and consist of 100 multiple choice questions.
- Ask your teachers to share with you the different textbooks they use as resources. Look over the end-of-chapter summary and the glossary words.
- For events such as Agribusiness, Business Calculations, Economics, etc. find other teachers in the school who can give you possible resources to study.



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### **Test-taking Tips**

- Avoid talking to others as you enter the room.
- Instructions for online testing will be given to you when you sit down at a computer.
- The calculator function on the computer will be provided for your use. You may not use your own calculator.
- If the equipment doesn't work, raise your hand until help comes. Go to [http://www.charliefrench.com/test\\_tips.htm](http://www.charliefrench.com/test_tips.htm) to review test-taking tips.

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### **COMPUTER PRODUCTION TIPS**

*Computer Applications, Database Design & Applications, Spreadsheet Applications, and Word Processing*

#### **Tips**

- The FBLA-PBL Format Guide may be used for Computer Applications and Word Processing. For these events, you are working for the company FBLA-PBL and this is the office style manual.
- Any software may be used to complete a production test.
- Each production event is comprised of two parts—a computer production test at a test site designated by the state prior to NLC and an objective test administered at the NLC. Check the event guidelines to find out the weight for each part of the event.
- Proofread!
- All national production tests must be submitted online to the national center by the third Friday in May.

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### **PERFORMANCE EVENTS Case Study & Interactive/Role Play**

*Banking & Financial Systems, Client Service, Entrepreneurship, Global Business, Help Desk, Hospitality Management, Management Decision Making, Management Information Systems, Marketing, Network Design, Parliamentary Procedure, Sales Presentation, and Sports and Entertainment Management*

#### **Tips for Events Involving a Case Study or an Interactive/Role Play**

- Students will be given a case study and/or role play scenario for review prior to the performance (EXCEPTION: Sales Presentation). Check the event guidelines for the practice time allotted in the particular event. Time varies for the events.
- Participants will be given note cards to write on during practice, and may use the note cards in the performance room.
- Do your homework and look at the performance rating sheet for your event. The judges will be using the rating sheet to score each individual or team.
- In an interactive/role-play event, the judges will interact during the presentation and still might ask questions at the end.

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- Review the Performance Indicators when reading the case study or role play scenario.
  - If competing as a team, all team members must participate in the presentation.

## **SPEAKING EVENTS**

### *Impromptu and Public Speaking*

#### **Tips for Speaking Events**

- Check the event guidelines for time allowed and penalty deduction if you go under or over the allowed time. Penalty points are given if speech is under or over the time limit.
- Practice, practice, practice.
- If possible, time your speech.
- Eye contact is important.
- Do not read from your notes.
- When developing your speech topic (Public Speaking), make sure the speech reflects at least one of the FBLA-PBL Goals.
- Impromptu Speaking students will be given a prompt to develop and then present.
- FBLA-PBL Goals
  - Develop competent, aggressive business leadership.
  - Strengthen the confidence of students in themselves and their work.
  - Create more interest in and understanding of the American business enterprise.
  - Encourage members in the development of individual projects that contribute to the improvement of home, business, and community.
  - Develop character, prepare for useful citizenship, and foster patriotism.
  - Encourage and practice efficient money management.
  - Encourage scholarship and promote school loyalty.
  - Assist students in the establishment of occupational goals.
  - Facilitate the transition from school to work.

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#### **REMEMBER**

FBLA members and advisers must recognize the value of competitive events, maintain a professional attitude toward the events, and keep them in proper perspective. While competitive events are an important element of FBLA's overall program, events are just a portion of the many other activities and programs that build a successful organization.

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## 3-D ANIMATION

### Overview

This event provides recognition for the competitor's skill in designing an informational video that utilizes 3-D animation.

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

This event is for an individual or a team of two or three members.

### Website Resources

- Animation for Beginners  
<https://www.blopanimation.com/animation-for-beginners/>
- 3D Total  
<https://www.3dtotal.com/>

### Topic

The topic for 3-D Animation changes every year. Refer to the Competitive Events link of the FBLA tab at [www.fbla-pbl.org](http://www.fbla-pbl.org).

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## ACCOUNTING I

### Overview

The accurate keeping of financial records is an ongoing activity in all types of businesses. This event provides recognition for FBLA members who have an understanding of and skill in basic accounting principles and procedures.

This is an individual online test.

**NOTE:** Students who have completed more than one year of accounting instruction are **not** eligible.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/accounting-i/>

### Website Resources

- Bean Counter's Bookkeeping & Accounting Quizzes, Games, and Lectures  
[www.dwmbeancounter.com/bookkeepingquizzesgames.html](http://www.dwmbeancounter.com/bookkeepingquizzesgames.html)
- Investopedia  
<http://www.investopedia.com/>
- Principles of Accounting  
<http://principlesofaccounting.com/>
- UCD Accounting Glossary  
<http://accounting.ucdavis.edu/refs/glossary.cfm?list=alpha&alpha=a>

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## ACCOUNTING I SAMPLE QUESTIONS

- 1) Closing entries result in the transfer of net income or net loss into the:
- A) income summary account
  - B) cash account
  - C) paid in capital
  - D) owner's capital account

**Competency:** Journalizing

- 2) Writing an account title in the Account Title column of a journal is not necessary if the journal has:
- A) special amount columns
  - B) a Source Doc. column
  - C) a Cash Debit column
  - D) a Post. Ref. column

**Competency:** Journalizing

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- 3) When cash is received on account, the balance of the:
- A) sales account increases
  - B) cash account decreases
  - C) accounts receivable account decreases
  - D) sales tax payable account decreases

**Competency:** Journalizing

- 4) Shaw Industries accepted Cody Reese's credit card in payment of today's purchase of one adding machine. In which journal is the transaction recorded?
- A) General Journal
  - B) Cash Receipts Journal
  - C) Purchases Journal
  - D) Sales Journal

**Competency:** Journalizing

- 5) Expenses that are paid in advance and recorded initially as assets are:
- A) consumed expenses
  - B) deferrals
  - C) accruals
  - D) incurred but not yet paid

**Competency:** Journalizing

- 6) Which one of the following accounts is **not** closed at the end of an accounting period?
- A) Drawing
  - B) Utility Expense
  - C) Service Revenue
  - D) Unearned Revenue

**Competency:** Journalizing

- 7) Which one of the following is **not** an asset account?
- A) Supplies Expense
  - B) Prepaid Insurance
  - C) Equipment
  - D) Cash

**Competency:** Account Classification

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- 8) Which one of the following is used to record cash received that the business does not own?
- A) Accounts Receivable
  - B) Income Tax Refund Due
  - C) Prepaid Expenses
  - D) Unearned Revenue

**Competency:** Account Classification

- 9) Which category of accounts is assigned the highest numbers in the chart of accounts?
- A) assets
  - B) expenses
  - C) revenues
  - D) liabilities

**Competency:** Account Classification

- 10) Sales is classified as:
- A) a revenue account
  - B) a liability account
  - C) an asset account
  - D) an expense account

**Competency:** Account Classification

- 11) What is the first step in the accounting cycle?
- A) looking at each transaction to determine its effect(s) on the business accounts
  - B) posting the information to the General Ledger
  - C) determining what accounts to debit or credit
  - D) entering the information in the journal to the accounts impacted

**Competency:** Terminology, Concepts, and Practices

- 12) The beginning of the year balances for Shaw Industries were: Assets \$122,000, Liabilities \$69,000, and Equity \$53,000. If the company purchased equipment costing \$56,000 with \$6,000 cash and incurred a note payable for the balance, what is the balance in the liability section of the Balance Sheet directly after the purchase?
- A) \$106,000
  - B) \$75,000
  - C) \$119,000
  - D) \$115,000

**Competency:** Terminology, Concepts, and Practices

- 
- 13) When a company attempts to support its financial recordings and reports with source documents to verify transactions, which accounting principle applies?
- A) Objective Evidence
  - B) Accounting Period Cycle
  - C) Matching of Expenses with Revenue
  - D) Consistent Reporting

**Competency:** Terminology, Concepts, and Practices

- 14) Using a cash register tape as a source document for weekly cash and credit card sales is an application of the accounting concept:
- A) Matching Expenses with Revenue
  - B) Realization of Revenue
  - C) Business Entity
  - D) Objective Evidence

**Competency:** Terminology, Concepts, and Practices

- 15) When a business receives revenue, Sales is:
- A) decreased by a credit
  - B) increased by a credit
  - C) increased by a debit
  - D) decreased by a debit

**Competency:** Income Statement

- 16) Information needed to prepare an income statement's expense section is obtained from a worksheet's Account Title column and:
- A) Income Statement Debit column
  - B) Balance Sheet Credit column
  - C) Income Statement Credit column
  - D) Balance Sheet Debit column

**Competency:** Income Statement

- 17) An account number in the journal's Post. Ref. column shows:
- A) the account to which an amount is posted
  - B) the account title of the entry
  - C) the date of the entry
  - D) that work on that journal page is completed

**Competency:** Posting

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- 18) The accounts listed on a post-closing trial balance are:
- A) those that have balances after the closing entries are posted
  - B) all general ledger accounts
  - C) those that have no balances after adjusting and closing entries
  - D) those that appear in the work sheet's Trial Balance columns

**Competency:** Posting

- 19) Which one of the following is an asset account?
- A) Rent Expense
  - B) Insurance Expense
  - C) Interest Expense
  - D) Prepaid Expense

**Competency:** Balance Sheet

- 20) Which one of the following statements about the Worksheet is correct?
- A) The worksheet does not use dollar signs in the columns.
  - B) The Balance Sheet numbers in the columns of the worksheet are the numbers as they appear on the formal financial statement itself.
  - C) The Post Closing Trial Balance is necessary in order to complete the statement columns.
  - D) The adjustments columns of the worksheet are completed after the adjustments are journalized.

**Competency:** Worksheet

- 21) Which one of the following is an example of a debit memorandum that may appear on a bank statement?
- A) bank service charge
  - B) note proceeds collected by the bank
  - C) error found by the bank
  - D) check written by the entity's customer that was not covered by their bank

**Competency:** Bank Reconciliation



- 
- 22) The following information is used to prepare the bank reconciliation.
- |  |          |
|--|----------|
| Balance on the bank statement provided by the bank | \$59,456 |
| Balance per the company books                      | \$62,113 |
| Deposits in Transit                                | \$3,782  |
| Outstanding Checks                                 | \$1,915  |
| Bank Service Charge                                | \$23     |
| NSF check #346 received from Ajax Co.              | \$768    |

What is the adjusted balance per the books?

- A) \$ 61,299
- B) \$ 57,588
- C) \$ 60,644
- D) \$ 61,322

**Competency:** Bank Reconciliation

- 23) The entry to journalize paying a semimonthly payroll less deductions for employee income tax, social security and Medicare tax, and U.S. Savings Bonds is a credit to Cash and the liability accounts and a debit to:
- A) Payroll Taxes Expense
  - B) Salary Expense
  - C) Unemployment Tax Payable-Federal
  - D) Cash

**Competency:** Payroll

- 24) All employees must report their withholding allowances on a:
- A) Form W-4
  - B) memorandum
  - C) payroll register
  - D) Form W-2

**Competency:** Payroll

- 25) An organization with the legal rights of a person and that may be owned by many persons is known as a(n):
- A) partnership
  - B) proprietorship
  - C) corporation
  - D) illegal entity

**Competency:** Types of Ownership

- 
- 26) The reporting of revenue, cost of merchandise sold, gross profit on operations, operating expenses, and net income or net loss on an income statement is an application of the \_\_\_\_ accounting concept.
- A) Adequate Disclosure
  - B) Going Concern
  - C) Accounting Period Cycle
  - D) Business Entity

**Competency:** Types of Ownership

- 27) The appropriate depreciation method selected by management should be for Which one of the following reasons?
- A) the method that is required by the government for filing taxes
  - B) the method that best measures the use of an asset as it provides revenue for the entity
  - C) the method that provides the best income tax result for the entity
  - D) the method that is the most convenient to calculate

**Competency:** Depreciation

- 28) The headings of the spreadsheet used by the company takes three lines. The numeric information begins on the next line (D4). What is the D16 cell input information for a formula to total the numbers in the D column above that line?
- A)  $\text{sum}=(d4:d15)$
  - B)  $\text{=sum}(D4:D15)$
  - C)  $\text{=total}(Dr:D15)$
  - D)  $\text{=(D4+D5+D6+D7+D8+D9+D10+D11+D12+D13+D14)}$

**Competency:** Manual and Computerized Systems

- 29) Which one of the following is an important consideration when using a software package for bookkeeping tasks within a company?
- A) training employees to input the information properly
  - B) checking that the procedures built into the program follow GAAP
  - C) purchasing a program that will generate all required statements
  - D) acquiring a sophisticated package

**Competency:** Manual and Computerized Systems

- 
- 30) What is the term for the affected parties in an unethical situation?
- A) invested parties
  - B) stakeholders
  - C) shareholders
  - D) interested parties

**Competency:** Ethics

**Overview**

The accurate keeping of financial records is a vital ongoing activity in all types of businesses. This event provides recognition for FBLA members who have demonstrated an understanding of and skill in accounting principles and procedures as applied to sole proprietorships, partnerships, and corporations.

This is an individual online test.

**Competencies and Task Lists**

<http://www.fbla-pbl.org/competitive-event/accounting-ii/>

**Website Resources**

- Bean Counter's Bookkeeping & Accounting Quizzes, Games, and Lectures  
[www.dwmbeancounter.com/bookkeepingquizzesgames.html](http://www.dwmbeancounter.com/bookkeepingquizzesgames.html)
- Investopedia  
<http://www.investopedia.com/>
- Principles of Accounting  
<http://principlesofaccounting.com/>
- UCD Accounting Glossary  
<http://accounting.ucdavis.edu/refs/glossary.cfm?list=alpha&alpha=a>

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**ACCOUNTING II SAMPLE QUESTIONS**

- 1) The statement of cash flow categorizes transactions into:
- A) equity, liability, and assets
  - B) operating, sales, and investing
  - C) operating, investing, and financing
  - D) investing, revenue, and expenses

**Competency:** Financial Statements

- 2) The formula for cost of goods sold calculation is as follows:
- A) Beginning Inventory + Net Purchases – Ending Inventory = Cost of Goods Sold
  - B) Revenues – Expenses = Cost of Goods Sold
  - C) Number of units sold \* Selling Price – Cost to Produce\*number of units sold = Cost of Goods Sold
  - D) Purchases + Ending Inventory – Beginning Inventory = Cost of Goods Sold

**Competency:** Financial Statements

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- 3) What is the proper order of financial statement preparation?
- A) Statement of Owners Equity, Statement of Cash Flows, Income Statement, Balance Sheet
  - B) Statement of Cash Flows, Balance Sheet, Income Statement, Statement of Owners Equity
  - C) Income Statement, Statement of Owners Equity, Balance Sheet, Statement of Cash Flows
  - D) Statement of Owners Equity, Balance Sheet, Income Statement, Statement of Cash Flows

**Competency:** Financial Statements

- 4) The right to purchase additional shares in proportion to the owner's present holding, if more shares are issued by the corporation is called:
- A) Proportion Right
  - B) Preferred Right
  - C) Preemptive Right
  - D) Retained Right

**Competency:** Corporate Accounting

- 5) The closing entry for income of a corporation is journalized into which account?
- A) Retained Earnings
  - B) Paid in Capital
  - C) Common Stock Subscribed
  - D) Drawing

**Competency:** Corporate Accounting

- 6) The net income of a corporation was \$60,000 in 2010 and \$45,000 in 2011. The percent of increase or decrease is:
- A) 25% decrease
  - B) 33.33% decrease
  - C) 33.33% increase
  - D) 25% increase

**Competency:** Corporate Accounting

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- 7) Withdrawals from a partnership by a partner:
- A) reduce the allocated earning to that partner on a dollar-for-dollar basis
  - B) are considered normal business expenses
  - C) cannot be made without the approval of other partners
  - D) are always specified in the formal agreement

**Competency:** Partnerships

- 8) The profit margin is the:
- A) maintained markup
  - B) net income divided by total assets
  - C) net income divided by net sales
  - D) net sales minus cost of goods sold

**Competency:** Ratios and Data Analysis

- 9) Working capital is a measure of:
- A) profitability
  - B) expenses
  - C) liquidity
  - D) leverage

**Competency:** Ratios and Data Analysis

- 10) Sammy Corporation reported net sales of \$300,000, \$330,000, and \$360,000 in the years, 2008, 2009, and 2010, respectively. If 2008 is the base year, what is the trend percentage for 2010?
- A) 120%
  - B) 77%
  - C) 108%
  - D) 130%

**Competency:** Ratios and Data Analysis

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- 11) Your business sells \$8,500 of goods for cash and another \$4,500 on account. How do you record this transaction?
- A) Debit cash for \$8,500; debit Accounts Receivable for \$4,500; credit revenue for \$13,000
  - B) Credit cash for \$8,500; credit Accounts Receivable for \$4,500; debit revenue for \$13,000
  - C) Debit cash for \$13,000; credit Accounts Receivable for \$4,500; credit revenue for \$8,500
  - D) Debit cash for \$8,500; debit Accounts Receivable for \$4,500; credit revenue for \$8,500 and credit unearned income for \$4,500

**Competency:** Accounts Receivable and Payable

- 12) After aging the accounts receivable, it is estimated that \$1,000 will **not** be collected, and the allowance account before adjustment has an existing credit balance of \$400. If the accounts receivable total \$100,000, the net receivables after adjustment would be:
- A) \$98,600
  - B) \$99,000
  - C) \$99,600
  - D) \$99,400

**Competency:** Accounts Receivable and Payable

- 13) Hughes Company has a credit balance of \$5,000 in its Allowance for Doubtful Accounts before any adjustments are made at the end of the year. Based on review and aging of its accounts receivable at the end of the year, Hughes estimates that \$60,000 of its receivables are uncollectible. The amount of bad debts expense which should be reported for the year is:
- A) \$55,000
  - B) \$65,000
  - C) \$5,000
  - D) \$60,000

**Competency:** Accounts Receivable and Payable

- 14) Under a zero based budgeting model:
- A) expenses do not change for the new period
  - B) expenses are estimated based on a percentage growth
  - C) increases in one area have to be offset by decreases in other areas
  - D) all expense estimates are justified for the period

**Competency:** Budgeting and Cash Flow

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- 15) Your current assets average 18 percent of sales. In the next period you expect sales to increase by \$200,000. Under the percentage of sales method, what is the effect on current assets?
- A) current assets should increase by \$36,000
  - B) the change depends on the amount budgeted for each account
  - C) current assets should be \$36,000
  - D) there is not enough information to determine the effect on current assets

**Competency:** Budgeting and Cash Flow

- 16) Net income is \$132,000, accounts payable increased \$10,000 during the year, inventory decreased \$6,000 during the year, and accounts receivable increased \$12,000 during the year. Under the indirect method, what is net cash provided by operating activities?
- A) \$124,000
  - B) \$112,000
  - C) \$102,000
  - D) \$136,000

**Competency:** Budgeting and Cash Flow

- 17) In producing product AA, 6,300 pounds of direct materials were used at a cost of \$1.10 per pound. The standard was 6,000 pounds at \$1.00 per pound. The direct materials quantity variance is:
- A) \$330 unfavorable
  - B) \$630 unfavorable
  - C) \$600 unfavorable
  - D) \$300 unfavorable

**Competency:** Cost Accounting/Manufacturing

- 18) Under-applied or over-applied factory overhead is normally charged or credited to which account?
- A) Cost of Goods Sold
  - B) Cost of Goods Manufactured
  - C) Finished Goods
  - D) Work in Process

**Competency:** Cost Accounting/Manufacturing



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- 19) Each department in your firm maintains its own sales records, although billing is done company wide, meaning sales are recorded at the department level. If a sale is made on credit, what would the journal entry be?
- A) Debit Department Accounts Receivable; Credit Department Sales Revenue
  - B) Debit Accounts Receivable; Credit Department Sales Revenue
  - C) Credit Accounts Receivable; Debit Department Sales Revenue
  - D) Debit Accounts Receivable; Credit (Company) Sales Revenue

**Competency:** Departmentalized Accounting

- 20) Accountants:
- A) should attempt to comply with company regulations, applicable laws, and GAAP
  - B) work for the company and should follow what the directors say
  - C) should do exactly what is published by the FASB
  - D) should do what they are told to

**Competency:** Ethics

- 21) An amount on which **no** federal income tax is withheld from the employee's pay is called a(n):
- A) special withholding allowance
  - B) withholding allowance
  - C) wage bracket amount
  - D) additional withholding allowance

**Competency:** Income Tax

- 22) Corporations pay:
- A) both individual and corporate tax
  - B) do not pay taxes
  - C) only federal corporate taxes
  - D) taxes at the appropriate corporate state and federal rate

**Competency:** Income Tax

- 23) Recent analysis has shown that your maintained margin for sales has been 38 percent. Your current period net sales without allowances were \$250,000; estimate the cost of goods sold:
- A) \$155,000
  - B) \$403,000
  - C) some other number
  - D) \$95,000

**Competency:** Inventory

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- 24) The accounts affected by a cash payment for supplies are:
- A) Cash and Current Assets
  - B) Cash and Supplies Expense
  - C) Cash and Supplies
  - D) Accounts Receivable and Supplies

**Competency:** Journalizing and Posting

- 25) The discount on a note payable over time is recorded as:
- A) interest expense
  - B) interest payable
  - C) interest receivable
  - D) interest revenue

**Competency:** Journalizing and Posting

- 26) When recording payroll:
- A) net pay is higher than gross pay
  - B) net pay is recorded as salaries and wages expense
  - C) payroll deductions are recorded as liabilities
  - D) gross earnings are recorded as salaries and wages payable

**Competency:** Posting

- 27) Your firm will pay a total of \$5,400 in wages this week. The amount includes withholding for all appropriate state and federal withholding. If the withholding totals \$1,478 what will be the effect on your Cash account?
- A) Credit Cash \$3,922
  - B) Debit Cash \$1,478
  - C) Credit Cash \$6,878
  - D) Cash is not affected in this transaction

**Competency:** Posting

- 28) Jefferson Company purchased a piece of equipment on January 1, 2010. The equipment cost \$60,000 and had an estimated life of 8 years and a salvage value of \$8,000. What was the depreciation expense for the asset for 2011 under the double-declining-balance method?
- A) \$11,250
  - B) \$6,500
  - C) \$15,000
  - D) \$6,562

**Competency:** Plant Assets and Depreciation

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- 29) Bell Laboratories produces a part with direct cost of \$2.00 per part and indirect cost of \$0.75 per part. Bell Laboratories overhead costs are calculated at 20% of direct cost. What is the total cost of the product Bell Laboratories has produced?
- A) \$3.15
  - B) \$3.30
  - C) \$2.90
  - D) \$2.75

**Competency:** Purchases and Sales

- 30) The average cost of goods produced in your firm is \$11.40 per unit; the average sale price is \$14.99; your fixed costs are \$40,000 and expected sales are \$250,000 What is your firm's breakeven point in sales?
- A) some other number
  - B) more than \$250,000
  - C) about \$167,000
  - D) about \$2700

**Competency:** Purchases and Sales

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## ADVERTISING

### Overview

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

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/advertising/>

### Website Resources

- Glossary of Advertising Terms  
[http://www.aai.ie/resources/uploads/Glossary\\_of\\_Advertising\\_Terms.pdf](http://www.aai.ie/resources/uploads/Glossary_of_Advertising_Terms.pdf)
- Rutgers Advertising Review  
<http://adreview.rutgers.edu/glossary.php>

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## ADVERTISING SAMPLE QUESTIONS

- 1) The United States has a
  - A) command economy.
  - B) market economy.
  - C) traditional economy.
  - D) socialist economy.

**Competency:** Basic Marketing Functions

- 2) Common types of sales promotions include all of the following EXCEPT
  - A) guaranteed customer satisfaction.
  - B) product displays.
  - C) sweepstakes.
  - D) contests.

**Competency:** Personal Selling and Sales Promotion

- 3) The value of each customer based on recency, frequency, and monetary factors is measured by
  - A) consumer input index.
  - B) consumer price index.
  - C) RFM analysis.
  - D) market share.

**Competency:** Traditional Advertising Media

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- 4) All of the following are examples of aerial advertising except
- A) airplanes.
  - B) blimp.
  - C) hot air balloons.
  - D) helicopter.

**Competency:** Alternative Forms of Advertising Media

- 5) Promoting Jif peanut butter as the one "choosy moms choose" is an example of
- A) benefit positioning.
  - B) user positioning.
  - C) application positioning.
  - D) price and quality positioning.

**Competency:** Branding and Positioning

- 6) The opportunity cost of a chosen item or activity is
- A) the cost of the choice.
  - B) the value of the best alternative you must give up.
  - C) how many chances you will have to buy it.
  - D) the percentage of budget.

**Competency:** Advertising and the Economy

- 7) Businesses frequently use a(n) \_\_\_\_\_ to inform the media about a new product or special event.
- A) newscast
  - B) infomercial
  - C) press release
  - D) media statement

**Competency:** Promotion

- 8) \_\_\_\_\_ is often considered to be free advertising.
- A) Public relations
  - B) Advertising
  - C) Promotion
  - D) Publicity

**Competency:** Advertising and Public Relations

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- 9) Advertising plans are based on
- A) objectives that describe the desired result.
  - B) emotional instincts.
  - C) company budgets.
  - D) entrepreneurship.

**Competency: The Advertising Plan**

- 10) The creative strategy for the advertising plan does not
- A) what the advertising message should be.
  - B) describe who the target market is.
  - C) determine the budget for the advertising campaign.
  - D) how the message will be communicated.

**Competency: Creation of the Advertisement**

- 11) A generalization about the "typical" characteristics of a specific group of individuals is called a
- A) human element.
  - B) perception.
  - C) stereotype.
  - D) confirmation.

**Competency: Consumer-Oriented Advertising**

- 12) The \_\_\_\_\_ examines the number of sales generated in relation to the dollar amount spent on advertising.
- A) competitor model
  - B) tangible results method
  - C) percentage of budget
  - D) market response model

**Competency: Financial Planning for Advertising**

- 13) Maslow's Hierarchy of Needs Pyramid suggests that individuals realize their potential through which level on the pyramid?
- A) self-actualization
  - B) physiological
  - C) esteem
  - D) security

**Competency: Consumer Behavior**

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- 14) A consumer goes to the hardware store to purchase their favorite brand of paint and discovers that the brand has been discontinued. The consumer will expend moderate effort to search for information about a substitute product to make a(n)
- A) new purchase.
  - B) modified purchase.
  - C) unsought purchase.
  - D) repeat purchase.

**Competency:** Consumer Purchase Classifications

- 15) Which of the following is **not** an aspect of psychographic segmentation?
- A) opinions
  - B) attitudes
  - C) age
  - D) lifestyle

**Competency:** Market Segmentation

- 16) The assortment of products that a business sells is called the
- A) product mix.
  - B) product assortment.
  - C) product reach.
  - D) product line.

**Competency:** Product Development

- 17) \_\_\_\_\_ strategies provide consumers with reasons to purchase specific products.
- A) Community
  - B) Positioning
  - C) Segmentation
  - D) Cultural

**Competency:** Product Life Cycle

- 18) The point at which supply and demand are equal is known as the
- A) elastic demand.
  - B) inelastic demand.
  - C) economic balance.
  - D) price equilibrium.

**Competency:** Price Planning

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- 19) Logistics is the physical distribution process that involves transporting \_\_\_\_\_, and \_\_\_\_\_ products.
- A) storing, delivering
  - B) delivering, reprising
  - C) storing, improving
  - D) storing, promoting

**Competency:** Channels of Distribution/Supply Chain Management

- 20) When a travel agency decides to advertise in the local newspaper, send direct-mail pieces to potential customers, sponsor a contest, and offer rebates, the company is establishing its
- A) distribution strategy.
  - B) communication plan.
  - C) promotional mix.
  - D) selling policy.

**Competency:** Types of Promotion

- 21) Descriptive research is a form of marketing research used by public relations agencies to
- A) try several theories to determine the best plan of action.
  - B) obtain specific information related to the agency's situation.
  - C) make predictions for the agency's future sales.
  - D) determine economic impact on the company.

**Competency:** Marketing Research for Advertising

- 22) Which type of marketing uses techniques to get consumers to buy products or services from a non-retail setting like the consumer's home?
- A) word of mouth promotion
  - B) indirect marketing
  - C) area endorsement
  - D) direct marketing

**Competency:** Developing an Effective Sales Promotion Strategy

- 23) "Our toothpaste fights cavities" is an example of a(n)
- A) subliminal message.
  - B) promise.
  - C) implied claim.
  - D) express claim.

**Competency:** Consumer-Oriented Advertising and Sales Promotion



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- 24) "Our cereal is an important part of a healthy breakfast," is a(n) \_\_\_\_\_ about the health benefits of the cereal.
- A) material misrepresentation
  - B) implied claim
  - C) express claim
  - D) disclaimer

**Competency:** Types of Communication

- 25) Promotional e-mail messages sent by a business present the challenge of
- A) unreasonable lead time.
  - B) irrelevant message content.
  - C) undeliverable mail.
  - D) incorrect feedback.

**Competency:** Effective Advertising and Promotional Messages

- 26) All of the following are currently operational government regulatory agencies EXCEPT
- A) the Wheeler-Lea Committee (WLC)
  - B) the Federal Communications Commission (FCC)
  - C) the United States Postal Service (USPS)
  - D) the Food and Drug Administration (FDA)

**Competency:** Legal and Ethical Issues Affecting Advertising

- 27) Cultural attitudes that highly value the needs of the group over the needs of the individual might likely be found in
- A) South America.
  - B) France.
  - C) the United States.
  - D) the United Kingdom.

**Competency:** Advertising in a Multicultural Market (Global Vision)

- 28) Purchases made by Hispanics in the U.S.
- A) make up an insignificant amount of the GDP.
  - B) have declined during the past decade.
  - C) are expected to decrease the next decade.
  - D) have increased more than 100 percent over the past decade.

**Competency:** Advertising in a Multicultural Market (Global Vision)

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- 29) Advertisements that include individuals from multiple cultures use
- A) discrimination.
  - B) visual diversity.
  - C) diversity manipulation.
  - D) ethnocentrism.

**Competency:** Diversity and Advertising

- 30) Which of the following might NOT be a good fit in an advertising career?
- A) a preference for working alone
  - B) a preference for a less structured environment
  - C) a willingness to work hard for high compensation
  - D) a love of movies and music

**Competency:** The Advertising Industry and Careers

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## AGRIBUSINESS

### Overview

This event provides recognition for FBLA members who demonstrate an understanding of and skill in basic agribusiness concepts and procedures.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/agribusiness/>

### Website Resources

- National FFA Organization  
<https://www.ffa.org>
- Examrace  
<https://www.examrace.com/Sample-Objective-Questions/Agriculture-Questions/>

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## AGRIBUSINESS SAMPLE QUESTIONS

- 1) The price of beef goes up in the grocery store due to a shortage of beef production in the country. This represents the economic concept of:
- A) supply and demand
  - B) inelasticity
  - C) elasticity
  - D) inflation

**Competency:** Economics

- 2) A well-known restaurant chain has an outbreak of salmonella poisoning from tomatoes. Business has declined for the restaurant chain since the report of the salmonella. The customer response to this situation represents economic
- A) elasticity
  - B) inelasticity
  - C) downturn
  - D) instability

**Competency:** Economics

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- 3) The country whose per capita consumes the greatest amount of pork is:
- A) Denmark
  - B) Hong Kong
  - C) United States
  - D) Argentina

**Competency:** Economics

- 4) \_\_\_\_\_ consists of real estate (land), buildings, house, and various types of improvements to real estate.
- A) suburban property
  - B) personal property
  - C) agricultural property
  - D) real property

**Competency:** Economics

- 5) A depreciable asset's book value will equal its salvage value:
- A) every year of its useful life
  - B) only at the mid-point of its useful life
  - C) only at the end of the useful life
  - D) only on the purchase date

**Competency:** Finance and Accounting

- 6) A farmer increases an investment in land, building, and equipment to increase the total units of production. The cost per unit of production
- A) decreases
  - B) increases
  - C) varies with the operator
  - D) remains the same

**Competency:** Finance and Accounting

- 7) The most important reason for complete farm financial records should be:
- A) for income tax reporting and to meet the requirement for reporting hired labor
  - B) to settle insurance claims
  - C) to inform the bank of the success of the farm business
  - D) to combine with production records to provide information for management decision making

**Competency:** Finance and Accounting

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- 8) Marian and Sara borrow \$175,000 on March 15. They expect to repay \$100,000 on October 15 and the remaining balance on November 15. Calculate the total interest obligation if the interest rate is 8% and interest is charged on the daily outstanding principle balance.
- A) \$6,904
  - B) \$8,718
  - C) \$8,666
  - D) \$7,500

**Competency:** Finance and Accounting

- 9) Less workers are need for farm production due to
- A) technology
  - B) organic farming
  - C) specialization
  - D) education

**Competency:** Health, Safety, and Environmental Management

- 10) One strategy to manage financial risk is
- A) maintaining a low debt/asset ratio
  - B) hedging the market
  - C) playing the futures market
  - D) borrowing money

**Competency:** Health, Safety, and Environmental Management

- 11) Holding combinations of investments is called
- A) diversification
  - B) verification
  - C) dissatisfaction
  - D) variations

**Competency:** Health, Safety, and Environmental Management

- 12) What is the government lending agency called that is operating under the authority of the U. S. Department of Agriculture
- A) Agriculture Lending Agency
  - B) Farm and Ranch Agency
  - C) Farm Systems Agency
  - D) Farm Services Agency

**Competency:** Health, Safety, and Environmental Management

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- 13) The length of time required at a specific temperature to destroy 90% of the microorganisms present is referred to as the
- A) F-value
  - B) G-value
  - C) C-value
  - D) D-value

**Competency:** Health, Safety, and Environmental Management

- 14) Companies that are serious about health initiatives who implement exercise and weight reduction programs for employees
- A) decrease the price of health insurance
  - B) increase the amount of employee resentment
  - C) increase the number of sick leave days taken by employees
  - D) increase the price of health insurance

**Competency:** Health, Safety, and Environmental Management

- 15) Which of the following is not an advantage of a C corporation.
- A) possible income tax savings for high income businesses
  - B) simplification of estate transfer
  - C) limited liability for each shareholder
  - D) assures a profit due to better management

**Competency:** Management Analysis and Decision Making

- 16) A farmer produces most of what his family needs. This kind of farming is called
- A) marginal
  - B) communal
  - C) corporate
  - D) subsistence

**Competency:** Management Analysis and Decision Making

- 17) SWOT analysis involves considering all of the following elements **except**
- A) weakness
  - B) strengths
  - C) training
  - D) opportunities

**Competency:** Management Analysis and Decision Making

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- 18) If the price of wheat goes up relative to the price of corn:
- A) farmers will plant more corn and less wheat
  - B) feeders will use less corn
  - C) farmers will plant more wheat and less corn
  - D) farmers will not change planting intentions

**Competency:** Management Analysis and Decision Making

- 19) Specialization in the production of crops and/or livestock generally results in:
- A) increased returns and decreased risk
  - B) increased returns and increased risk
  - C) decreased returns and decreased risk
  - D) decreased returns and increased risk

**Competency:** Management Analysis and Decision Making

- 20) The government agency that regulates drainage of cattle yards and protects wetlands is the
- A) FDA
  - B) EPA
  - C) USDA
  - D) FTC

**Competency:** Management Analysis and Decision Making

- 21) It means the establishment of standards for matters such as quality, size, weight and color; and once these are set it uses the criteria established in the standards.
- A) standardization and grading
  - B) standardization and size
  - C) standardization and modification
  - D) standardization and criteria

**Competency:** Marketing

- 22) Cattle on feed should be marketed when:
- A) they have reached their maximum weight
  - B) their marginal cost of gain is no longer below their selling price
  - C) their average cost of gain is no longer below their selling price
  - D) their marginal cost of gain is no longer below their original purchase price

**Competency:** Marketing

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- 23) Agricultural marketing is a series of inter-connected activities such as planning production, growing and harvesting, grading, packing, transport, storage, agro- and \_\_\_\_\_ distribution and sale.

- A) food chemistry
- B) food microbiology
- C) food processing
- D) nutrition

**Competency:** Marketing

- 24) Organic farmers aim to sell their product to health-conscious consumers. The health-conscious consumer are a

- A) mass market
- B) secondary market
- C) primary market
- D) niche market

**Competency:** Marketing

- 25) Recent trends have seen the rise of a growing interest in contract farming and what?

- A) Albertsons
- B) food
- C) supermarkets
- D) Costco

**Competency:** Marketing

- 26) If you estimate your local cash price will be \$.15 under the future price at the time you deliver your corn, the approximate net selling price you can lock in by selling a futures contract at \$8.50 is

- A) \$8.60
- B) \$8.35
- C) \$8.50
- D) \$8.65

**Competency:** Marketing

- 27) In what state did irrigation increased the corn yield by 400 to 500% from 1940 to 1997

- A) Florida
- B) California
- C) Missouri
- D) Colorado

**Competency:** Terminology and Trends



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- 28) Which agricultural commodity must be imported to the United States?
- A) sugar
  - B) rice
  - C) wheat
  - D) coffee

**Competency:** Terminology and Trends

- 29) The Food, Conservation, and Energy Act passed by the U.S. Congress in 2008 also is called:
- A) the Patient Protection and Affordable Care Act
  - B) the Green Energy Initiative
  - C) the Farm Bill
  - D) the Farmers Full Employment Act

**Competency:** Terminology and Trends

- 30) Who famously predicted that the Earth would not be able to support its growing population, but technologies such as the Green Revolution have allowed the world to produce a surplus of food.
- A) Jeremy Bentham
  - B) John Stuart Mill
  - C) Thomas Robert Malthus
  - D) David Ricardo

**Competency:** Terminology and Trends

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## AMERICAN ENTERPRISE PROJECT

(Edward D. Miller Award)

### Overview

The Edward D. Miller Award recognizes FBLA chapters that develop projects within the school and/or community that increase the understanding of and support for the American enterprise system by developing an informational/educational program. The project must promote an awareness of some facet of the American enterprise system within the school and/or community and be designed for chapter participation.

This is a two-part event: a written report 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 event.

### Website Resources

- Federal Deposit Insurance Corporation  
<http://www.fdic.gov>
- Internal Revenue Service  
<http://www.irs.gov>
- Small Business Administration  
<http://www.sba.gov>
- Social Security Administration  
<http://www.ssa.gov>

### Additional Resource

- *MarketPlace*: FBLA Winning Reports—1<sup>st</sup> Place; FBLA Winning Reports—2<sup>nd</sup> Place

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## BANKING & FINANCIAL SYSTEMS

### Overview

Understanding how financial institutions operate is important to successful business ownership and management. It also is valuable for personal financial success. This event provides recognition for FBLA members who have an understanding of and skills in the general operations of various components of the financial services sector.

This event consists of two parts: an objective test and a role play. If competing as a team, the objective test is taken collaboratively by the team. The top fifteen individuals/teams scoring the highest on the objective test will advance to the final round and participate in the role play component. The role play case will be a problem or scenario encountered in the banking or financial business community.

This event is for an individual or a team of two or three members.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/banking-financial-systems/>

### Website Resources

- Basics of Banking and Saving - CNN Money  
<http://money.cnn.com/magazines/moneymag/money101/lesson3/index.htm>
- FDIC Quick Links for Consumers & Communities  
<http://www.fdic.gov/quicklinks/consumers.html>
- Federal Reserve Education Page  
<http://www.federalreserveeducation.org/>
- Equifax  
<http://www.equifax.com>
- **Dictionary of Banking Terms and Phrases**  
[www.helpwithmybank.gov/dictionary](http://www.helpwithmybank.gov/dictionary)

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## BANKING & FINANCIAL SYSTEMS SAMPLE QUESTIONS

- 1) The process of determining standards and procedures for dealing with judgmental decisions affecting other people is called:
  - A) mission
  - B) standards
  - C) ethics
  - D) courtesy

**Competency:** Ethics

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- 2) \_\_\_\_\_ is the act of opening accounts at two or more institutions and using the "float time" of available funds to create fraudulent balances.
- A) Counterfeiting
  - B) Reconciliation
  - C) Check kiting
  - D) Forgery

**Competency:** Ethics

- 3) The amount an original deposit will be worth in the future based on its earning a specific interest rate over a specific period of time is referred to as:
- A) future value
  - B) present value
  - C) current value
  - D) time value

**Competency:** Terminology

- 4) Which one of the following is **not** a typical duty of a bank teller?
- A) balance the cash drawer daily
  - B) prepare currency and coin for retail customers
  - C) sell savings bonds
  - D) manage large sums of money placed in trust with the bank according to clients' wishes

**Competency:** Terminology

- 5) What is one type of deduction that employers are required to take from an employee's paycheck?
- A) social security
  - B) estate tax
  - C) sales tax
  - D) discretionary tax

**Competency:** Terminology

- 6) Individuals who you financially support in your household are:
- A) dependents
  - B) heirs
  - C) tax shelters
  - D) exemptions

**Competency:** Terminology

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- 7) What are you typically required to fill out first before you can rent an apartment?
- A) credit application
  - B) homeowner application
  - C) sales application
  - D) rental application

**Competency:** Terminology

- 8) A point is a value equal to \_\_\_\_ of a mortgage loan.
- A) 2 percent
  - B) 10 percent
  - C) 1 percent
  - D) 5 percent

**Competency:** Terminology

- 9) What is the additional insurance that many finance companies require owners to pay for when they finance an auto loan?
- A) gap
  - B) home
  - C) life
  - D) payment

**Competency:** Terminology

- 10) \_\_\_\_\_ are interactive bank kiosks that provide customers all services **except** cash transactions without actual bank tellers.
- A) Virtual tellers
  - B) Electronic tellers
  - C) ATMs
  - D) Virtual agents

**Competency:** Careers in Financial Services

- 11) Which one of the following is a title typically held by a bank officer?
- A) bookkeeper
  - B) controller
  - C) marketing coordinator
  - D) job analyst

**Competency:** Careers in Financial Services

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- 12) Up-selling or cross-selling involves bank contact centers reaching out to customers with all of the following strategies **except**:
- A) product configurations
  - B) product-centric approach
  - C) product bundles
  - D) prices designed specifically to meet the needs of customers

**Competency:** Concepts and Practices

- 13) What is the most important skill to successfully serve customers?
- A) speaking
  - B) calculating
  - C) negotiating
  - D) listening

**Competency:** Concepts and Practices

- 14) Why do banks send customers a statement of their accounts every month?
- A) reconcile the statement with their check registers
  - B) list all of the debits they have made with their debit cards
  - C) verify their name and address on their account
  - D) record all of the checks they have written

**Competency:** Concepts and Practices

- 15) What is the largest source of funds for banks?
- A) escrow account
  - B) donations
  - C) interest
  - D) deposits

**Competency:** Concepts and Practices

- 16) The standard insurance amount provided by the FDIC is \_\_\_\_\_ per depositor, per insured bank, for each account ownership category.
- A) \$100,000
  - B) \$250,000
  - C) \$500,000
  - D) \$1,000,000

**Competency:** Concepts and Practices

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- 17) In a trust account, the \_\_\_\_\_ is the person who establishes the account and pays funds into the account and the \_\_\_\_\_ is the person who receives the funds upon the passing of the person or when they have met the required age.
- A) benefactor; trustee
  - B) trustee; beneficiary
  - C) beneficiary; trustee
  - D) trustee; benefactor

**Competency:** Concepts and Practices

- 18) What is the prearranged agreement called that an individual can have with a bank to transfer funds from your savings account to your checking account if the checking account does not have enough funds to pay an amount that is debited against your checking account
- A) balance draft
  - B) bad check insurance
  - C) interest protection
  - D) overdraft protection

**Competency:** Concepts and Practices

- 19) Banks have customers sign a signature card when opening a checking account to help protect against:
- A) counterfeiting
  - B) phishing
  - C) forgery
  - D) overdraft

**Competency:** Concepts and Practices

- 20) Which one of the following will help protect you from having your identity stolen?
- A) Monitor your financial accounts closely by checking balances online and on statements.
  - B) Email your entire account number and social security number to anyone who needs it.
  - C) Don't worry about buying items online everyone has good security on their website.
  - D) Throw away any credit card offers you get that have your name and address printed on them.

**Competency:** Concepts and Practices

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- 21) The Bank Secrecy Act of 1970 requires U.S. financial institutions to assist U.S. government agencies to:
- A) set interest rates
  - B) detect and prevent money laundering
  - C) audit customer accounts
  - D) audit financial institutions

**Competency:** Government Regulations and Financial Services

- 22) Money on deposit, minus \_\_\_\_\_, can be loaned by banks to customers.
- A) primary reserves
  - B) the reserve requirement
  - C) cash on hand
  - D) excess reserves

**Competency:** Government Regulations and Financial Services

- 23) Which one of the following is **not** an example of an agency that is focused on making banking safe and mutually beneficial across international borders?
- A) Bank for International Settlement
  - B) Asia Pacific Economic Cooperation
  - C) President's Working Group on Financial Markets
  - D) International Monetary Fund

**Competency:** Government Regulations and Financial Services

- 24) \_\_\_\_\_ is a type of software to prepare income tax forms.
- A) Quicken
  - B) Excel
  - C) Turbo tax
  - D) Database

**Competency:** Impact of Technology on Financial Services

- 25) The most likely computer management tool for financial forms is:
- A) PowerPoint
  - B) database
  - C) word processing
  - D) spreadsheet

**Competency:** Impact of Technology on Financial Services



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- 26) The most common position at banks is called:
- A) loan officer
  - B) teller
  - C) customer service representative (CSR)
  - D) financial planner

**Competency:** Impact of Technology on Financial Services

- 27) Single people earning less than \$50,000 per year, will most likely use the
- A) 1040A Form.
  - B) 1040EZ Form.
  - C) W-2 Form.
  - D) 1040 Form.

**Competency:** Taxation

- 28) What are profits that are earned from the sale of an asset like a stock called?
- A) income profits
  - B) capital profits
  - C) small gains
  - D) capital gains

**Competency:** Taxation

- 29) The standard amount of insurance per customer account provided by the FDIC is:
- A) \$100,000
  - B) \$1,000,000
  - C) \$250,000
  - D) \$500,000

**Competency:** Types and Differences of Institutions

- 30) A line of credit is:
- A) must be backed by collateral
  - B) is not readily available to the bank customer
  - C) a pool of available money that you can borrow
  - D) a Master Card or Visa offered by a bank

**Competency:** Types and Differences of Institutions

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## **BANKING & FINANCIAL SYSTEMS SAMPLE CASE STUDY**

### **PARTICIPANT INSTRUCTIONS**

1. You have 20 minutes to review the case.
2. Presentation time is seven minutes. At six minutes, the timekeeper will stand and 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 presentation. Students will assume the role of a marketing specialist. The judges will play the role of president for Secure Bank.
4. You will be given two note cards per team member.
5. Cover all the points described in the case and be prepared to answer questions posed by the judges.
6. Have a plan in place as to which team member will answer various questions, based on that team member's area of expertise.
7. All members of the team must participate in the presentation, as well as answer the questions.

### **PERFORMANCE INDICATORS**

- Describe the types of services offered by each type of financial institution
- Use available techniques to effectively serve customers
- Analyze the impact of technology trends on the services offered by banks
- Demonstrate ability to effectively answer questions

### **CASE STUDY SITUATION**

Banking has become an extremely competitive industry. New banks are being built at nearly every intersection in growing cities. Banks also are growing popular in grocery and retail stores. The increased competition has made it necessary for banks to reconsider the products and services they offer customers.

Secure Bank has been a part of a growing community for 100 years. The city where Secure Bank is located has grown from 10,000 people to 200,000 people. The rapidly growing city in a high-income area has attracted numerous banks. Bankers' hours of 9 to 5 are a distant memory with many banks open six days a week. One of the competing banks is now open for business on Sundays. Many families in the community where Secure Bank is located work in the nearby larger city and spend one hour commuting to/from work.

The president for Secure Bank has asked your team (marketing specialists) to suggest up-to-date customer services and marketing strategies to give Secure Bank a competitive edge in the growing community. Secure Bank has been around for 100 years while most of the competitors have been in business 20 years or less. The president also wants you to develop marketing and advertising strategies that emphasize the strengths that set Secure Bank apart from the competition. Your team must develop an advertising campaign that sets Secure Bank apart from the competitors. Your team will meet with the bank president (judge) to describe the customer services the bank should offer and explain the marketing and advertising campaigns for Secure Bank.

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## BROADCAST JOURNALISM

### Overview

Whether using the medium of TV, radio, or internet, the broadcast journalist has to look for possible news or feature stories that might be of interest to the public. This event provides recognition for FBLA members who demonstrate skill and understanding of the profession.

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

This event is for an individual or a team of two or three members.

### Website Resources

- All About Careers—Broadcast Journalist  
<https://www.allaboutcareers.com/index.php?/careers/job-profile/broadcast-journalist>
- New York Film Academy—Student Resources  
<https://www.nyfa.edu/student-resources/broadcast-journalism/>

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## BUSINESS CALCULATIONS

### Overview

Acquiring a high level of mathematics skill to solve business problems is a challenge for all prospective business employees. This event provides recognition for FBLA members who have an understanding of mathematical functions in business applications.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/business-calculations/>

### Website Resources

- Markup  
[http://www.321know.com/g84\\_max1.htm](http://www.321know.com/g84_max1.htm)
- Meters and Liters: Converting to the Metric System of Measurements  
[http://www.learner.org/interactives/dailymath/meters\\_liters.html](http://www.learner.org/interactives/dailymath/meters_liters.html)
- The Metrics International System of Units  
<http://www.wsdot.wa.gov/reference/metrics/factors.htm>
- Ratios and Proportions - Ratios - First Glance - Math  
[www.math.com/school/subject1/lessons/S1U2L1GL.html](http://www.math.com/school/subject1/lessons/S1U2L1GL.html)

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## BUSINESS CALCULATIONS SAMPLE QUESTIONS

- 1) To determine the depreciation value using the declining balance method:
  - A) do not subtract the salvage value from the cost
  - B) the amount of depreciation each year is the same
  - C) the depreciation in the last year must be the salvage value
  - D) the salvage value must equal zero

**Competency:** Depreciation

- 2) Which type of transaction **cannot** be completed using online banking?
  - A) make a cash deposit
  - B) verify account balance
  - C) transfer funds from one account to another account
  - D) pay a bill

**Competency:** Bank Records

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- 3) When reconciling a bank statement, what item(s) must be subtracted from the checkbook register?
- A) service charges
  - B) ATM deposits
  - C) cleared checks
  - D) deposits

**Competency:** Bank Records

- 4) The lowest monthly payment for a PITI loan is from:
- A) an interest only loan
  - B) a fixed-rate loan
  - C) a variable-rate loan
  - D) an adjustable-rate loan

**Competency:** Consumer Credit

- 5) The first step in the market research process is to:
- A) market to the target market
  - B) collect data
  - C) design the research
  - D) define the problem

**Competency:** Consumer Credit

- 6) At a recent car show, Regions Bank was offering car loans for up to five years with APRs of 11.5%. On new cars, a 10% down payment was required. Shawn Paul wanted to finance a \$40,000 car for five years. What would be the monthly payment on the loan?
- A) \$1,050.00
  - B) \$666.67
  - C) \$345.00
  - D) \$1,011.73

**Competency:** Consumer Credit

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- 7) Christopher Nesmith is trying to determine whether or **not** to buy or lease a car. The car costs \$23,000. Lease terms are \$542 monthly with a \$2,000 down payment and a \$10,000 residual value. The loan terms are \$904 monthly with a \$4,200 down payment. The lease and loan terms are for 24 months. Which is less expensive, leasing or buying, and by how much?
- A) buying, \$2,896
  - B) leasing, \$2,008
  - C) leasing, \$888
  - D) buying, \$888

**Competency:** Consumer Credit

- 8) Using the following numbers, 12, 84, 12, 18, 16, 48, 36, 12, 34, 35, 76, 54, 18, what is the median?
- A) 12
  - B) 34
  - C) 35
  - D) 16

**Competency:** Data Analysis and Reporting

- 9) The simple average of 2, 4, 4, 7, 8, 9, 9, 10, 11, 12, 20, 24 is what?
- A) 11
  - B) 12
  - C) 9
  - D) 10

**Competency:** Data Analysis and Reporting

- 10) Typically, units of time are depicted:
- A) as vertical bars
  - B) as horizontal bars
  - C) along the vertical axis
  - D) along the horizontal axis

**Competency:** Data Analysis and Reporting

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- 11) The cost per \$1,000 life insurance policy for an 18-year old male is \$2.32. For a \$50,000 policy, the premium is:
- A) \$500
  - B) \$232
  - C) \$180
  - D) \$116

**Competency:** Insurance

- 12) Amber Harper's employer pays 60 percent of her health insurance premium leaving Amber's portion of her monthly premium to be \$180.16. What is the total cost of health insurance premiums for one year?
- A) \$4,104.24
  - B) \$2,161.92
  - C) \$5,404.80
  - D) \$3,242.88

**Competency:** Insurance

- 13) Hayley Henderson goes to her local bank to borrow \$12,000 at 6.25 percent interest, for 210 days. If the bank uses the ordinary interest method, how much interest will Hayley have to pay?
- A) \$431.51
  - B) \$413.24
  - C) \$437.50
  - D) \$393.75

**Competency:** Interest Rates

- 14) What is the due date for a 90 day note dated August 13?
- A) November 11
  - B) November 10
  - C) November 9
  - D) November 12

**Competency:** Interest Rates

- 15) What is the effective interest rate of a simple discount note for \$20,000 at a bank discount rate of 15 percent, for a period of 180 days? Round to the tenth of a percent.
- A) 16.2 percent
  - B) 15 percent
  - C) 16.5 percent
  - D) 16 percent

**Competency: Interest Rates**

16)

Beginning Inventory	125	\$ 10.00	\$ 1,250.00
First Purchase	100	\$ 12.00	\$ 1,200.00
Second Purchase	250	\$ 15.00	\$ 3,750.00
Total Available	475		
Ending Inventory	225		

What is the value of total available inventory?

- A) \$6,200
- B) \$3,750
- C) \$2,825
- D) \$3,263

**Competency: Inventory**

- 17) Hometown Bank (HB) has a revenue of \$220,250 and expenses of \$210,250. HB's total assets equal \$171,500 and liabilities equal \$100,000. Calculate HB's return on assets.
- A) 5.8%
  - B) 17.2%
  - C) 34.0%
  - D) 10.0%

**Competency: Investments**

- 18) Brittany O'Neal has the option to earn \$152.26 interest on a \$5,000 deposit in a savings account paying 3 percent interest daily. The \$5,000 also could be deposited in a one-year CD paying simple interest at 5.25 percent annually. Which option provides the best return and by how much?
- A) CD by \$152.26
  - B) CD, by \$110.24
  - C) Savings Account by \$110.24
  - D) Savings Account, \$152.26

**Competency: Investments**



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- 19) On March 31, Jessica Lowe borrowed \$3,000 from the bank. She gave the bank a four-month note for that amount. The note was dated March 31, and exact interest rate was 9 percent. On the maturity date, what was the amount of the check that Jessica gave the bank?
- A) \$3,000.00
  - B) \$3,090.00
  - C) \$3,067.50
  - D) \$3,270.00

**Competency:** Investments

- 20) A chain discount is:
- A) a discount for items made with American manufactured chains
  - B) a discount for a series of American made manufacturing processes
  - C) a term used when a vendor offers a buyer more than one discount
  - D) a discount for related items

**Competency:** Mark-ups and Discounts

- 21) What is the cost of a Sony 60" TV that sells at retail for \$1,850, with a 65 percent markup based on cost?
- A) \$1,121.21
  - B) \$1,370.37
  - C) \$2,497.50
  - D) \$3,052.50

**Competency:** Mark-ups and Discounts

- 22) What is the retailing equation?
- A) selling price = cost + markup
  - B) cost = selling price X markup
  - C) cost = selling price/markup
  - D) selling price = cost – markup

**Competency:** Mark-ups and Discounts

- 23) Asia Andrews receives a straight commission rate of 7.2 percent for all sales? What is her gross pay if her sales volume was \$82,580 last week?
- A) \$5,945.76
  - B) \$2,972.88
  - C) \$11,891.52
  - D) \$8,281.23

**Competency:** Payroll

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- 24) Deductions that employees must have withheld from each paycheck include all of the following, **except**:
- A) income tax
  - B) Medicare
  - C) social security
  - D) 401K

**Competency:** Payroll

- 25) Maulik Patel had gross earnings of \$12,000 for the month of January. Each month, Maulik's employer withholds 19 percent of his earnings for federal and state income tax, 3 percent for health insurance, \$40 for United Way contribution, \$45 for life insurance premiums, \$12.50 for dental insurance, \$50 for a U.S. Savings bond. Maulik's employer also withholds FICA tax. The SUTA tax rate is 5.4 percent and the FUTA tax rate is 6.2 percent less the SUTA credit for the first \$7,000 earned in a year. What is the total amount of employer payroll and unemployment taxes that Maulik's employer is liable for during January?
- A) \$2,270.00
  - B) \$2,648.00
  - C) \$1,352.00
  - D) \$1,730.00

**Competency:** Payroll

- 26) A company's balance sheet lists total assets at \$150,000 and total liabilities as \$70,000. What is the company's debt-to-equity ratio?
- A) 46.7 percent
  - B) 87.5 percent
  - C) 214.3 percent
  - D) 53.3 percent

**Competency:** Ratios and Proportions

- 27) Twenty-five percent of the employees working for ABC Manufacturing Company are still in school. There are forty students working for the company. What is the total number of employees?
- A) 100
  - B) 80
  - C) 160
  - D) 120

**Competency:** Ratios and Proportions

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- 28) Chayla Bryant had federal taxable income of \$15,235 last year. How much state income tax is owed if the state income tax rate is 3.5 percent and there are no additions or deductions to calculate state taxable income?
- A) \$457.05
  - B) \$282.15
  - C) \$533.23
  - D) \$481.25

**Competency: Taxes**

- 29) Your only income is listed on the W-2 you received from your employer. Which form can you file your income tax return on?
- A) W-4
  - B) I-9
  - C) W-2
  - D) 1040EZ

**Competency: Taxes**

- 30) The basic formula to calculate your taxable income is:
- A) taxable income = gross income + deductions - exemptions
  - B) taxable income = gross income - deductions - exemptions
  - C) taxable income = gross income + deductions + exemptions
  - D) taxable income = gross income - deductions + exemptions

**Competency: Taxes**

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## 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 work toward improving their business communication skills of writing, speaking, and listening.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/business-communication-fbla/>

### Website Resources

- Dale Carnegie Training  
<http://www.dalecarnegie.com/>
- Get It Write  
<http://www.getitwriteonline.com/archive/tips.htm>
- Webgrammar  
<http://www.webgrammar.com/>
- Your Dictionary - Education Articles & Resources  
<http://education.yourdictionary.com/>

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## BUSINESS COMMUNICATION SAMPLE QUESTIONS

- 1) The way an envelope is addressed, can send a message to the receiver by:
  - A) its addressee style
  - B) the name of the receiver being placed on it
  - C) the way the organization pays the person who prepares it
  - D) its postage, stationery, printing, and size

**Competency:** Communication Concepts

- 2) Which technique below is one to avoid in professional telephone messages?
  - A) use numerous points to start quickly and then ramble through them
  - B) plan the agenda you want to discuss and be ready with your points
  - C) be cheerful and identify yourself
  - D) say thank you and please during the conversation as needed

**Competency:** Communication Concepts

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- 3) To improve communication among diverse workplace audiences, someone would **not**:
- A) find commonalities
  - B) make a lot of assumptions
  - C) understand the values of differences
  - D) build on similarities

**Competency:** Communication Concepts

- 4) Putting your hand on the shoulder of a coworker or supervisor may be interpreted as:
- A) sexual harassment
  - B) an attention getting habit
  - C) an obvious habit of a lonely person
  - D) a friendly gesture

**Competency:** Communication Concepts

- 5) Sometimes conflict can be desirable and may lead to:
- A) the growth of dysfunctional participants
  - B) a quick closing of the meeting
  - C) improved decision making and creativity
  - D) group tensions

**Competency:** Communication Concepts

- 6) One way to achieve coherence is through the use of:
- A) transitions
  - B) plagiarism
  - C) repetition
  - D) paragraph length

**Competency:** Written and Report Applications

- 7) Getting bad news is not usually a happy event for a receiver. To show sensitivity to the reader, you may use the indirect approach which starts with a:
- A) statement of the major bad news
  - B) negative statement right away
  - C) buffer statement
  - D) goodwill sentence

**Competency:** Written and Report Applications

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- 8) Your first step in researching a problem is to develop a plan which includes:
- A) identifying the objective, problem, or topic
  - B) writing the informational report
  - C) formatting the document
  - D) deciding on the memo format

**Competency:** Written and Report Applications

- 9) Commercial computerized sources differ from open access computerized sources in that:
- A) commercial ones may require researchers to pay for the information
  - B) open access ones require a fee for users
  - C) anyone can access the commercial ones for free
  - D) only the commercial ones are a good source of recent information

**Competency:** Written and Report Applications

- 10) To be sure you have all the questions/information needed for a telephone call, you should plan a(n):
- A) virtual meeting
  - B) agenda
  - C) press release
  - D) executive summary

**Competency:** Written and Report Applications

- 11) When reading instructions for a task:
- A) realize all steps are always in a logical order
  - B) spot read the steps
  - C) read all the steps before beginning the task
  - D) skim the steps quickly and begin the task

**Competency:** Reading Comprehension

- 12) An effective summary:
- A) can be more effective if it is taken out of context
  - B) is easily written by looking only at the topic heads
  - C) identifies the main ideas and major support points from a source
  - D) includes all details, examples, and less critical information

**Competency:** Reading Comprehension

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- 13) Although researchers are increasingly producing and using electronic data, you should learn to use print resources because:
- A) electronic sources are not considered as reliable as books and encyclopedias
  - B) print sources provide primary data and electronic sources provide secondary data
  - C) some data is available only in print
  - D) clients value print data over electronic data

**Competency:** Reading Comprehension

- 14) Within a section, readability can be enhanced by:
- A) including clip art
  - B) parallel structure
  - C) frequent use of bold and italics
  - D) using plain language

**Competency:** Reading Comprehension

- 15) The parts of speech have eight different classes, one of which takes the place of a noun; it is called a:
- A) pronoun
  - B) verb
  - C) preposition
  - D) adjective

**Competency:** Grammar

- 16) Reflexive pronouns and intensive pronouns are similar; however, a reflexive pronoun:
- A) refers back to the subject of the sentence or clause
  - B) is a regular pronoun
  - C) is used for emphasis such as I myself
  - D) is either a compound pronoun or a singular pronoun

**Competency:** Grammar

- 17) Identify the sentence below that has a past tense verb:
- A) The Ohio State University football team is going to play in Michigan soon.
  - B) The Ohio State University football team will play in Columbus, Ohio next week.
  - C) The Ohio State University football team plays in Columbus, Ohio Saturday.
  - D) The Ohio State University football team played in Columbus, Ohio today.

**Competency:** Grammar

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- 18) Which one of the following is a negative word or phrase to avoid?
- A) soon due
  - B) never fail
  - C) always
  - D) issue

**Competency:** Grammar

- 19) Identify the error in the following sentence. *Since it was still snowing, the country store staid closed.*
- A) noun
  - B) verb
  - C) punctuation
  - D) spelling

**Competency:** Grammar

- 20) There are a variety of ways to proofread a document. One way **not** recommended is:
- A) use a grammar check application
  - B) ask a friend or teacher to proofread the document
  - C) circle all verb tenses
  - D) read the paper silently

**Competency:** Editing and Proofreading

- 21) Active listening has a purpose which may be informative, evaluative, emphatic, or:
- A) reflective
  - B) casual
  - C) relaxed
  - D) attitudinal

**Competency:** Oral and Nonverbal Communications

- 22) Posture, facial expressions, and gestures are examples of:
- A) the sender's habits in communicating
  - B) verbal symbols
  - C) the communication meaning
  - D) nonverbal symbols

**Competency:** Oral and Nonverbal Communications



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- 23) A structured slide presentation is often the best choice for:
- A) a motivational presentation
  - B) including free-form slides
  - C) a project update and routine information
  - D) a complex presentation when you have plenty of time

**Competency:** Oral and Nonverbal Communications

- 24) Which one of the following is the best recommendation for delivering an effective oral presentation?
- A) use note cards or an outline containing key sentences and major ideas
  - B) wing it so that you sound natural
  - C) read the presentation so that nothing important will be overlooked
  - D) memorize the entire presentation so that you do not have to use notes

**Competency:** Oral and Nonverbal Communications

- 25) During a speech, important nonverbal symbols you should relate to are posture, facial expressions, gestures, and:
- A) visual aids
  - B) several umms and ahs
  - C) feedback
  - D) eye contact

**Competency:** Oral and Nonverbal Communications

- 26) Those born after 1996 are sometimes known as the:
- A) Y Generation
  - B) group born before the Internet became popular
  - C) Generation Z or the Net Generation
  - D) group that follows culture and avoids cultural differences

**Competency:** Word Definition and Usage

- 27) If you write a sentence that contains an appositive providing nonessential information, you would:
- A) set it off with dashes
  - B) hyphenate it
  - C) set it off with commas
  - D) put parentheses around it

**Competency:** Punctuation and Capitalization

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28) Which word below is spelled correctly?

- A) alot
- B) attorney
- C) congradulations
- D) managaer

**Competency:** Spelling

29) Companies often give access to its customers, vendors, suppliers, and other interested people to view the company's literature through its:

- A) Web page
- B) extranet
- C) personal account
- D) Internet

**Competency:** Digital Communication

30) Which one of the following is the most appropriate closing for an e-mail message or memo?

- A) Please submit your report by December 15 so the information can be presented at the workshop.
- B) Thank you in advance for answering my questions and I look forward to hearing from you.
- C) Please let me know if I may be of further assistance to you or your team.
- D) It's been great talking with you, thanks again.

**Competency:** Digital Communication

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## BUSINESS ETHICS

### Overview

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

This event is for an individual or a team of two or three members.

### Web Site Resources

- Mind Tools  
[https://www.mindtools.com/pages/main/newMN\\_TED.htm](https://www.mindtools.com/pages/main/newMN_TED.htm)
- Markkula Center for Applied Ethics  
<http://www.scu.edu/ethics/practicing/decision/framework.html>
- Josephson Institute  
<http://www.josephsoninstitute.org/>
- The Balance  
[http://management.about.com/od/businessethics/Business\\_Ethics.htm](http://management.about.com/od/businessethics/Business_Ethics.htm)
- List of Ethical Issues in Business  
<http://smallbusiness.chron.com/list-ethical-issues-business-55223.html>

### Topic

The topic for Business Ethics changes every year. Students are responsible for researching an ethical case based on the given topic. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.

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## BUSINESS FINANCIAL PLAN

### Overview

Business financial planning is paramount to the success of any business enterprise. This event is designed to recognize FBLA members who possess the knowledge and skills needed to establish and develop a complete financial plan for a business venture.

This is a two-part event: a written project is submitted prior to the NLC to be judged, and all eligible individuals/teams 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 event is for an individual or a team of two or three members.

### Website Resources

- Business Plans & Financial Statements Gallery - SCORE  
<http://www.score.org/resources/business-plans-financial-statements-template-gallery>
- Charles Schwab  
<http://www.Schwab.com>
- Formatting the Financial Plan Section of a Business Plan  
<http://www.allbusiness.com/business-planning-structures/business-plans/2527-1.html>

### Additional Resources

- *MarketPlace*: FBLA Winning Reports—1<sup>st</sup> Place; FBLA Winning Reports—2<sup>nd</sup> Place

### Topic

The topic for Business Financial Plan changes every year. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.

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## BUSINESS LAW

### Overview

This event provides recognition for FBLA members who are familiar with specific legal areas that most commonly affect personal and business relationships.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/business-law-fbla/>

### Website Resources

- American Bar Association - Business Law Today, Online Resources  
<http://www.abanet.org/buslaw/blt/index.html>
- Law for Business or Personal  
<http://lawxtra.swlearning.com/>
- Law Check  
<http://www.lawchek.com/>
- Law Guru  
<http://www.lawguru.com/>
- Legal Definitions & Legal Terms Defined  
<http://definitions.uslegal.com/>
- Legal Information Institute  
<http://www.law.cornell.edu/>
- SBA - Business Law & Regulations  
<http://www.sba.gov/category/navigation-structure/starting-managing-business/managing-business/business-law-regulations>
- USA Laws and Regulations - General Reference Resources  
<http://www.usa.gov/Topics/Reference-Shelf/Laws.shtml>

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## BUSINESS LAW SAMPLE QUESTIONS

- 1) What school of jurisprudential thought emphasizes using law as a tool for market efficiency while solving legal disputes?
  - A) The Law and Economics School of jurisprudence
  - B) The Critical Legal Studies School of jurisprudence
  - C) The Command School of jurisprudence
  - D) The Sociological School of jurisprudence

**Competency:** Agency and Employment Law

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- 2) Which one of the following identifies the duties, scope of authority, responsibilities, and liabilities of agents?
- A) An agent has a duty to be accountable, loyal, obedient, and to act in good faith with reasonable skill and diligence. The agent is liable to the principal for any breach of good faith or lack of skills.
  - B) An agent has a duty to be accountable, loyal, obedient, and to act in good faith with reasonable skill and diligence. The agent is liable to the principal for monetary losses only.
  - C) An agent has a duty to be accountable, loyal, obedient, and to act in good faith with reasonable skill and diligence. The agent has the right to breach under circumstances beyond his control and is thereby released of liability.
  - D) An agent has a duty to be accountable, loyal, obedient, and to act in good faith with reasonable skill and diligence. The agent is liable to the principal for any illegal activities wrought by the principal.

**Competency:** Agency and Employment Law

- 3) The law that makes it unlawful to fail to hire, discharge, or discriminate against anyone on the basis of color, religion, sex, or national origin is known as
- A) Title VI of the Federal Civil Rights Act of 1963
  - B) Title VII of the Federal Civil Rights Act of 1963
  - C) Title VI of the Federal Civil Rights Act of 1964
  - D) Title VII of the Federal Civil Rights Act of 1964

**Competency:** Agency and Employment Law

- 4) The area franchise is also called what?
- A) Strategic partner
  - B) Limited partner
  - C) Subfranchisor
  - D) Join partner

**Competency:** Business Organization

- 5) A minor entering into a partnership agreement:
- A) retains all the rights and privileges of a minor
  - B) has the same liability as an adult
  - C) cannot plead minority as a defense if sued
  - D) can only function as a limited partner

**Competency:** Business Organization

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- 6) Which one of the following best describes the differences between types of corporations?
- A) The nonprofit corporation, the for-profit corporation, and the governmental corporations all seek to make a profit.
  - B) Aside from employee and officer salaries, the for-profit corporations do not seek to make a profit whereas the nonprofit and governmental corporations seek to make no profit at all.
  - C) The government corporation and the for-profit corporation seek to make a profit while the non-profit corporation does not.
  - D) The non-profit corporation and the governmental corporation do not seek to make a profit while the for-profit corporation does.

**Competency:** Business Organization

- 7) Which one of the following best explains a business's responsibility?
- A) A business's responsibility is to ensure that employees file state and federal tax statements in a timely manner.
  - B) A business's responsibility is to know, abide by, and enforce laws and regulations that affect business operations and transactions.
  - C) A business's responsibility is to ensure profitability by employing the most qualified personnel.
  - D) A business's responsibility is to participate in community activities by providing financial support.

**Competency:** Business Organization

- 8) What law sets the time limit for bringing a lawsuit?
- A) Past Consideration
  - B) Separation
  - C) Statue of Limitations
  - D) Ratification

**Competency:** Computer Law

- 9) According to the objective theory of contracts, the intent to enter into an implied-in-face contract is judged by who?
- A) Doctrine of equity
  - B) Common law of contracts
  - C) Reasonable person standard
  - D) Legality of the contract

**Competency:** Contracts and Sales

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- 10) When an individual fails to read a contract before signing, a \_\_\_\_ contract has occurred.
- A) mutual
  - B) fraudulent
  - C) unilateral
  - D) misrepresentation

**Competency:** Contracts and Sales

- 11) A mistake resulting from a failure to read a contract before signing it will render the contract:
- A) valid
  - B) voidable
  - C) rescindable
  - D) void

**Competency:** Contracts and Sales

- 12) Which one of the following describes the ways that a contract can be void?
- A) A contract can be void under conditions of unilateral mistake, when both parties think they are agreeing to something when, in fact, neither has the same thing in mind.
  - B) A contract can be void under conditions of mutual ignorance, when both parties think they are agreeing to something when, in fact, neither has the same thing in mind.
  - C) A contract can be void under conditions of fraud, when both parties think they are agreeing to something when, in fact, neither has the same thing in mind.
  - D) A contract can be void under conditions of mutual mistake, when both parties think they are agreeing to something when, in fact, neither has the same thing in mind.

**Competency:** Contracts and Sales

- 13) In breach of contract, the non-breaching party is entitled to remedies for breach. Which one of the following is a list available legal remedies?
- A) money damages and equitable remedies are the only remedies available to make the non-breaching party whole.
  - B) money damages may be awarded, but under no conditions may punitive damages be awarded.
  - C) money damages, equitable remedies, and under certain conditions, punitive damages may be awarded.
  - D) only money damages are available to make the non-breaching party whole.

**Competency:** Contracts and Sales



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- 14) What is an annulment?
- A) a divorce
  - B) an illegal act that constitutes grounds for divorce
  - C) an illegal marriage
  - D) a legal cancellation of a marriage

**Competency:** Domestic/Personal Law

- 15) If only one party wants out of the marriage contract:
- A) the courts require the marriage to take place
  - B) all gifts exchanged during the relationship must be returned
  - C) a breach-of-promise suit may be brought by the other party in some states
  - D) the woman always gets to keep the engagement ring

**Competency:** Domestic/Personal Law

- 16) What is the federal agency that is primarily responsible for regulating the safety of meat and poultry?
- A) S. Department of Agriculture
  - B) S. Food Safety
  - C) Food and Drug Administration
  - D) Consumer Product Safety Commission

**Competency:** Consumer Protection, Product/Personal Liability

- 17) Which one of the following best describes deceptive organizational practices?
- A) Anticompetitive behavior by a company may cause harm to the consumer. A consumer who is harmed in an antitrust claim may seek damages and attorney fees against the company in violation.
  - B) Anticompetitive behavior is encouraged for the sake of capital gains. Individuals are discouraged from bringing suits against companies engaged in making profitable sales.
  - C) Companies have the right to make a profit at the risk of harming the consumer. Company rights to profit are protected by antitrust laws.
  - D) Regulation of business is unnecessary since companies regulate themselves and generally exhibit fairness in business practices.

**Competency:** Consumer Protection, Product/Personal Liability

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- 18) Implicit warranty obligations imposed by law on all sellers are known as:
- A) trade warranties
  - B) implied warranties
  - C) void warranties
  - D) expressed warranties

**Competency:** Consumer Protection, Product/Personal Liability

- 19) Which of the following describes The Supremacy Clause?
- A) When there is a direct conflict between a federal law and a state law, the state law is rendered invalid
  - B) The parties have agreed that the agent will act on behalf of the principle in negotiating and transacting business with third parties
  - C) Exists only when state or federal courts have the authority to hear a case
  - D) Determining who benefits from a contract

**Competency:** Legal System

- 20) The document that sets forth the framework of a government and its relationship to the people it governs is:
- A) the Uniform Commercial Code
  - B) a constitution
  - C) the Bill of Rights
  - D) an ordinance

**Competency:** Legal System

- 21) What can a government do to compel a witness to testify after she or he has asserted the right against self-incrimination?
- A) arrest the witness
  - B) grant immunity
  - C) plea bargain
  - D) ask the judge to hold the witness in contempt

**Competency:** Legal System

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- 22) Which one of the following best describes the differences between the roles of lawyers and paralegals?
- A) Paralegals are essentially lawyers with a lower law degree and may substitute for a lawyer in some legal situations.
  - B) Lawyers qualify to practice law after graduating from an accredited law school or after having fulfilled other extensive training; paralegals qualify to practice law after having served as an apprentice to a lawyer for five years, rendering the paralegal capable of offering the same services as a lawyer.
  - C) Paralegals are essentially lawyers with a lower law degree and may substitute for a lawyer in any legal situation.
  - D) Paralegals draft court documents, manage the office, and speak with clients while the lawyer uses the work completed by the paralegal to assist in winning client cases.

**Competency:** Legal System

- 23) A person who obtains money or other property by lying about a past or existing fact is guilty of:
- A) false pretenses
  - B) forgery
  - C) larceny
  - D) perjury

**Competency:** Legal System

- 24) Which one of the following describes crimes that occur in the business environment?
- A) John Philburn and Terry Waters are both employees at Brand X Marketing. Philburn and Waters secretly sell Brand X products to friends who work for a subsidiary of Brand X Marketing without the consent of Brand X Administrators. Philburn and Waters engaged in insider trading.
  - B) John Philburn is the administrative assistant in Brand X Marketing. His supervisor, Terry Waters is out of the office when a check is required to complete a delivery. Since Philburn is an insider in the company, Philburn receives the package and hands over a company check which Philburn has signed, "John Philburn." Philburn has engaged in insider trading.
  - C) John Philburn and Terry Waters are top executives at Brand X Marketing. Philburn and Waters knew that stock prices were overinflated due to overstated earnings. They used the knowledge gained as a result of their position in the company to sell off their stock before the price lowered drastically, thus engaging in insider trading.
  - D) John Philburn and close friend, Terry Waters often engaged in stock trading. Philburn was particularly astute at gauging the volatility of stocks, so on a hunch, he called Waters with stock information that helped him avoid losing money. Philburn and Waters engaged in insider trading.

**Competency:** Legal System

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- 25) Sam wants to file a petition for bankruptcy. Which of the following is true in this context?
- A) Sam's attorney is liable for perjury if information filed by Sam is incorrect.
  - B) Sam's bankruptcy petition cannot be filed electronically.
  - C) Sam need not submit a list of creditors; it is obtained by the court upon investigation.
  - D) Only Sam's attorney can file his bankruptcy petition.

**Competency:** Negotiable Instruments, Insurance, Secured Transactions, and Bankruptcy

- 26) Which one of the following best describes presentment for payment?
- A) Beverly Smith borrows \$1,000 from Carey Jones and gives him a promissory note for \$1,000 payable in six months. Carey indorses the note and at the end of the six months, Beverly takes the note to Carey and presents it for payment. Carey is liable to pay it when it is due.
  - B) Beverly Smith borrows \$1,000 from Carey Jones and gives him a promissory note for \$1,000 payable in six months. Carey indorses the note and at the end of the six months, Beverly takes the note to Carey and presents it for payment. Carey is liable to pay it in 30 days.
  - C) Beverly Smith borrows \$1,000 from Carey Jones and gives him a promissory note for \$1,000 payable in six months. Carey indorses the note and at the end of the six months, Beverly takes the note to Carey and presents it for payment. Carey is liable to pay it within ten days of the due date.
  - D) Beverly Smith borrows \$1,000 from Carey Jones and gives him a promissory note for \$1,000 payable in six months. Carey indorses the note and at the end of the six months, Beverly takes the note to Carey and presents it for payment. Carey is liable to pay it within a reasonable amount of time.

**Competency:** Negotiable Instruments, Insurance, Secured Transactions, and Bankruptcy

- 27) Which one of the following statements defines secured transaction?
- A) a transaction whereby a financial institution guarantees payment
  - B) an agreement in which a debtor gives a secured interest to a secured party
  - C) an agreement whereby a financial instrument is designated as a note, stock, or bond
  - D) a transaction in which the payment of a debt is guaranteed by personal property owned by the debtor

**Competency:** Negotiable Instruments, Insurance, Secured Transactions, and Bankruptcy

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- 28) The most common document used to transfer ownership of realty is:
- A) a contract
  - B) a license
  - C) a covenant
  - D) a deed

**Competency:** Property Laws

- 29) What describes the legal aspects of a real estate transaction?
- A) The act of recording a deed is a courtesy for the recipient of the property extended by the seller.
  - B) The act of recording a deed is required to protect the seller of the property.
  - C) The act of recording a deed is required to protect the recipient of the property.
  - D) The act of recording a deed is not required for property transfer to be final.

**Competency:** Property Laws

- 30) What are the consequences of infringement on intellectual property rights of others?
- A) If an infringement claim is successful, the copyright owner could elect to enjoin the continued use of the work or could receive either actual damages, including profits made by the infringer or statutory damages up to \$50,000.
  - B) If an infringement claim is successful, the copyright owner could elect to enjoin the continued use of the work or could receive either actual damages, including profits made by the infringer or statutory damages up to \$75,000.
  - C) If an infringement claim is successful, the copyright owner could elect to enjoin the continued use of the work or could receive either actual damages, including profits made by the infringer or statutory damages up to \$100,000.
  - D) If an infringement claim is successful, the copyright owner could elect to enjoin the continued use of the work or could receive either actual damages, including profits made by the infringer or statutory damages up to \$125,000.

**Competency:** Property Laws

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## BUSINESS PLAN

### Overview

This event recognizes FBLA members who demonstrate an understanding and mastery of the process required to develop and implement a new business venture. The business venture must be currently viable and realistic and must not have been in operation for a period exceeding twelve months before the NLC.

This is a two-part event: a written project is submitted prior to the NLC to be judged, and all eligible competitors 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 event is for an individual or a team of two or three members.

### Website Resources

- A Standard Business Plan Outline  
<http://articles.bplans.com/writing-a-business-plan/a-standard-business-plan-outline/29>
- Business Planning - Creating Plans  
<http://www.businesstown.com/planning/creating.asp>
- Business Plan Outline  
<http://www.business-plan.com/outline.html>
- Business Plans - Web Resources  
<http://www.hbs.edu/entrepreneurship/resources/businessplan.html>

### Additional Resources

- *MarketPlace*: FBLA Winning Reports—1<sup>st</sup> Place; FBLA Winning Reports—2<sup>nd</sup> Place

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## CLIENT SERVICE

### Overview

This event provides members with an opportunity to develop and demonstrate skill in interacting with internal and external clients to provide an outstanding client service experience. The client service consultant engages clients in conversation regarding products, handles inquiries, solves problems, and uncovers opportunities for additional assistance. Participants develop speaking ability and poise through participation as well as critical-thinking skills.

This is an individual role play event.

### Website Resources

- 8 Rules for Good Customer Service  
<http://sbinfocanada.about.com/od/customerservice/a/custservrules.htm>
- Best Customer-Service Practices  
[http://www.inc.com/guides/cust\\_service/23036.html](http://www.inc.com/guides/cust_service/23036.html)
- Customer Service and Customer Loyalty  
[http://sbinfocanada.about.com/od/customerservice/Customer\\_Service\\_And\\_Customer\\_Loyalty.htm](http://sbinfocanada.about.com/od/customerservice/Customer_Service_And_Customer_Loyalty.htm)

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## CLIENT SERVICE SAMPLE CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have 10 minutes to review the case.
2. Presentation time is five minutes. At four minutes, the timekeeper will stand and hold up a card indicating one minute is left and at five 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. A judge will assume the role of a Creative Mind customer. You play the role of a customer service rep in a mid-size privately owned publishing house.
4. Each participant will be given two note cards.
5. Be prepared to answer questions posed by the judges.

### PERFORMANCE INDICATORS

- Select a logical solution with positive and negative aspects of its implementation
- Use appropriate business language and well organized and clearly stated thoughts and statements
- Demonstrate ability to effectively communicate with customer
- Describe an effective, efficient, and spontaneous action for customer service
- Demonstrate efficient, accountable customer service
- Exhibit good decision-making and problem-solving skills

### CASE STUDY

You work as a Customer Service Representative in a mid-size privately owned publishing house, Creative Mind. You're excited about working in the publishing industry and even more

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excited you landed a job in your chosen field right out of college. The company is a start-up and growing rapidly.

Your customers contact you to place orders for books, DVD's, tapes, magazines, and other related items. You also field general inquiries about the company and its products, deal with delivery issues and damaged goods, and handle customer complaints.

You believe Creative Mind to be a reputable company concerned about creating an exceptional experience for each customer. You will be fielding a call from a customer (judge). You should "answer the call" with the following greeting:

*Creative Mind Publishing, this is \_\_\_\_\_ (your name). How may I help you?*



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## CODING & PROGRAMMING

### Overview

Certain types of processes require that each record in the file be processed. Coding & Programming focuses on these procedural style processing systems. This event tests the programmer's skill in designing a useful, efficient, and effective program.

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 event.

### Website Resources

- Desktop Application Programming  
<http://www.mono-project.com/Monkeyguide>
- Web-Database Programming  
<http://infolab.stanford.edu/~ullman/fcdb/oracle/or-web.html>
- How to Teach Coding and Programming  
<https://www.theguardian.com/teacher-network/2015/sep/01/how-to-teach-coding-programming>

### Topic

The topic for Coding & Programming changes every year. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.

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## COMMUNITY SERVICE PROJECT

### Overview

This event recognizes FBLA chapters that successfully implement community service projects to serve the citizens of their communities. The report must describe one chapter project that serves the community. The project must be in the interest of the community and designed for chapter participation.

This is a two-part event: a written project is submitted prior to the NLC to be judged, and all eligible chapters will present the project at the NLC in a preliminary round. The report must be submitted online to the national center by the second Friday in May for judging.

This is a chapter event.

### Website Resources

- 366 Community Service Ideas  
<http://lancaster.unl.edu/4h/serviceideas.shtml>
- Community Service Projects  
[http://www.ehow.com/list\\_6540325\\_high-school-community-service-projects.html](http://www.ehow.com/list_6540325_high-school-community-service-projects.html)
- Community Service Ideas for Kids all Ages  
<http://www.kidactivities.net/post/Community-Service-Ideas-for-Kids.aspx>
- Do Something.org  
<http://www.dosomething.org/>

### Additional Resource

- MarketPlace: FBLA Winning Reports—1<sup>st</sup> Place; FBLA Winning Reports—2<sup>nd</sup> Place

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## COMPUTER APPLICATIONS

### Overview

This event provides recognition for FBLA members who can most efficiently demonstrate computer application skills.

This event consists of two parts: an objective test taken at the NLC and a skills production test that must be submitted online by the third Friday of May to the national center.

This is an individual event.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/computer-applications-fbla/>

### Website Resources

- Certiport  
<http://www.certiport.com>
- Jan's Illustrated Computer Literacy 101  
<http://www.jegsworks.com/lessons/computerbasics/lessonintro.htm>
- Microsoft Word Mail Merge Tutorials  
<http://mistupid.com/technical/mailmerge>
- Webopedia  
<http://www.pcwebopedia.com/>
- Free Computer Dictionary  
<http://www.freedictionarydefinitions.com/?r=1&kw=Computer%20Dictionary%20Com&gc lid=EAlalQobChMI-s--q4al1QIVUIF-Ch1L5QzSEAYAYAAEgIP3fD BwE>

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## COMPUTER APPLICATIONS SAMPLE QUESTIONS

- 1) The most effective network used to cover a city's wireless system is a \_\_\_\_.  
A) WAN  
B) PAN  
C) LAN  
D) MAN

**Competency:** Computer Terminology and Concepts

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- 2) What should be done before updating the operating system?
- A) schedule an hour of time
  - B) backup all important data
  - C) call friends for advice
  - D) shut down the computer

**Competency:** Computer Terminology and Concepts

- 3) The common name used for secondary storage in a computer.
- A) auxiliary storage
  - B) cylinder storage
  - C) closet
  - D) memory

**Competency:** Computer Terminology and Concepts

- 4) The DNS is used to translate a \_\_\_\_\_ into an IP address.
- A) domain name
  - B) MAC address
  - C) protocol
  - D) Web site

**Competency:** Computer Terminology and Concepts

- 5) The world's most popular WAN is:
- A) Facebook
  - B) Internet
  - C) Pandora
  - D) Twitter

**Competency:** Computer Terminology and Concepts

- 6) Find the name of the center icon on a web page located at the top right.
- A) Restore Down
  - B) Reopen
  - C) Tab Browsing
  - D) Close Down

**Competency:** Computer Terminology and Concepts

- 
- 
- 7) What type of printer is an inkjet printer?  
A) laser  
B) impact  
C) dot matrix  
D) non-impact

**Competency:** Computer Terminology and Concepts

- 8) Supplies networking capability to a group of computers in close proximity to each other, e.g., in an office building, a school, or a home.  
A) WAN  
B) PAN  
C) BAN  
D) LAN

**Competency:** Computer Terminology and Concepts

- 9) This is an example of a network device.  
A) Star  
B) HUB  
C) Point  
D) Rotator

**Competency:** Computer Terminology and Concepts

- 10) \_\_\_\_\_ is the process of making changes to a document.  
A) Editing  
B) Validation  
C) Revising  
D) Proofreading

**Competency:** Basic Application Knowledge and Word Processing

- 11) An example of a footer is:  
A) page number  
B) wrap text  
C) page break  
D) widow/orphan

**Competency:** Basic Application Knowledge and Word Processing

- 
- 
- 12) The information imported into the main document to complete a mail merge is called a \_\_\_\_\_ document.
- A) Data Source
  - B) File
  - C) Destination
  - D) Mailing

**Competency:** Basic Application Knowledge and Word Processing

- 13) A3:C11 is an example of:
- A) block
  - B) range
  - C) value
  - D) grid

**Competency:** Spreadsheet and Database Applications

- 14) The arrangement of fields within a specified field of a spreadsheet is referred to as \_\_\_\_
- A) sorting
  - B) organizing
  - C) filtering
  - D) editing

**Competency:** Spreadsheet and Database Applications

- 15) What is the term used when several cells are combined in a spreadsheet?
- A) Collate
  - B) Combine
  - C) Merge
  - D) Marriage

**Competency:** Spreadsheet and Database Applications

- 16) \_\_\_\_ is the name of the procedure used for cutting the edges of an illustration to fit in a given space.
- A) Cropping
  - B) Dividing
  - C) Merging
  - D) Cutting

**Competency:** Presentation, Publishing, and Multimedia Applications

- 
- 
- 17) Which one of the following is not a component of the query Design view?
- A) design grid
  - B) table pane
  - C) field list(s)
  - D) navigation bar

**Competency:** Presentation, Publishing, and Multimedia Applications

- 18) An static image can be added to a document or slide is referred to as \_\_\_\_
- A) video.
  - B) video game.
  - C) diagram.
  - D) graphic.

**Competency:** Presentation, Publishing, and Multimedia Applications

- 19) A graphic editing program that offers artists and editors the ability to control textures, shading, and fine detail.
- A) bitmap
  - B) vector
  - C) cropping
  - D) computer assisted design and drafting

**Competency:** Presentation, Publishing, and Multimedia Applications

- 20) Allows video editing to occur at any sequence.
- A) tweeting
  - B) non-linear editing
  - C) animation
  - D) linear editing

**Competency:** Presentation, Publishing, and Multimedia Applications

- 21) A \_\_\_\_\_ is a block of text automatically appended at the bottom of an e-mail message that includes the sender's contact information.
- A) quotation
  - B) sender's autograph
  - C) signature block
  - D) attachment

**Competency:** Email, Integrated and Collaboration Applications

- 
- 22) A type of remote conferencing allowing people at different locations to talk with one another by telephone.
- A) video conference
  - B) fax conference
  - C) Web conference
  - D) teleconference

**Competency:** Email, Integrated and Collaboration Applications

- 23) The \_\_\_ command shows the differences between an original document and an edited copy of the original.
- A) combine
  - B) tracking
  - C) revisions
  - D) compare

**Competency:** Email, Integrated and Collaboration Applications

- 24) Proper and acceptable behavior on the Internet is referred to as \_\_\_\_
- A) I-Safe.
  - B) busiquette.
  - C) netiquette.
  - D) internet.

**Competency:** Netiquette and Legal

- 25) The act of making illegal copies of copyrighted software is referred to as \_\_\_\_
- A) file sharing.
  - B) creatively acquiring.
  - C) software piracy.
  - D) trademark infringement.

**Competency:** Netiquette and Legal

- 26) The underlying philosophy behind "netiquette" is \_\_\_\_
- A) remember the human.
  - B) pay it forward.
  - C) online information can be erased.
  - D) remember the golden rule.

**Competency:** Netiquette and Legal



- 
- 27) A potentially damaging computer program which can spread and damage files.
- A) worm
  - B) Trojan horse
  - C) spoofing
  - D) virus

**Competency:** Security

- 28) A security system consisting of hardware and/or software that prevents unauthorized intrusion is referred to as a \_\_\_\_
- A) encryption.
  - B) antivirus software.
  - C) intrusion security system software.
  - D) firewall.

**Competency:** Security

- 29) Deleted data can be recovered. To remove data from a hard drive permanently, the hard drive needs to be:
- A) deleted
  - B) wiped clean
  - C) dusted
  - D) vacuumed

**Competency:** Security

- 30) What is "Dear Mr. Finley" in a letter referred to as?
- A) recipient
  - B) closing
  - C) enclosure
  - D) salutation

**Competency:** Formatting, Grammar, Punctuation, Spelling, and Proofreading

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## COMPUTER APPLICATIONS SAMPLE PRODUCTION PROBLEMS

### JOB 1: Database

Create a database for WTD Industries to keep track of their customer information. Use the following customer information to create your database:

Customer ID	First Name	Last Name	Address	City	State	Zip	Email address	Phone Number	Amount Paid	Amount Due
HK31	Hassan	Kahn	1357 Spruce St.	Duck	NC	27949	hkahn@wtd.net	252-555-7531	\$1500	\$435
SA79	Shay	Adams	9753 Riding Place	Corolla	NC	27927	sadams@wtd.net	252-555-3579	\$650	\$350
DN10	Dwight	Norris	123 Main St.	Charlotte	NC	28277	dnorris@wtd.net	704-555-3210	\$485	\$200
AM65	Art	Miller	5678 Elm St.	Charlotte	NC	28277	amiller@wtd.net	704-555-8765	\$345	\$500
JR41	Juan	Rivera	1470 Tall Oaks Dr.	Corolla	NC	27927	jrivera@wtd.net	252-555-0741	\$1900	\$0
AB23	Ana	Black	3289 Beach Dr.	Corolla	NC	27927	ablack@wtd.net	252-555-9823	\$0	\$925

#### Job 1-A: Report Created from Table

**Directions:** Create a report from the table in landscape orientation. All of the fields should be included and the report should be sorted alphabetically by the Customer ID. Adjust the widths of the columns so that you can see all of the information. Title the report Job 1-A with your name, school, and state in the title.

**Print to PDF Job 1-A:** Report in landscape format

#### Job 1-B: Report Created from Query

**Directions:** Create a query for all customers that owe at least \$200. Include the customer's first and last name, customer ID, amount paid, and amount due fields. Save the query and create a report for the query. Title the report Job 1-B with your name, school, and state in the title.

**Print to PDF Job 1-B:** Report from Query

#### Job 1-C: Report Created from Query

**Directions:** Create a query for all customers that live in Corolla. Include the customer's first and last name, city, and phone number fields. Save the query and create a report for the query. Title the report Job 1-C with your name, school, and state in the title.

**Print to PDF Job 1-C:** Report from Query

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## JOB 2: Mail Merge Letter

**Directions:** Write a mail merge letter in accordance with the FBLA-PBL Format Guide. The letter is being sent from William T. Stephens, President of WTD Industries. It will be sent to all the clients in the database created in Job 1. Personalize the salutation so that it addresses each client by his or her first name.

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

We would like to thank you for your business this year. It has been a very productive and successful year at WTD Industries. We have created new products and expanded our service options. In appreciation for your business this past year, we would like to offer you 10 percent off your next purchase.

We look forward to serving you in the future!

**Print to PDF Job 2-A:** Letter with Merge Field  
**Print to PDF Job 2-B:** Source Document

## JOB 3: Table

**Directions:** Create the following table with gridlines in accordance with the FBLA Format Guide.

TOP 5 GROSSING MOVIES OF ALL TIME				
Rank	Title	Year	Director	Worldwide Box Office Draw
1	Avatar	2009	James Cameron	\$2,781,505,847
2	Titanic	1997	James Cameron	\$1,835,300,000
3	The Lord of the Rings: The Return of the King	2003	Peter Jackson	\$1,129,219,252
4	Pirates of the Caribbean: Dead Man's Chest	2006	Gore Verbinski	\$1,065,896,541
5	Toy Story 3	2010	Lee Unkrich	\$1,062,984,497
Total				

Use a formula to calculate the total Worldwide Box Office Draw for all five movies.

**Print to PDF Job 3:** Table

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## JOB 4: Spreadsheet with Charts

**Job 4-A:** Create a spreadsheet using the information below.

**Title:** WTD Event Planners

**Subtitle:** 4<sup>th</sup> Quarter Expenses

Expense	October	November	December	Total	Average
Advertising	2800	3500	3200		
Insurance	500	500	500		
Miscellaneous	430	650	725		
Office Supplies	376	450	410		
Payroll Tax	1400	1450	1485		
Rent	5000	5000	5000		
Travel	4800	4000	4200		
Utilities	1250	1400	1375		
Salaries	12000	12250	12400		

1. Calculate the total for each expense.
2. Calculate the average for each expense.
3. Calculate the total for each month.
4. Make the title size 18 point font, bold. Center the title over all the columns.
5. Make the sub title size 16 point font, bold. Center the sub-title over all the columns.
6. Make the column headings size 14 point, bold.
7. Shade the cells containing the Title and Subtitle.
8. Change the font color of the title and subtitle.
9. Format the cells with numbers in them as currency with no dollar signs, only the advertising and total row of numbers should have dollar signs.
10. Put a bottom border in all of the cells in the salaries row.

**Print to PDF Job 4-A1:** Formatted spreadsheet in landscape format, fitting on one page

**Print to PDF Job 4-A2:** Spreadsheet with formulas in landscape format and fit on one page

### Job 4-B: 3-D Chart

Create a 3-D pie chart for the monthly expenses for November only from the data used in Job 4-A.

1. Select the pie slice for the largest expense and pull the slice out from the rest of the pie.
2. Rotate the pie chart so that the pulled slice is positioned in the lower right.
3. Add the title November Expenses to the chart,
4. Add the percentage data labels to the pie slices.

**Print to PDF Job 4-B1:** 3-D pie chart on a page by itself

Create a 3-D column chart comparing the total for each month.

1. Recolor the October column yellow, the November column orange, and the December column red.
2. Add data labels.
3. Remove the legend.
4. Add the title **TOTAL EXPENSES** to the chart.

**Print to PDF Job 4-B2:** 3-D column chart on page by itself

**JOB 5: Amortization Schedule**

Amount Borrowed	
Interest Rate	
Number of Payments	
Monthly Payment	

You are interested in buying a \$12,000 car. Your job is to create a spreadsheet that will calculate the monthly payments. You also will need to create an amortization schedule for the loan. The car cost is \$12,000. You are planning on a \$2,000 down payment. The interest rate is 6.5 percent and you plan to finance the car for three years.

Payment	Beginning Balance	Payment	Interest	Principal	Balance
1					

- a. Create a spreadsheet that calculates the monthly payment.
- b. Create an amortization schedule showing the fields above. Place the amortization schedule below the payment calculation.

**Print to PDF 5-A:** Payment and amortization schedule to fit on one page

**Print to PDF 5-B:** Formatted spreadsheet showing formulas for payment and amortization schedule to fit on one page

**JOB 6: Presentation**

In this problem, you will create a presentation with eight slides.

- You may use any appropriate design template for the presentation.
- Use the information below to create each slide.
- Use a table layout on slide 2.
- Hyperlink each word in the table on slide 2 to its corresponding slide. (Simile to slide 3, Metaphor to slide 4, etc.)
- Add at least one appropriate image on slides 3 - 8. (Minimum of six images)
- Format the presentation appropriately.

**Slide 1 (Title Slide)**

Poetry Terms

- Your Name, School, State, and Job 6

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## Slide 2

### Poetry Terms

Simile	Metaphor
Personification	Alliteration
Onomatopoeia	Rhyme

## Slide 3

### Simile

- Compares two unlike things using “like” or “as”
  - His temper was as ferocious as a lion.
  - Her lips were like a ruby.

## Slide 4

### Metaphor

- Compares two unlike things by saying one is the other
  - The sun is a ball bouncing through the sky.

## Slide 5

### Personification

- Gives human characteristics to non-human things
  - The leaves shivering in the sun.

## Slide 6

### Alliteration

- Repetition of beginning consonant sounds
  - Creamy and crunchy
  - Seven silly salesmen saw six swans swimming
  - She sells seashells by the seashore

## Slide 7

### Onomatopoeia

- Words that imitate sounds
  - Buzz
  - Hiss
  - Moo
  - Grrr
  - Meow

## Slide 8

### Rhyme

- Repetition of sounds at the ends of words
  - Simple, Pimple
  - Take, Rake, Snake
  - Mountain, Fountain

**Print to PDF Job 6:** Presentation showing six slides per page

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## COMPUTER GAME & SIMULATION PROGRAMMING

### Overview

This event tests the programmer's skill in designing a functional interactive simulation/game that will both entertain and educate/inform the player.

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

This event is for an individual or a team of two or three members.

### Website Resources

- 3dTotal  
<http://www.3dtotal.com>
- All Freelance  
<http://www.allfreelance.com>
- Animation Arena  
<http://www.animationarena.com>
- Association for Computing Machinery's Special Interest Group on Graphics and Interactive Techniques (ACMSIGGRAPH) - Education Spotlight  
<http://education.siggraph.org/>
- CG Arena  
<http://www.cgarena.com>
- CGS (Society of Digital Artists)  
<http://www.cgsociety.org>
- Digital Media Net  
<http://www.digitalmedianet.com>

### Topic

The topic for Computer Game & Simulation Programming changes every year. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.

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## COMPUTER PROBLEM SOLVING

### Overview

This event provides recognition for FBLA members who have a broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnostics, preventative maintenance, and basic networking.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/computer-problem-solving/>

### Website Resources

- A+ Essentials Hardware Practice Questions  
<http://www.simulationexams.com/SampleQuestions/aplus-questions.htm>
- How PCs Work  
<http://computer.howstuffworks.com/pc.htm>
- How Operating Systems Work  
<http://computer.howstuffworks.com/operating-system.htm>

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## COMPUTER PROBLEM SOLVING SAMPLE QUESTIONS

- 1) What signals the processor to temporarily stop a running program to allow a handler to run instead?  
A) IPv6  
B) DMA  
C) X64  
D) IRQ

**Competency:** Personal Computer Components

- 2) \_\_\_\_\_ is a minimal operating system used to prepare a computer for Windows installation, to copy disk images from a network file server, and to initiate Windows Setup.  
A) Linux  
B) Windows PE  
C) Solaris  
D) DOS

**Competency:** Personal Computer Components



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- 3) \_\_\_\_\_ is a high-speed serial computer expansion bus standard designed to replace the older PCI, PCI-X, and AGP bus standards.
- A) IEEE
  - B) VGA
  - C) PCIe
  - D) HDMI

**Competency:** Personal Computer Components

- 4) 'Missing OS' could mean which of the following?
- A) MBR is corrupted
  - B) DBR is corrupted
  - C) HDD has crashed
  - D) The system partition is corrupted

**Competency:** Personal Computer Components

- 5) Which of the following key needs to be pressed while interrupting the OS loading process for the purpose of troubleshooting in Windows?
- A) F5.
  - B) F1.
  - C) DEL.
  - D) F8.

**Competency:** Personal Computer Components

- 6) A processor for laptops is typically smaller, but more importantly, in order to run cooler, it uses less \_\_\_\_\_ than its desktop counterpart.
- A) memory
  - B) electricity
  - C) copper
  - D) silicon

**Competency:** Laptop and Portable Devices

- 7) As LCDs do **not** produce light themselves, they need to produce a visible image which is usually provided by a:
- A) radio-luminescent panel
  - B) backlight
  - C) cathode ray tube
  - D) fluoride glow rod

**Competency:** Laptop and Portable Devices

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- 
- 8) What key combination in Windows brings up a menu where you can change your password?
- A) Press CTRL+ALT+P and then click Change Password
  - B) Press SHIFT+ALT+DELETE and then click Change Password
  - C) Press CTRL+ALT+DELETE and then click Change Password
  - D) Press SHIFT+ALT+P and then click Change Password

**Competency:** Laptop and Portable Devices

- 9) Typically, printer memory is most relevant to a \_\_\_\_\_ printer because they hold the entire image of each page in memory before printing.
- A) dot-matrix
  - B) inkjet
  - C) thermal
  - D) laser

**Competency:** Printers and Scanner

- 10) Some printers require \_\_\_\_\_ to properly align the print device to the paper.
- A) firmware updates
  - B) calibration
  - C) new ink
  - D) cleaning

**Competency:** Printers and Scanners

- 11) A customer who just bought a computer from you yesterday calls frantically. He tells you the computer says he performed an illegal operation. What do you tell him?
- A) Bring the computer in for repair
  - B) Tell him he's got a virus
  - C) Choose OK and restart the program
  - D) Explain that he told the CPU to do something that the CPU can't do. Tell him not to do it again.

**Competency:** Printers and Scanners

- 12) The OS X operating system is based on:
- A) Windows
  - B) FreeBSD
  - C) Linux
  - D) FreeDOS

**Competency:** Operating Systems

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- 
- 13) "Hot Docking" means that:
- A) a hot boot must be done before a device is removed\installed
  - B) power must be off to remove\install a device
  - C) a warm boot must be done before a device is removed\installed
  - D) power can be on to remove\install a device

**Competency:** Operating Systems

- 14) The Windows operating system holds many configuration settings in the:
- A) /etc directory
  - B) Registry
  - C) /opt directory
  - D) %systemroot% file

**Competency:** Operating Systems

- 15) To rename file 1.txt to 2.txt in UNIX run the command:
- A) build 1.txt 2.txt
  - B) rename 1.txt 2.txt
  - C) mv 1.txt 2.txt
  - D) cp 1.txt 2.txt

**Competency:** Operating Systems

- 16) Which command makes a file read only?
- A) Attrib +r "filename"
  - B) Read\_only +r "filename"
  - C) Readonly /y "filename"
  - D) Attrib /r "filename"

**Competency:** Operating Systems

- 17) What is the data rate of a USB port?
- A) 12 Mbps
  - B) 16 Mbps
  - C) 100 Mbps
  - D) 120 Mbps

**Competency:** Operating Systems

- 
- 
- 18) What is the application used by chat rooms?  
A) PPP  
B) SNMP  
C) SMTP  
D) IRC

**Competency: Networks**

- 19) NTFS file systems limit the length of the file names to how many characters?  
A) 8  
B) 512  
C) No limit  
D) 255

**Competency: Networks**

- 20) The system of pathways that is used for communication in a computer system is referred to as which of the following terms?  
A) Memory  
B) Traces  
C) Cache memory  
D) Bus

**Competency: Networks**

- 21) If one segment goes down on a \_\_\_\_\_ network, the remaining segments past that point also go down.  
A) FDDI  
B) Fiber ring  
C) Star  
D) Bus

**Competency: Networks**

- 22) One option to consider enabling when moving to \_\_\_\_\_ Ethernet is jumbo frames.  
A) Gigabit  
B) 10mb  
C) 100mb  
D) 16mb

**Competency: Networks**

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- 
- 23) TFTP uses the \_\_\_\_\_ protocol
- A) IPX
  - B) UDP
  - C) SPX
  - D) TCP

**Competency:** Networks

- 24) A(n) \_\_\_\_\_ is an observable occurrence in an information system that actually happened at some point in time.
- A) occurrence
  - B) event
  - C) log entry
  - D) incident

**Competency:** Security

- 25) \_\_\_\_\_ is a type of virus which can replicate itself.
- A) Ransomware
  - B) Spam
  - C) Worm
  - D) Phishing

**Competency:** Security

- 26) Which command can be used to encrypt and decrypt large numbers of files and folders?
- A) Decrypt
  - B) Encrypt
  - C) Cipher
  - D) Secure

**Competency:** Security

- 27) Which component is NOT part of the Windows Security Center?
- A) Windows Firewall
  - B) Computer Management
  - C) Malware protection
  - D) Automatic Updates

**Competency:** Security

- 
- 
- 28) The first hard disk in your computer is having one primary partition and one Extended partition. The extended partition is divided into two logical drives D and E. When you install a second hard drive, you create a primary and extended partition. You create one logical drive only and format it. What would be the drive letter assigned to the first logical drive on the extended partition of first hard disk?
- A) G
  - B) F
  - C) D
  - D) E

**Competency:** Safety and Environmental Issues

- 29) What is the command syntax for assigning "Hidden" attribute to file c:\myfile?
- A) ATTRIB +R C:\MYFILE
  - B) ATTRIB H C:\MYFILE
  - C) ATTRIB +H C:\MYFILE
  - D) ATTRIB H C:\MYFILE

**Competency:** Safety and Environmental Issues

- 30) Burns are the most common \_\_\_\_\_-related injury.
- A) aeronautical
  - B) medical
  - C) electrical shock
  - D) vehicle

**Competency:** Safety and Environmental Issues

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## CYBER SECURITY

### Overview

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

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/cyber-security-fbla/>

### Website Resources

- An Overview of Cryptography  
<http://www.garykessler.net/library/crypto.html>
- Cyber Security Tips - United States Computer Emergency Readiness Team  
<http://www.us-cert.gov/cas/tips/>
- How Firewalls Work  
<http://www.howstuffworks.com/firewall.htm>

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## CYBER SECURITY SAMPLE QUESTIONS

- 1) What type of attack attempts to circumvent authentication mechanisms by recording authentication messages from a legitimate user and reissuing those messages in order to impersonate the user and gain access to systems?
- A) Man-in-the-Middle Attack
  - B) MAC Spoofing Attack
  - C) Replay Attack
  - D) Scareware Attacks

**Competency:** Defend and Attack

- 2) Spoofing is the act of falsely identifying a packet's IP address, MAC address, etc. Which one of the below are three types of Spoofing?
- A) Web Spoofing, DNS Spoofing, and Relay Spoofing
  - B) DNS Spoofing, Relay Spoofing, and ARP Poisoning
  - C) Web Spoofing, ARP Poisoning, and Relay Spoofing
  - D) ARP Poisoning, Web Spoofing, and DNS Spoofing

**Competency:** Defend and Attack

- 
- 3) This is an example of malware for profit.
- A) Man-in-the-Middle
  - B) Honeypot
  - C) Rootkit
  - D) Ransomware

**Competency:** Defend and Attack

- 4) Spam, irrelevant or inappropriate messages sent on the Internet to a large number of recipients, affects the following types of media?
- A) Email, Internet, Instant Messages
  - B) Email, Instant Messages, Blogs
  - C) Email, Online Games, Blogs
  - D) Email, Newsgroups, Blogs

**Competency:** Defend and Attack

- 5) Remote access is a connection to a data-processing system from a remote location. A dialer program, one type of remote access tool, does what?
- A) Creates a connection to another computer without the knowledge of the user.
  - B) Performs malicious tasks of one sort or another under remote direction.
  - C) Leaves a digital footprint of the data trail left by interactions in a digital environment.
  - D) Records the keys struck on a keyboard, usually in a covert manner.

**Competency:** Defend and Attack

- 6) Call back is an example of what type of security?
- A) Scanner
  - B) Filter
  - C) Encryption
  - D) Remote Access

**Competency:** Network Security

- 7) What comprises a location where enterprise information systems (websites, applications, databases, data centers and servers, networks, desktops, and other endpoints) are monitored, assessed, and defended?
- A) Internet Engineering Task Force
  - B) Information Security Operations Center
  - C) Information System Security Association
  - D) Computer Security Institute

**Competency:** Network Security



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- 8) Many legislative Acts affect computer security. Laws that lay out requirements that are more stringent for retaining and protecting employee and customer data could be on the horizon. Which Act regulates the availability and breadth of group health plans and certain individual health insurance policies?
- A) The Public Health Services Act (PHSA)
  - B) The Health Information Privacy Act (HIPA)
  - C) The Health Insurance Portability and Accountability Act (HIPAA)
  - D) The Health Information Technology for Economic and Clinical Health Act (HITECH)

**Competency:** Network Security

- 9) A demilitarized zone (DMZ) refers to a portion of the network that is **not** fully trusted. What type of network zones do administrators use when creating a DMZ?
- A) securely protected
  - B) fully-protected
  - C) semi-protected
  - D) decentralized

**Competency:** Network Security

- 10) The human factor as it relates to technology includes physical, psychological, team, organizational, and political elements. Attackers have learned to capitalize and take advantage of the human factor in trust relationships. What type of attack uses chat, social media, and email to exploit trust relationships?
- A) Chat Attack
  - B) Cyber Attack
  - C) Replay Attack
  - D) Online attack

**Competency:** Email Security

- 11) HTML email is the use of a subset of HTML to provide formatting and semantic markup capabilities in email that are not available with plain text. HTML email is common but dangerous. Why?
- A) HTML email may not work with all clients or operating systems
  - B) HTML email is preferred by spammers
  - C) HTML email does not allow the sender to confirm the email was read
  - D) HTML email allows malicious code to launch from the preview pane

**Competency:** Email Security

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- 12) What type of email scam involves Internet fraudsters who send seemingly legitimate e-mail messages to trick unsuspecting victims into revealing personal and financial information, such as a Social Security number (SSN), that can be used to steal the victims' identity and gain access to the victim's finances?
- A) Social Engineering
  - B) Phishing
  - C) Spoofing
  - D) Snerting

**Competency:** Email Security

- 13) This refers to creations of the mind for which exclusive rights are recognized in law when owners are granted certain exclusive rights to a variety of intangible assets, such as musical, literary, and artistic works; discoveries and inventions; and words, phrases, symbols, and designs?
- A) intellectual property
  - B) trade secrets
  - C) patents
  - D) trademarks

**Competency:** Intrusion Detection

- 14) An intrusion detection system (IDS) is a device or software application that monitors network or system activities for malicious activities or policy violations and produces reports to a management station. What type of IDS takes action after intruder detection?
- A) passive
  - B) active
  - C) dynamic
  - D) static

**Competency:** Intrusion Detection

- 15) Which one of the following are Intrusion Detection tools?
- A) Snort, AIDE, and OSSEC HIDS
  - B) BIDS, OSSEC HIDS, and LSSC HIDS
  - C) Snort, Bro NIDS, and BIDS
  - D) AIDE, Bro NIDS, and BIDS

**Competency:** Intrusion Detection

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- 16) A digital certificate certifies the ownership of a public key by the named subject of the certificate. This allows others (relying parties) to rely upon signatures or assertions made by the private key that corresponds to the public key that is certified. What is the primary role of the Certificate Authority?
- A) To use a random number generator to create public keys
  - B) To digitally sign and publish the public key bound to a given user
  - C) To review critical transactions communications between two or more parties
  - D) To track self-signed certificates and third party attestations of those certifications

**Competency:** Public Key

- 17) Which technology issues a challenge/response test as a means of ascertaining that a user is a human and **not** a computer program?
- A) Munging
  - B) Site Key
  - C) CHAP
  - D) CAPTCHA

**Competency:** Authentication

- 18) A binary code represents text or computer processor instructions using the binary number system's two binary digits – 0 and 1. What is added to the end of a string of binary code that indicates whether the number of bits in the string with the value one is even or odd?
- A) Parity Bit
  - B) Parity Word
  - C) Checksum
  - D) Modular Sum

**Competency:** Authentication

- 19) This computer network authentication protocol works on the basis of 'tickets' to allow nodes communicating over a non-secure network to prove their identity to one another in a secure manner. Its designers aimed it primarily at a client-server model and it provides mutual authentication—both the user and the server verify each other's identity.
- A) Host Credential Authorization Protocol (HCAP)
  - B) NT Lan Manager (NTLM)
  - C) Kerberos Protocol (CNAP)
  - D) Web Resource Authorization Protocol (WRAP)

**Competency:** Authentication

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- 20) A disaster recovery plan (DRP) is a documented process or set of procedures to recover and protect a business IT infrastructure in the event of a disaster. What are the three primary strategies when developing a DRP?
- A) Preventive Measures, Detective Measures, and Corrective Measures
  - B) Management Support, Detective Measures, Preventative Measures
  - C) Risk Assessment, Independent Verification and Validation, Management Support
  - D) Corrective Measures, Detective Measures, Risk Assessment

**Competency:** Disaster Recovery

- 21) What is the process, policies, and procedures related to preparing for recovery or continuation of technology infrastructure critical to an organization after a natural or human-induced failure?
- A) remote backup service
  - B) business continuity
  - C) continuous data protection
  - D) disaster recovery

**Competency:** Disaster Recovery

- 22) In disaster recovery, this is the point at which a management decision to react is made in reaction to a notice or other data such as a weather report or an activity report from the IT department indicating the escalation of an incident.
- A) Trigger
  - B) Event
  - C) Initiate
  - D) Onset

**Competency:** Disaster Recovery

- 23) This provides duplication of server data storage by using multiple hard drive volumes.
- A) Mirroring
  - B) Disk Striping
  - C) Parity
  - D) Hot Swapping

**Competency:** Disaster Recovery

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- 24) This type of card is embedded with a thin strip that emits a low-frequency short-wave radio signal and can be read without inserting it into a reader device.
- A) Key Card
  - B) Radio Frequency ID Card
  - C) Smart Card
  - D) Proximity Card

**Competency:** Physical Security

- 25) TEMPEST refers to the study of compromising emanations. Compromising emanations are defined as unintentional intelligence-bearing signals, which, if intercepted and analyzed, may disclose the information transmitted, received, handled, or otherwise processed by any information-processing equipment. What is the best way to protect against compromising emanations?
- A) shield the computer equipment
  - B) limit physical access to the computer equipment
  - C) limit use of wireless technology
  - D) turn the computer equipment off when not in use

**Competency:** Physical Security

- 26) What is the primary role of a cryptologist?
- A) Designing encryption algorithms
  - B) Performing encryption and decryption
  - C) Breaking encrypted text
  - D) Analyzing algorithms and encrypted text

**Competency:** Cryptography

- 27) Asymmetric cryptography or public-key cryptography is cryptography in which a pair of keys is used to encrypt and decrypt a message so that it arrives securely. Why is asymmetric encryption better than symmetric encryption?
- A) asymmetric encryption provides an easier exchange of encryption keys
  - B) asymmetric encryption requires a key to be securely shared
  - C) asymmetric encryption provides a higher level of security
  - D) asymmetric encryption is faster and more efficient

**Competency:** Cryptography

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- 28) When performing a computer forensics analysis, examiners must do everything possible to preserve the original media and data. Typically, this involves making a forensic image or forensic copy of the original media, and conducting our analysis on the copy versus the original. This work is an example of what?
- A) Identification
  - B) Interpretation
  - C) Preservation
  - D) Extraction

**Competency:** Forensics Security

- 29) Which are examples of computer forensic certifications?
- A) The International Society of Forensic Computer Examiners Certified Computer Examiner and the Information Assurance Certification Review Board Certified Data Recovery Professional
  - B) The Information Assurance Certification Review Board Certified Reverse Engineering Analyst and the International Society of Forensic Computer Examiners Certified Computer Examiner
  - C) The Information Assurance Certification Review Board Certified Reverse Engineering Analyst and the International Association of Computer Investigative Specialists Certified Forensic Computer Examiner
  - D) The International Society of Forensic Computer Examiners Certified Computer Examiner and Information Assurance Certification Review Board Certified Computer Forensics Examiner

**Competency:** Forensics Security

- 30) What is the purpose of the Computer Fraud and Abuse Act of 1986?
- A) To improve the security and privacy of sensitive information in federal computer systems and to establish a minimum acceptable security practices for such systems. It requires the creation of computer security plans and the appropriate training of system users or owners where the systems house sensitive information.
  - B) Establishes a code of fair information practice that governs the collection, maintenance, use, and dissemination of personally identifiable information about individuals that is maintained in systems of records by federal agencies.
  - C) Enacted as an amendment to existing computer fraud law and written to clarify and increase the scope, while in theory, limiting federal jurisdiction to cases where computers of the federal government or certain financial institutions are involved or where the crime itself is interstate in nature.
  - D) Served as the first comprehensive revision of the US criminal code since the 1900s and extended the United States Secret Service's jurisdiction over credit card fraud and computer fraud.

**Competency:** Cyber Security Policy

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## DATABASE DESIGN & APPLICATIONS

### Overview

This event recognizes FBLA members who demonstrate that they have acquired entry level skills for understanding database usage and development in business.

This event consists of two parts: an objective test taken at the NLC and a skills production test that must be submitted online by the third Friday of May to the national center.

This is an individual event.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/database-design-application/>

### Website Resources

- Database Design  
[http://databases.about.com/od/specificproducts/Database\\_Design.htm](http://databases.about.com/od/specificproducts/Database_Design.htm)
- Datapig Access Tutorials  
<http://www.datapigtechnologies.com/AccessMain.htm>
- Microsoft Access Tutorial  
[http://www.quackit.com/microsoft\\_access/tutorial/](http://www.quackit.com/microsoft_access/tutorial/)

## DATABASE DESIGN & APPLICATIONS SAMPLE QUESTIONS

1)

ORDERS Table													
Order ID	Employee ID	Customer ID	Order Date	Shipped Date	Shipper ID	Ship Name	Ship Address	Ship City	Ship State	Ship ZIP	Shipping Total	Payment Type	Paid Date
57	9	27	4/22/2013	4/22/2013	2	Karen Toh	789 27th Street	Las Vegas	NV	89155	200.00	Check	4/22/2013
47	6	6	4/3/2013	4/3/2013	2	Francisco Pérez-Olajeta	123 6th Street	Milwaukee	WI	68099	300.00	Credit Card	4/5/2013
45	1	23	4/7/2013	4/7/2013	3	Amritansh Raghav	789 25th Street	Memphis	TN	69987	40.00	Credit Card	4/7/2013
46	7	9	4/5/2013	4/5/2013	1	Sven Mortensen	123 9th Street	Salt Lake City	UT	58512	100.00	Check	4/5/2013
43	4	3	4/5/2013	4/5/2013	2	Elizabeth Andersen	123 8th Street	Portland	OR	42308	50.00	Check	4/5/2013
50	9	25	4/5/2013	4/5/2013	1	John Rodman	789 25th Street	Chicago	IL	60461	5.00	Cash	4/5/2013
51	9	26	4/5/2013	4/5/2013	3	Rui Liu	789 25th Street	Miami	FL	69088	60.00	Credit Card	4/5/2013
55	1	29	4/5/2013	4/5/2013	2	Soo Jung Lee	789 25th Street	Denver	CO	80275	200.00	Check	4/5/2013
56	2	6	4/3/2013	4/3/2013	3	Francisco Pérez-Olajeta	123 6th Street	Milwaukee	WI	68099	0.00	Check	4/3/2013
40	4	10	3/24/2013	3/24/2013	2	Roland Wacker	123 10th Street	Chicago	IL	60551	9.00	Credit Card	3/24/2013
41	1	7	3/24/2013			Ming-Yang Xie	123 7th Street	Boise	ID	23003	0.00		
42	1	10	3/24/2013	4/7/2013	1	Roland Wacker	123 10th Street	Chicago	IL	60551	0.00		
43	1	11	3/24/2013		3	Peter Kraschne	123 11th Street	Miami	FL	33103	0.00		
44	1	1	3/24/2013			Anna Bedace	123 1st Street	Seattle	WA	45507	0.00		
39	3	3	3/22/2013	3/24/2013	3	Elizabeth Andersen	123 8th Street	Portland	OR	42908	5.00	Check	3/22/2013
35	6	28	3/10/2013	3/11/2013	3	Amritansh Raghav	789 25th Street	Memphis	TN	69987	10.00	Check	3/10/2013
37	6	6	3/6/2013	3/6/2013	2	Francisco Pérez-Olajeta	123 6th Street	Milwaukee	WI	68099	12.00	Credit Card	3/6/2013
36	4	3	2/23/2013	2/25/2013	2	Thomas Axen	123 3rd Street	Los Angeles	CA	90201	7.00	Cash	2/23/2013
35	3	29	2/10/2013	2/12/2013	2	Soo Jung Lee	789 25th Street	Denver	CO	80275	7.00	Check	2/10/2013
34	9	4	2/6/2013	2/7/2013	3	Christna Lee	123 4th Street	New York	NY	12355	-4.00	Credit	2/6/2013
33	6	3	1/30/2013	1/31/2013	3	Elizabeth Andersen	123 8th Street	Portland	OR	42908	50.00	Credit Card	1/30/2013
32	4	12	1/22/2013	1/22/2013	2	John Edwards	123 12th Street	Las Vegas	NV	89155	5.00	Credit Card	1/22/2013
31	3	4	1/20/2013	1/22/2013	1	Christna Lee	123 4th Street	New York	NY	12355	5.00	Credit Card	1/20/2013
30	9	27	1/15/2013	1/22/2013	2	Karen Toh	789 27th Street	Las Vegas	NV	89155	200.00	Check	1/15/2013

Roland Wacker's order on 3/24/2013 was split into two orders. What is the most likely reason is there **no** payment information for Order #42?

- A) The order was split and is therefore considered a credit.
- B) The order has not yet been shipped.
- C) Different employees took the data for his order on 3/24 and the database has no relationship for employees.
- D) No payment is required because the entire transaction was paid for in the original order.

**Competency:** Data Definitions/Functions

2) Every data record in an Access table can support how many OLE Objects?

- A) 1
- B) 0
- C) 16
- D) 32

**Competency:** Data Definitions/Functions

3) The purpose of "Field Size" in a table is to:

- A) specify the level of decimal precision that will be shown in a report
- B) limit the maximum number of characters in a text record
- C) specify how small a number can be in a "double" record
- D) enforce the number of primary key fields

**Competency:** Data Definitions/Functions



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4) Which one of the following is **not** a proper way to create an Access database?

- A) importing data from a Microsoft Word table
- B) using a database template
- C) creating an empty database file and building tables from scratch
- D) using a database wizard

**Competency:** Data Definitions/Functions

5) Which one of the following data types should be used for a primary key in a database to prevent accidental duplication?

- A) Blob
- B) Integer
- C) OLE Object
- D) Autonumber

**Competency:** Data Definitions/Functions

6) What is the primary purpose of a PivotTable/PivotChart?

- A) feeding live data to a web-enabled reporting system that enhances pre-made charts and reports
- B) to be able to easily see data from multiple perspectives and avoid running multiple reports or queries
- C) separation of data within the spreadsheet tables to generate more responsive charts and reports
- D) making the data private and encrypted, so unauthorized users cannot see the charts and tables

**Competency:** Data Definitions/Functions

7) Microsoft Access databases exist as a single file. If the database is moved to another folder, which one of the following errors will likely occur when the database file is opened?

- A) Data Integrity has been violated
- B) Database index has corruption
- C) CRC check has failed
- D) Active Content has been disabled

**Competency:** Data Definitions/Functions

- 8) In SQL syntax, which one of the following statements is used to query the database?
- A) EXTRACT
  - B) SELECT
  - C) READ
  - D) CALL

**Competency:** Query Development

9)

ORDERS Table													
Order ID	Employee ID	Customer ID	Order Date	Shipped Date	Shipper ID	Ship Name	Ship Address	Ship City	Ship State	Ship ZIP	Shipping Total	Payment Type	Paid Date
57	9	27	4/22/2013	4/22/2013	2	Karen Toh	789 27th Street	Las Vegas	NV	89155	200.00	Check	4/22/2013
47	6	6	4/8/2013	4/8/2013	2	Francisco Pérez-Olajeta	123 6th Street	Milwaukee	WI	68099	200.00	Credit Card	4/8/2013
45	1	23	4/7/2013	4/7/2013	3	Amritansh Raghav	789 25th Street	Memphis	TN	69987	40.00	Credit Card	4/7/2013
46	7	9	4/5/2013	4/5/2013	1	Sven Mortensen	123 8th Street	Salt Lake City	UT	55512	100.00	Check	4/5/2013
48	4	8	4/5/2013	4/5/2013	2	Elizabeth Andersen	123 8th Street	Portland	OR	42908	50.00	Check	4/5/2013
50	9	25	4/5/2013	4/5/2013	1	John Rodman	789 25th Street	Chicago	IL	60451	5.00	Cash	4/5/2013
51	9	25	4/5/2013	4/5/2013	3	Rui Liu	789 25th Street	Miami	FL	89088	60.00	Credit Card	4/5/2013
55	1	29	4/5/2013	4/5/2013	2	Soo Jung Lee	789 29th Street	Denver	CO	80275	200.00	Check	4/5/2013
56	2	6	4/3/2013	4/3/2013	3	Francisco Pérez-Olajeta	123 6th Street	Milwaukee	WI	68099	0.00	Check	4/3/2013
40	4	10	3/24/2013	3/24/2013	2	Roland Wacker	123 10th Street	Chicago	IL	60551	9.00	Credit Card	3/24/2013
41	1	7	3/24/2013			Ming-Yang Xie	123 7th Street	Boise	ID	23003	0.00		
42	1	10	3/24/2013	4/7/2013	1	Roland Wacker	123 10th Street	Chicago	IL	60551	0.00		
43	1	11	3/24/2013		3	Peter Kraschke	123 11th Street	Miami	FL	89103	0.00		
44	1	1	3/24/2013			Anna Bedecs	123 1st Street	Seattle	WA	45507	0.00		
39	3	8	3/22/2013	3/24/2013	3	Elizabeth Andersen	123 8th Street	Portland	OR	42908	5.00	Check	3/22/2013
38	9	28	3/10/2013	3/11/2013	3	Amritansh Raghav	789 25th Street	Memphis	TN	69987	10.00	Check	3/10/2013
37	8	6	3/6/2013	3/6/2013	2	Francisco Pérez-Olajeta	123 6th Street	Milwaukee	WI	68099	12.00	Credit Card	3/6/2013
36	4	3	2/28/2013	2/28/2013	2	Thomas Aven	123 3rd Street	Los Angeles	CA	90201	7.00	Cash	2/28/2013
35	3	29	2/10/2013	2/12/2013	2	Soo Jung Lee	789 29th Street	Denver	CO	80275	7.00	Check	2/10/2013
34	9	4	2/6/2013	2/7/2013	3	Christna Lee	123 4th Street	New York	NY	12355	-4.00	Credit	2/6/2013
33	6	8	1/30/2013	1/21/2013	3	Elizabeth Andersen	123 8th Street	Portland	OR	42908	50.00	Credit Card	1/30/2013
32	4	12	1/22/2013	1/22/2013	2	John Edwards	123 12th Street	Las Vegas	NV	89155	5.00	Credit Card	1/22/2013
31	3	4	1/20/2013	1/22/2013	1	Christna Lee	123 4th Street	New York	NY	12355	5.00	Credit Card	1/20/2013
30	9	27	1/15/2013	1/22/2013	2	Karen Toh	789 27th Street	Las Vegas	NV	89155	200.00	Check	1/15/2013

The Orders table is sorted by:

- A) Shipped Date
- B) Customer ID
- C) Order Date
- D) Order ID

**Competency:** Query Development

OrderID	CustomerID	AlbumID	PrimaryKey	PurchaseDate	PurchaseAmount	PaymentType
112	190656	13045	9991001	4/19/2014	5.99	GiftCard
113	163832	12659	9991002	4/19/2014	19.89	GiftCard
114	129726	12312	9991003	4/20/2014	8.79	VISAMC
115	175152	13218	9991004	4/20/2014	10.42	VISAMC
116	165827	13045	9991005	4/22/2014	5.99	AMEX
117	110045	13059	9991006	4/25/2014	17.99	AMEX
118	149043	12510	9991007	4/26/2014	8.79	GiftCard
119	162110	13684	9991008	4/26/2014	11.81	AMEX
120	144286	12142	9991009	4/26/2014	16.18	AMEX
121	137317	12620	9991010	4/27/2014	18.01	AMEX
122	146123	13312	9991011	4/28/2014	13.49	VISAMC
123	149081	13535	9991012	4/29/2014	14.99	GiftCard
124	125961	12841	9991013	4/30/2014	12.11	AMEX
125	190656	12375	9991014	4/31/2014	12.11	VISAMC
126	115309	12002	9991015	5/2/2014	10.99	VISAMC

In Microsoft Access, which is the proper query syntax to join the "OrderID" and "PrimaryKey" columns together?

- A) =&Order%20ID&%20&Primary%20Key
- B) =("OrderID")+("PrimaryKey");
- C) =COMB([OrderID],[PrimaryKey])
- D) =[OrderID] & " " & [PrimaryKey]

**Competency:** Query Development

- 11) Assume that you have two columns in a database formatted with Date/Time data, Date Shipped and Date Promised. Which of these expressions would calculate the difference between those two columns?
- A) =DateDiff("d",[Date Shipped],[Date Promised])
  - B) =DIFFERENCE(Date Shipped, Date Promised)
  - C) =([Date Shipped] + [Date Promised])
  - D) =Typecast(date d([Date Shipped], [Date Promised]))

**Competency:** Query Development

- 12) Database tables are linked together by:
- A) Relationships
  - B) Associations
  - C) Connections
  - D) Permissions

**Competency:** Table Relationships—Include Referential Integrity

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- 13) Which view is similar to Report view in that it shows the report on the screen, but it also allows you to make changes to the report.
- A) layout view
  - B) table view
  - C) board view
  - D) design view

**Competency:** Table Relationships—Include Referential Integrity

- 14) A table named “Customers” stores a customer number, a business name, an address, a city, a state, a ZIP code, and a phone number. For the SQL command: INSERT INTO Customers VALUES (181,'Creative Solutions Enterprises', '123 Main Street', 'New York', 'NY'), what gets inserted into the ZIP Code and phone number fields?
- A) the primary key value
  - B) nothing
  - C) 0
  - D) the SQL command would be rejected for invalid arguments

**Competency:** Table Relationships—Include Referential Integrity

- 15) A new record is added to a “Customers” table. As a result, new entries are automatically populated into tables “PaymentRecords”, “OrderHistory” and “Security.” Which one of the following is responsible for the additional entries?
- A) Data Reliability Daemon
  - B) Database Trigger
  - C) Schema Creation Script
  - D) Table Transformation Process

**Competency:** Table Relationships—Include Referential Integrity

- 16) In early versions of Microsoft Access, you could import a linked table. All of the following data sources are supported **except**:
- A) ASP files
  - B) Text files
  - C) ODBC data sources
  - D) Spreadsheet files

**Competency:** Table Relationships—Include Referential Integrity

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- 17) Which one of the following report sections in Microsoft Access contains the main body of the report?
- A) Body
  - B) Group Footer
  - C) Detail
  - D) Report Header

**Competency:** Reports and Forms—Sort, Group, Insert Graphics, Headers, Calculation

- 18) A report title that appears on every page should appear in which report section?
- A) Group Header
  - B) Detail Header
  - C) Page Header
  - D) Report Header

**Competency:** Reports and Forms—Sort, Group, Insert Graphics, Headers, Calculation

- 19) When creating a report for sales totals, the user needs to see a continual sales total after each sale record in the report. To do this, the user must enable which one of the following in the properties window?
- A) OngoingAdd
  - B) Running Sum
  - C) AutoSum
  - D) AutoNumber

**Competency:** Reports and Forms—Sort, Group, Insert Graphics, Headers, Calculation

- 20) In a report, the DisplayWhen property allows you to specify when you want the header/ footer to be displayed. Which one of these is **not** an option for DisplayWhen?
- A) Design Only
  - B) Screen Only
  - C) Always
  - D) Print Only

**Competency:** Reports and Forms—Sort, Group, Insert Graphics, Headers, Calculation

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- 21) Which one of the following database report features allows you to specify, “In my report, I want the name of any salesperson that generates more than \$750 in sales to be printed in light green letters, italic type, and underlined?”
- A) conditional formatting
  - B) query-based formatting
  - C) data integrity enforcement
  - D) table relationships

**Competency:** Reports and Forms—Sort, Group, Insert Graphics, Headers, Calculation

- 22) Which one of the following is the most common instance of a paired control?
- A) textbox and drop-down box
  - B) checkbox and a radio button
  - C) two dropdown boxes
  - D) textbox and label

**Competency:** Form Development

- 23) A Microsoft Access database user would like a form to always appear in PivotChart view. This is set in which property?
- A) AllowPivotChartView
  - B) DefaultView
  - C) NavigationView
  - D) ViewSelector

**Competency:** Form Development

- 24) A command button on a form generally:
- A) refreshes the current data display from the database
  - B) closes the current form
  - C) executes an action like a macro or query
  - D) minimizes, maximizes, or restores the form

**Competency:** Form Development

- 25) To see the property sheet of a form, a user can press which keys?
- A) Shift-F8
  - B) Ctrl-Enter
  - C) Alt-Enter
  - D) Ctrl-F4

**Competency:** Form Development

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- 26) A user must select one country on a form from a list of 200 countries. Which one of the following is most appropriate for this field?
- A) Text input
  - B) Checkboxes
  - C) Drop-down box
  - D) Radio button

**Competency:** Form Development

- 27) In Access 2007 and later, a datepicker automatically appear for a user on form for date selection control. Before Access 2007, the user had to use:
- A) DLL library file
  - B) VBA executable
  - C) imported calendar module
  - D) ActiveX control

**Competency:** Form Development

- 28) Which type of form allows you to see the form and the underlying datasheet at the same time?
- A) Unbound form
  - B) Split form
  - C) Modal form
  - D) Tabbed form

**Competency:** Form Development

- 29) When a "Yes/No" field is exported to an Excel file, the actual data shown in Microsoft Excel will be:
- A) Yes/No
  - B) 1/0
  - C) True/False
  - D) On/Off

**Competency:** Form Development

- 30) A subform shows both parts of a:
- A) one-to-one relationship
  - B) one-to-many relationship
  - C) one-to-one table view
  - D) many-to-many relationship

**Competency:** Form Development

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## DATABASE DESIGN & APPLICATIONS SAMPLE PRODUCTION PROBLEMS

### General Information

You have been asked to create a database for a company that tracks Academy Awards, *The We Track Movies Corporation*. The company has the movie title, actor, year, score, and votes tallied for many movies stored in their database.

### JOB 1: Create a Database from Design

You are to create a database for *The We Track Movies Corporation* based on the information provided below:

1. Decide on the design of each of the tables so that you produce a proper design that will reduce data redundancy. Choose an appropriate primary key field for each table. If a primary key field is **not** readily apparent from the information provided, you should create an appropriate primary key field.
2. Relationships should ensure referential integrity through cascading rules.
3. The data should be formatted appropriately to where it is displayed as below and there is **no** data loss.
4. Create your tables from the data below.

Movie Title	Actor	Year	Score	Votes
Almost Famous	Kate Hudson	2000	8.6	3639
Almost Famous	Billy Crudup	2000	8.6	3639
Almost Famous	Anna Paquin	2000	8.6	3639
American Beauty	Scott Bakula	1999	8.8	32547
American Beauty	Kevin Spacey	1999	8.8	32547
American Beauty	Annette Bening	1999	8.8	32547
American Beauty	Allison Janney	1999	8.8	32547
Pulp Fiction	Samuel L. Jackson	1994	8.6	43993
Pulp Fiction	Bruce Willis	1994	8.6	43993
Pulp Fiction	Amanda Plummer	1994	8.6	43993
Pulp Fiction	Christopher Walken	1994	8.6	43993
Pulp Fiction	John Travolta	1994	8.6	43993
Pulp Fiction	Harvey Keitel	1994	8.6	43993
Pulp Fiction	Eric Stoltz	1994	8.6	43993
Schindler's List	Liam Neeson	1993	8.8	34251
Shawshank Redemption, The	Bob Gunton	1994	9	44974
Shawshank Redemption, The	Mark Rolston	1994	9	44974
Shawshank Redemption, The	Morgan Freeman	1994	9	44974
Usual Suspects, The	Chazz Palminteri	1995	8.7	35027
Usual Suspects, The	Kevin Spacey	1995	8.7	35027
Usual Suspects, The	Benicio Del Toro	1995	8.7	35027

**Print to PDF Job 1:** Table definition for each table—movies, actors, casting



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## **JOB 2: Populate Database with Data**

The data shown in Job 1 should be entered into each of the tables created in Job 2.

**Print to PDF Job 2-A:** Movies Table

**Print to PDF Job 2-B:** Actors Table

## **JOB 3: Design Database for New Requirements**

Create a new table named VoteScore which displays the number of votes that a movie got as a ratio to the number of actors who won in the format votes/number of actors.

**Print to PDF Job 3:** VoteScore Table

## **JOB 4: Database Relationships**

Create all appropriate relationships and enforce referential integrity.

**Print to PDF Job 4:** Database relationships

## **JOB 5: Simple Query**

Create and save a query that shows the title of each movie, and the year it was released.

**Print to PDF Job 5:** Query definition or SQL syntax

## **JOB 6: Criteria-based Query**

Create and save a query that shows only movies released in 1994.

**Print to PDF Job 6-A:** Query definition or SQL syntax

**Print to PDF Job 6-B:** Query results

## **JOB 7: Multi-table Query**

Create and save a query that shows the title of each movie, the actors, the year, and score of the movie.

**Print to PDF Job 7-A:** Query definition or SQL syntax

**Print to PDF Job 7-B:** Query results

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### **JOB 8: Calculating Query**

Create a query which shows a list of movies which have a vote/score ratio of at least 1000.

**Print to PDF Job 8-A:** Query definition or SQL syntax

**Print to PDF Job 8-B:** Query results

### **JOB 9: Multi-table Calculating Query**

Create a query which shows a list of actors who have had at least two awards.

**Print to PDF Job 9:** Calculating Query

### **JOB 10: Report Building**

Create and save a report from the query results in Job 9. Name the report Gold Star Actors. List the actor name, the movie, and the year released.

**Print to PDF Job 10:** Criteria-based report

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## DIGITAL VIDEO PRODUCTION

### Overview

This event provides recognition to FBLA members who demonstrate the ability to create an effective video to present an idea to a specific audience.

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

This event is for an individual or a team of two or three members.

### Website Resources

- 99 Designs  
<http://www.99designs.com>
- AIGA (American Institute for Graphic Arts)  
<http://www.aiga.org>
- All Freelance  
<http://www.allfreelance.com>
- Communication Arts  
<http://www.commarts.com>
- SGIA (Specialty Graphic Imaging Association)  
<http://www.sgia.org>
- Smashing Magazine eBooks  
<http://www.smashingmagazine.com/ebooks/>

### Topic

The topic for Digital Video Production changes every year. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.

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## E-BUSINESS

### Overview

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

This is a two-part event: a website URL 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 event is for an individual or a team of two or three members.

### Website Resources

- AnfyJava Applet Creator 1.4  
<http://www.anfyteam.com/ajdownl.html>
- Copyright Law of the United States  
<https://www.copyright.gov/title17/>
- 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>

### Topic

The topic for E-business changes every year. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.

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## ECONOMICS

### Overview

This event provides recognition for FBLA members who can identify, understand, and apply economic principles to contemporary social, political, and ecological problems.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/economics/>

### Website Resources

- Business and Economics - The University of Chicago Library  
<http://guides.lib.uchicago.edu/busecon>
- Economics Website  
<http://www.mcwdn.org/ECONOMICS/EconMain.html>
- Monetary and Fiscal Policy  
[http://www.socialstudieshelp.com/Eco\\_Mon\\_and\\_Fiscal.htm](http://www.socialstudieshelp.com/Eco_Mon_and_Fiscal.htm)
- tutor2u - Economics Quizzes  
<http://www.tutor2u.net/quiz/economics/default.asp>

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## ECONOMICS SAMPLE QUESTIONS

- 1) Economic analysis is based on the assumption that people act:
  - A) in their own self-interest
  - B) in a randomized manner
  - C) altruistically
  - D) so as not to maximize utility

**Competency:** Basic Economic Concepts and Principles

- 2) Which one of the following would be considered inflation?
  - A) the dollar appreciates relative to the Euro
  - B) the price of gasoline goes from \$3 to \$4
  - C) the dollar depreciates relative to the Euro
  - D) the general price level rises

**Competency:** Basic Economic Concepts and Principles

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- 3) In a competitive market economy firms will seek to:
- A) maximize price and maximize profit
  - B) minimize costs and maximize profit
  - C) minimize costs and minimize price
  - D) maximize costs and maximize price

**Competency:** Basic Economic Concepts and Principles

- 4) In a market economy important roles for government include:
- A) allocating resources and reassigning property rights
  - B) limiting externalities, such as pollution, and providing public goods
  - C) determining what goods will be produced and who will get the goods
  - D) setting prices and determining how income will be distributed

**Competency:** Basic Economic Concepts and Principles

- 5) All nations can gain from trade if they produce and trade the goods:
- A) that their resources are ill suited to produce
  - B) for which they are the low opportunity cost producers
  - C) that other countries have a comparative advantage in their production
  - D) that are subsidized by the government

**Competency:** Basic Economic Concepts and Principles

- 6) In what natural resource is the Middle East abundant?
- A) timber
  - B) fertile soil
  - C) oil
  - D) silver

**Competency:** Basic Economic Concepts and Principles

- 7) How can personal decisions have a global impact on conserving the environment?
- A) no impact
  - B) collective power
  - C) the amount of waste of one person
  - D) personal decisions only impact on a national level

**Competency:** Basic Economic Concepts and Principles

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- 8) A farmer hiring additional workers, but decreasing the output per worker would be an example of what rule?
- A) increasing productivity
  - B) decreasing output
  - C) diminishing returns
  - D) marginal inputs

**Competency:** Productivity

- 9) If a chemist's annual income is three times as high as a carpenter's annual income, how would an economist explain that?
- A) The chemist's marginal productivity is one-third as much as the carpenter's marginal productivity.
  - B) The chemist's marginal productivity is three times higher than the carpenter's marginal productivity.
  - C) The chemist works one-third as many hours per year as the carpenter.
  - D) The chemist works 6,000 hours per year and the carpenter works 2,000 hours per year.

**Competency:** Productivity

- 10) Which one is a **true** statement regarding taxation and productivity?
- A) As some employers face higher tax rates, their services will be in shorter supply.
  - B) Productivity increases as tax rates increase.
  - C) Tax rates have no effect on services or output.
  - D) Because increases in tax rates only apply to increasing income, productivity will not be affected.

**Competency:** Productivity

- 11) If the capacity utilization rate in manufacturing is a leading economic indicator and it's decreasing, what can we expect?
- A) We can expect the unemployment rate to begin decreasing.
  - B) We can expect that the economy has already gone into recession.
  - C) We can expect the economy to go into recession in the near future.
  - D) We can expect rapid economic growth in the near future.

**Competency:** Macroeconomics

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- 12) What does disposable income equal?
- A) personal income less personal current taxes
  - B) personal income plus personal current taxes
  - C) personal outlays minus personal saving
  - D) personal saving minus personal outlays

**Competency:** Macroeconomics

- 13) If the CPI is 180 at the end of 2011 and increases to 191 by the end of 2012 the inflation rate for 2012 would be approximately:
- A) 91 percent
  - B) 11 percent
  - C) 6 percent
  - D) 7.5 percent

**Competency:** Macroeconomics

- 14) When quantity supplied equals quantity demanded then:
- A) a market will be in equilibrium
  - B) surpluses will become a problem
  - C) government intervention is most likely to occur
  - D) shortages will occur

**Competency:** Supply and Demand

- 15) Which one of the following outcomes describes an efficient allocation of a good?
- A) The price that buyers are willing to pay equals the marginal cost of production.
  - B) The price that buyers are willing to pay equals the average variable cost of production.
  - C) The price that buyers are willing to pay is high enough for all firms to earn a profit.
  - D) The price that buyers are willing to pay is low enough so that all may buy the good.

**Competency:** Supply and Demand

- 16) Businesses in high wage countries like the United States can compete with low wage countries if:
- A) low wage nations increase tariffs on imports
  - B) labor productivity is higher in low wage countries
  - C) labor productivity is higher in the United States
  - D) the United States reduces tariffs on imported goods

**Competency:** International Trade/Global Economics



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- 17) If the U.S. government imposes a quota on imported sugar, who will benefit and who will lose?
- A) Both American growers of sugar and American consumers of sugar will lose.
  - B) Both American growers of sugar and American consumers of sugar will benefit.
  - C) American growers of sugar will benefit and American consumers of sugar will lose.
  - D) American growers of sugar will lose and American consumers of sugar will benefit.

**Competency:** International Trade/Global Economics

- 18) When high profits are present in a competitive industry we would **expect**:
- A) additional resources to flow into the market and product prices to rise
  - B) resources to flow out of the market and product prices to fall
  - C) resources to flow out of the market and product prices to rise
  - D) additional resources to flow into the market and product prices to fall

**Competency:** Market Structures and Competition

- 19) In perfect competition, if firms are generating economic profits, firms will:
- A) enter the market and prices will fall
  - B) exit the market and prices will rise
  - C) exit the market and prices will fall
  - D) enter the market and prices will rise

**Competency:** Market Structures and Competition

- 20) What is an oligopoly?
- A) many firms selling a similar product
  - B) many firms selling different products
  - C) similar to a monopoly with a small number of firms controlling a particular market
  - D) all firms produce very similar, but not exact products

**Competency:** Market Structures and Competition

- 21) What market forces can influence interest rates?
- A) supply and demand of credit
  - B) unemployment rate
  - C) collateral available
  - D) principal used

**Competency:** Investments and Interest Rates

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- 22) Which one of the following statements most accurately describes the risk and return of owning bonds versus stocks?
- A) The average return on stocks is higher than the average return on bonds over the long run, and stocks are riskier than bonds.
  - B) The average return on stocks is lower than the average return on bonds over the long run, and stocks are less risky than bonds.
  - C) The average return on stocks is lower than the average return on bonds over the long run, and stocks are riskier than bonds.
  - D) The average return on stocks is higher than the average return on bonds over the long run, and stocks are less risky than bonds.

**Competency:** Investments and Interest Rates

- 23) Which one of the following is a disadvantage of consumer credit?
- A) high interest rates
  - B) purchase protection
  - C) increased purchasing power
  - D) ease of purchase

**Competency:** Investments and Interest Rates

- 24) When an industry produces goods with substantial external costs one economically efficient solution that the public sector might provide is to:
- A) tax the firms in the industry for the external costs
  - B) close down the industry to eliminate the external costs
  - C) do nothing since the costs are external
  - D) subsidize the firms in the industry for the external costs

**Competency:** Role of Government

- 25) Which taxes are typically used at the local level and not the national level?
- A) progressive taxes
  - B) excise taxes
  - C) income taxes
  - D) property taxes

**Competency:** Role of Government

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- 26) Which government policy promotes economic growth?
- A) protecting domestic industry from foreign competition
  - B) protecting private property rights
  - C) government ownership of the means of production
  - D) price and wage controls

**Competency:** Role of Government

- 27) If the economy were growing at 6 percent, in real terms, but inflation was 20 percent, the most appropriate policies would be:
- A) restrictive fiscal policy and restrictive monetary policy.
  - B) restrictive fiscal policy and expansionary monetary policy.
  - C) expansionary fiscal policy and expansionary monetary policy.
  - D) expansionary fiscal policy and restrictive monetary policy.

**Competency:** Monetary and Fiscal Policy

- 28) What is the main tool used to measure the economic growth of a country and is used in making decisions about policy?
- A) unemployment
  - B) GDP
  - C) wages
  - D) inflation

**Competency:** Monetary and Fiscal Policy

- 29) A business owned by a single individual that is responsible for all its debts is called a:
- A) partnership
  - B) corporation
  - C) proprietorship
  - D) agency

**Competency:** Types of Business/Economic Institutions

- 30) What happens to the circular flow model in a mixed economy when government is added to the model?
- A) household income is reduced due to taxes; government spending injects income
  - B) household income is increased; government spending also increases income in the model
  - C) household income is increased due to the additional government spending
  - D) household income is reduced due to taxes; government decreases income further

**Competency:** Business Cycles/Circular Flow

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## ELECTRONIC CAREER PORTFOLIO

### Overview

An electronic career portfolio is a purposeful collection of work that tells the story of an applicant including achievements, growth, vision, reflection, skills, experience, education, training, and career goals. It is a tool that gives employers a complete picture of who you are—your experience, your education, your accomplishments—and what you have the potential to become; it is much more than what a mere letter of application and résumé can provide.

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

This is an individual event.

### Website Resources

- [electronicportfolios.org](http://electronicportfolios.org)  
<http://electronicportfolios.com/>
- ePortfolio Resources  
<https://sites.google.com/site/eportfolios/How-To-Create-ePortfolios-with-GoogleApps>
- How to Do an Electronic Career Portfolio  
[http://www.ehow.com/how\\_6182228\\_do-electronic-career-portfolio.html](http://www.ehow.com/how_6182228_do-electronic-career-portfolio.html)

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## EMERGING BUSINESS ISSUES

### Overview

This event provides FBLA members with an opportunity to develop and demonstrate skills in researching and presenting an emerging business issue.

In addition to learning research skills, team participants develop speaking ability and poise through oral presentation. All teams present in the preliminary round at the NLC.

This event is for an individual or a team of two or three members.

### Website Resources

- List of Ethical Issues in Business  
<http://smallbusiness.chron.com/list-ethical-issues-business-55223.html>
- Mind Tools  
[https://www.mindtools.com/pages/main/newMN\\_TED.htm](https://www.mindtools.com/pages/main/newMN_TED.htm)
- Markkula Center for Applied Ethics  
<http://www.scu.edu/ethics/practicing/decision/framework.html>
- Josephson Institute  
<http://www.josephsoninstitute.org/>
- The Balance  
[http://management.about.com/od/businessethics/Business\\_Ethics.htm](http://management.about.com/od/businessethics/Business_Ethics.htm)

### Topic

The topic for Emerging Business Issues changes every year. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.

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## ENTREPRENEURSHIP

### Overview

Owning and managing a business is the goal of many Americans. This event recognizes FBLA members who demonstrate the knowledge and skills needed to establish and manage a business.

This event consists of two parts: an objective test and a role play. If competing as a team, the objective test is taken collaboratively by the team. The top fifteen individuals/teams scoring the highest on the objective test will advance to the final round and participate in the role play component. The role play case will be a decision-making problem encountered by entrepreneurs in one or more of the following areas: business planning, human relations, financial management, or marketing.

This event is for an individual or a team of two or three members.

### Competencies

<http://www.fbla-pbl.org/competitive-event/entrepreneurship/>

### Website Resources

- A Definition of Entrepreneurship  
<http://www.quickmba.com/entre/definition/>
- Introduction to Entrepreneurship  
<http://www.hbs.edu/entrepreneurship/resources/>
- Glossary of Terms and Key Concepts  
<https://quizlet.com/9513798/entrepreneurship-key-terms-flash-cards/>

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## ENTREPRENEURSHIP SAMPLE QUESTIONS

- 1) Which one of the following is usually included on the cover page of the business plan?
  - A) photo of business site
  - B) business opening date
  - C) disclaimer
  - D) banker name and address

**Competency:** Business Plan

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- 2) The type of corporation that avoids the issue of double taxation is called a(n):
- A) S-Corporation
  - B) P-Corporation
  - C) T-Corporation
  - D) C-Corporation

**Competency:** Business Plan

- 3) Which one of the following is **true** concerning the product/service description section of the business plan?
- A) environmental challenges faced
  - B) plans to expand the product line or service
  - C) possible issues due to competition
  - D) how customer needs will be addressed over time

**Competency:** Business Plan

- 4) Which one of the following describes non-recurring costs associated with setting up a business?
- A) labor costs
  - B) opportunity costs
  - C) startup costs
  - D) marketing costs

**Competency:** Business Plan

- 5) A process that organizations use to help them identify and address the staffing implications of business plans and strategies is called:
- A) marketing plan
  - B) workforce planning
  - C) quality assurance testing
  - D) benefit analysis

**Competency:** Business Plan

- 6) Which one of the following management skills should a prospective team member possess?
- A) committed to their personal success
  - B) used to adversity
  - C) prepared to recruit high-quality people
  - D) risk takers

**Competency:** Business Plan

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- 7) GAAP stands for which one of the following?
- A) Generally Accepted Accounting Principles
  - B) Generally Accepted Audited Pages
  - C) Generally Audited Accounting Pages
  - D) Generally Authorized Accounting Principles

**Competency:** Financial Management

- 8) From an accounting perspective, which one of the following describes raw materials, work in progress and finished products waiting to be sold?
- A) liabilities
  - B) credit
  - C) cash
  - D) inventory

**Competency:** Financial Management

- 9) Tammy is concerned that she may **not** have enough money to pay all of her new company's expenses in the first year. She should forecast which one of the following to identify if she has enough money for her first year in business?
- A) cash flow
  - B) income
  - C) profit
  - D) depreciation

**Competency:** Financial Management

- 10) Which one of the following is a governmental agency that provides counseling to help people start businesses?
- A) SBA
  - B) FCC
  - C) SEC
  - D) FTC

**Competency:** Initial Capital and Credit

- 11) Sales risk is the risk that no one will buy your product. Which is an action that can reduce that risk?
- A) effective advertising
  - B) adding variety to the product and custom produce
  - C) free products to promote sales
  - D) reduced pricing

**Competency:** Initial Capital and Credit



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- 12) In accounting, receivables, inventory, work in process, and cash are defined as:
- A) current assets
  - B) liabilities
  - C) fixed assets
  - D) long-term assets

**Competency:** Initial Capital and Credit

- 13) Megan's is opening a new pet grooming salon that will feature mobile trucks to perform in-home grooming. She is offering this service because no other groomer has this capability. For Megan's business, providing home grooming is called a(n):
- A) competitive advantage
  - B) target market
  - C) industry trend
  - D) market segment

**Competency:** Marketing Management

- 14) Outsourcing is a method by which larger businesses:
- A) hire other businesses to provide goods/services instead of doing it themselves
  - B) hire more employees
  - C) work more hours
  - D) hire more management personnel

**Competency:** Marketing Management

- 15) All of the following are steps to take prior to writing a marketing plan **except**:
- A) identify core values
  - B) define the message
  - C) build brand equity
  - D) define channel strategies

**Competency:** Marketing Management

- 16) A document that defines an employee's specific role and responsibilities within an organization is called a(n):
- A) training program
  - B) work flow analysis
  - C) organizational chart
  - D) job description

**Competency:** Personnel Management

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- 17) What is the most efficient method—because of its low cost and the fact that it allows a maximum amount of information to be covered in a short amount of time—to use if you need to train a large number of employees on general company procedures?
- A) role-playing
  - B) on-the-job training
  - C) lectures
  - D) conferences

**Competency:** Personnel Management

- 18) Which one of the following is used to evaluate an employee's ability to meet the requirements of their particular job?
- A) performance review
  - B) employee handbook
  - C) work flow audit
  - D) human resources review

**Competency:** Personnel Management

- 19) What is the tax imposed at the federal level on the profit of all entities treated as corporations called?
- A) corporate employee tax
  - B) corporate sales tax
  - C) corporate income tax
  - D) corporate use tax

**Competency:** Taxes

- 20) Which one of the following describes an organization's obligation to act to benefit society at large?
- A) social studies
  - B) social responsibility
  - C) social science
  - D) social awareness

**Competency:** Taxes

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- 21) What is the lawful minimization of tax liability through sound financial planning techniques called?
- A) tax base
  - B) tax adjustment
  - C) tax avoidance
  - D) tax audit

**Competency:** Taxes

- 22) The \_\_\_\_\_ defines what business the company is in.
- A) competitive analysis plan
  - B) action plan
  - C) strategic plan
  - D) mission statement

**Competency:** Community/Business Relations

- 23) Which one of these actions is an example of corporate social responsibility?
- A) downsizing the workforce
  - B) increasing sales to the community
  - C) moving a manufacturing facility to another city
  - D) corporate employees working at a homeless shelter

**Competency:** Community/Business Relations

- 24) A company's interactions with the community in which it resides is called:
- A) community awareness
  - B) community centers
  - C) community regulations
  - D) community relations

**Competency:** Community/Business Relations

- 25) What plan specifies the legal form of organization that the venture will take, whether that is sole proprietorship, partnership, LLC, or corporation?
- A) competitors
  - B) organization
  - C) marketing
  - D) financial

**Competency:** Government Regulations

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- 26) The sale of certain items like liquor, food, gasoline, or firearms may require a:
- A) training certificate
  - B) certificate of occupancy
  - C) license
  - D) lease agreement

**Competency:** Government Regulations

- 27) The act that prohibits any contract or agreement entered into for the purpose of restraining trade is the:
- A) Sherman Antitrust Act
  - B) Standard Trust Act
  - C) Standard Antitrust Act
  - D) Sherman Restraint of Trade Act

**Competency:** Government Regulations

- 28) Which one of the following describes the primary rules governing the management of a corporation in the United States and are filed with a state?
- A) articles of incorporation
  - B) business code of conduct
  - C) personnel policy
  - D) state tax license

**Competency:** Legal Issues

- 29) The formal statement of what a business expects in the way of ethical behavior is:
- A) Code of Ethics
  - B) Strategic Plan
  - C) Mission Statement
  - D) SWOT Analysis

**Competency:** Legal Issues

- 30) Which one of the following is a promise that a product that is sold will be merchantable and fit for the purpose for which it is sold?
- A) warranty
  - B) rebate
  - C) sales contract
  - D) purchase order

**Competency:** Legal Issues

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## ENTREPRENEURSHIP SAMPLE CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have 20 minutes to review the case.
2. Presentation time is seven minutes. At six minutes, the timekeeper will stand and 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. Because of your interest during high school and college with athletics, after graduating from the local university you have decided to purchase a fitness center franchise. Your parents have indicated they are willing to fund the purchase but they want you to show them that such a business will be profitable. The presentation is interactive with the judges who will ask questions throughout the presentation. The judges will play the role of your parents who will be providing the funding for the franchise business.
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 basic characteristics of a franchise
- Contrast franchise ownership with starting a completely new business
- Describe how to determine the market potential for the business
- Explain business plan basics
- Contrast funding from your parents with other forms of financing

### CASE STUDY SITUATION

As a high school and collegiate athlete, physical fitness has been a very big priority for you. Upon recently graduating from the local university a college friend contacted you about Big-Time Fitness, a 24-hour, franchise fitness center that is looking for franchisees in your area. Currently, there are not any 24-hour fitness centers with a complete array of fitness equipment in the city although the university has a fitness center and there is a local YMCA that has limited fitness capabilities. This looks to be an excellent opportunity for you to remain connected with fitness while owning your own business. Your parents have indicated they will be interested in providing the funding for the new business but they have concerns of the interest level of this type business from the community and whether purchasing a franchise is the best option for getting into the fitness business. They also are concerned about the profitability of the business. Knowing that you have graduated with a business degree, your parents expect you to provide a business plan as well as an analysis of purchasing a franchise vs. starting a completely new business.

It is important in opening a new business to understand the market for the particular business. Also, the business model used, i.e., franchise or starting a completely new business is an important consideration before beginning a new business. Entrepreneurs may have a passion and understanding of the products and/or services a business will provide but there may be aspects of operating a business that must be learned for the business to be profitable. These skills may be obtained from purchasing a franchise or by using third-party professionals to assist with the start-up of a completely new business.

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You must present to your parents the advantages of purchasing a franchise vs. starting a completely new business. They also are expecting to see your research on how the community will receive a new fitness center as well as a business plan for the new business.

**THINGS TO CONSIDER**

- Is a franchise the best business model?
- Competitive advantages of new fitness center vs. University and YMCA facilities
- Steps necessary to determine the market viability of the fitness center
- How to staff a 24-hour operation
- Marketing required to make the business a success.

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## FUTURE BUSINESS LEADER

### Overview

This event honors outstanding FBLA members who have demonstrated leadership qualities, participation in FBLA, and evidence of knowledge and skills essential for successful careers in business.

This is a three-part event: an online objective test; a résumé and letter of application; and an interview. The résumé and letter of application must be submitted online to the national center by the second Friday in May. The objective test and preliminary round interview take place at the NLC.

This is an individual event.

### Competencies

<http://www.fbla-pbl.org/competitive-event/future-business-leader/>

### Website Resources

- Interviewing Information  
<http://www.collegegrad.com/intv/>
- Resume Guide  
<http://www.careeronestop.org/resumeguide/introduction.aspx>
- The 150 Typical Job Interview Questions  
[http://www.quintcareers.com/interview\\_question\\_database/interview\\_questions.html](http://www.quintcareers.com/interview_question_database/interview_questions.html)
- FBLA-PBL  
[www.fbla-pbl.org](http://www.fbla-pbl.org)
- National Association of Parliamentarians  
<http://www.parliamentarians.org/>

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## FUTURE BUSINESS LEADER SAMPLE QUESTIONS

- 1) What is the maximum number of FBLA national officers who may be elected from the same state chapter?
  - A) four
  - B) three
  - C) one
  - D) two

**Competency:** FBLA History, Programs, and Bylaws

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- 2) All participants who enter a competitive event must have paid national and state dues by:
- A) May 1
  - B) March 15
  - C) March 1
  - D) March 30

**Competency:** FBLA History, Programs, and Bylaws

- 3) The four classifications of membership are:
- A) active, honorary life, national honorary life, and alumni
  - B) active, professional, honorary life, and national honorary life
  - C) active, professional, honorary life, and alumni
  - D) active, alumni, associate, and honorary life

**Competency:** FBLA History, Programs, and Bylaws

- 4) The FBLA national president, secretary, and treasurer are elected by ballot vote by the:
- A) state voting delegates
  - B) national voting delegates
  - C) regional voting delegates
  - D) local voting delegates

**Competency:** FBLA History, Programs, and Bylaws

- 5) The date and location for the NLC is recommended by the national staff and approved by:
- A) national advisory committee
  - B) state chairpersons
  - C) board of directors
  - D) national executive council

**Competency:** FBLA History, Programs, and Bylaws

- 6) The national FBLA Bylaws contains this number of Articles.
- A) twelve
  - B) ten
  - C) nine
  - D) three

**Competency:** FBLA History, Programs, and Bylaws



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- 7) After a division is called for, the vote must be taken by:
- A) counted vote
  - B) ballot vote
  - C) rising vote
  - D) voice vote

**Competency:** Parliamentary Procedure

- 8) Minutes of an executive board are:
- A) accessible to any member of the society on demand
  - B) accessible only to members of the board with no exceptions
  - C) taken in memo form and not recorded
  - D) read to members of the society's assembly if ordered by a two-thirds vote

**Competency:** Parliamentary Procedure

- 9) An economic policy should only be implemented when:
- A) there is great need for the policy
  - B) the benefits exceed the costs
  - C) surpluses are a problem
  - D) it eliminates the scarcity of a resource

**Competency:** General Business Knowledge/Business Concepts

- 10) Limited liability companies are similar to:
- A) S corporations
  - B) W corporations
  - C) partnerships
  - D) sole proprietorship

**Competency:** General Business Knowledge/Business Concepts

- 11) An instrument signed and issued by the drawer, authorizing the bank or other financial institution that conducts current account business to pay a sum to the payee, is called a:
- A) promissory note
  - B) check
  - C) note
  - D) bill of exchange

**Competency:** General Business Knowledge/Business Concepts

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- 12) Which one of the following is **not** a major environmental issue for businesses?
- A) land management
  - B) energy
  - C) outsourcing resources
  - D) waste management

**Competency:** General Business Knowledge/Business Concepts

- 13) Which one of the following is the correct accounting equation?
- A)  $\text{Assets} + \text{Owner's Equity} = \text{Liabilities}$
  - B)  $\text{Assets} + \text{Liabilities} = \text{Owner's Equity}$
  - C)  $\text{Assets} = \text{Liabilities} + \text{Owner's Equity}$
  - D)  $\text{Assets} = \text{Liabilities} - \text{Owner's Equity}$

**Competency:** General Business Knowledge/Business Concepts

- 14) Which one of the following is **not** an example of a creditor's responsibility to a consumer?
- A) contacting the consumer each month to verify that the bill is correct
  - B) making credit records available to consumers
  - C) setting reasonable guidelines for credit use
  - D) honestly representing goods and services, including potential disadvantages

**Competency:** General Business Knowledge/Business Concepts

- 15) A decline in total production lasting a minimum of two quarters defines:
- A) stagflation
  - B) a mortgage crisis
  - C) economic correction
  - D) a recession

**Competency:** General Business Knowledge/Business Concepts

- 16) Banks that send bulk mailings to large numbers of customers use:
- A) PowerPoint
  - B) word processing
  - C) databases
  - D) spreadsheet

**Competency:** General Business Knowledge/Business Concepts

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- 17) An increase in the tariffs placed on foreign grown peanuts would primarily benefit:
- A) foreign producers of peanuts
  - B) domestic peanut consumers
  - C) domestic peanut farmers
  - D) producers of goods that are used in association with peanuts

**Competency:** General Business Knowledge/Business Concepts

- 18) What is an annulment?
- A) a legal cancellation of a marriage
  - B) an illegal marriage
  - C) an illegal act that constitutes grounds for divorce
  - D) a divorce

**Competency:** General Business Knowledge/Business Concepts

- 19) Ownership of natural or man-made increases to personal property is acquired by:
- A) adaptation
  - B) adoption
  - C) accession
  - D) annexation

**Competency:** General Business Knowledge/Business Concepts

- 20) Which one of the following describes the standard of care in cases of "bailment for hire" required to exercise over bailed property?
- A) The bailee must exercise great care over the property; however, any loss or damage due to no fault of the bailee falls upon the owner.
  - B) Since the owner was careless with the property, he should not expect anyone else to be more careful than he; therefore, the care of the property falls upon the owner.
  - C) The bailee is in no way responsible for any care over the property; the care of the property and any loss falls upon the owner.
  - D) The bailee must exercise great care over the property, and any loss or damage whether by fault of the bailee or someone other than the bailee falls upon the bailee.

**Competency:** General Business Knowledge/Business Concepts

- 21) Body language:
- A) is less powerful than written communication
  - B) includes facial expressions
  - C) does not include gestures
  - D) does not include eye contact

**Competency:** General Business Knowledge/Business Concepts

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- 22) After China, which country has the highest number of Internet users?
- A) Russia
  - B) Japan
  - C) United States
  - D) Germany

**Competency:** General Business Knowledge/Business Concepts

- 23) Which one of the following is a disadvantage of a corporation?
- A) continuous life
  - B) limited liability
  - C) separate legal existence
  - D) additional taxes

**Competency:** General Business Knowledge/Business Concepts

- 24) The work environment of Google has been described as which one of the following?
- A) scientific
  - B) bureaucratic
  - C) country club
  - D) innovative

**Competency:** General Business Knowledge/Business Concepts

- 25) Workplace job design is most clearly advocated by what management theory?
- A) contingency
  - B) behavioral
  - C) bureaucratic
  - D) administrative

**Competency:** General Business Knowledge/Business Concepts

- 26) \_\_\_\_\_ are principles of morality or rules of conduct.
- A) Ethics
  - B) Traditions
  - C) Customs
  - D) Cultures

**Competency:** General Business Knowledge/Business Concepts

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- 27) Underutilization of which one of the following can lead to underutilized economic potential?
- A) control
  - B) profit
  - C) laws
  - D) resources

**Competency:** General Business Knowledge/Business Concepts

- 28) If the U.S. government imposes a quota on imported sugar, who will benefit and who will lose?
- A) American growers of sugar will benefit and American consumers of sugar will lose.
  - B) Both American growers of sugar and American consumers of sugar will lose.
  - C) American growers of sugar will lose and American consumers of sugar will benefit.
  - D) Both American growers of sugar and American consumers of sugar will benefit.

**Competency:** General Business Knowledge/Business Concepts

- 29) The amount of money a business owes a supplier for goods or services that wasn't paid at the time of delivery is called:
- A) accounts receivable
  - B) income receivable
  - C) accounts payable
  - D) interest payable

**Competency:** General Business Knowledge/Business Concepts

- 30) An economic system in which people can choose what they buy, what they produce and sell, and where they work is called a:
- A) business plan.
  - B) strategic plan.
  - C) free enterprise system.
  - D) marketing plan.

**Competency:** General Business Knowledge/Business Concepts

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## GLOBAL BUSINESS

### 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 event consists of two parts: an objective test and a role play. If competing as a team, the objective test is taken collaboratively by the team. The top fifteen individuals/teams scoring the highest on the objective test will advance to the final round and participate in the role play component. The role play case will be a problem encountered in the international/global arena.

This event is for an individual or a team of two or three members.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/global-business/>

### 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  
<https://www.marcaria.com/ws/en/articles/international-business-etiquette-customs-and-culture>

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## GLOBAL BUSINESS SAMPLE QUESTIONS

- 1) International business:
  - A) has existed for thousands of years
  - B) is becoming less prevalent over time
  - C) is a new concept
  - D) will decline as countries become more industrialized

**Competency:** Basic International Concepts

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- 2) A less-developed country probably will **not** have:
- A) an emphasis on agriculture and mining
  - B) a highly educated population
  - C) low economic wealth
  - D) poor housing and health care

**Competency:** Basic International Concepts

- 3) The forces of supply and demand are the major influence on prices in:
- A) pure competition.
  - B) free enterprise.
  - C) an oligopoly.
  - D) a duty-free market.

**Competency:** Basic International Concepts

- 4) A car manufacturing plant decides to locate in the United States instead of Korea. The lost benefits of **not** locating the plant in Korea is an example of:
- A) lost opportunity
  - B) superior choice
  - C) rational decision making
  - D) opportunity cost

**Competency:** Basic International Concepts

- 5) The economic conditions of a country refer to its:
- A) decisions regarding the use of resources
  - B) policies toward regulation of business
  - C) social relationships among the country's people
  - D) type of government

**Competency:** Basic International Concepts

- 6) A method of international business with the lowest risk is:
- A) indirect exporting
  - B) a joint venture
  - C) franchising
  - D) foreign direct investment

**Competency:** Ownership and Management

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- 7) Which function of management includes evaluating a management decision made by leaders of a multinational company?
- A) planning
  - B) organizing
  - C) implementing
  - D) controlling

**Competency:** Ownership and Management

- 8) Producing a good or service at the lowest cost while maintaining high quality is the goal of:
- A) operations management
  - B) sales management
  - C) a product standard
  - D) forecasting

**Competency:** Ownership and Management

- 9) \_\_\_\_\_ occurs when a company sells its product for very low prices in other countries, making it nearly impossible for competitors to conduct business.
- A) Low balling
  - B) Dumping
  - C) Importing
  - D) Exporting

**Competency:** Ownership and Management

- 10) International competitive advantage exists when a company:
- A) produces a comparable product at the same cost as others in the market
  - B) has about the same manufacturing costs as other companies in the market
  - C) builds the best reputation for quality of all companies in the market
  - D) employs the most employees

**Competency:** Ownership and Management

- 11) All of the following are reasons why union membership has declined in most countries **except**:
- A) working conditions in service businesses are very different from those in manufacturing businesses
  - B) manufacturing industries are such a large part of a country's economy
  - C) membership dues have increased considerably
  - D) governments have enacted legislation that protects workers

**Competency:** Legal Issues



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- 12) Culture is **not**:
- A) learned
  - B) unifying
  - C) shared
  - D) always written down

**Competency:** Communication (Including Culture and Language)

- 13) International business meeting failure is **not** due to:
- A) planning a quick trip
  - B) expecting a meeting to start on time
  - C) trying to multitask to accomplish the maximum results
  - D) expecting the unexpected and be prepared for a variety of situations

**Competency:** Communication (Including Culture and Language)

- 14) All of the following choices are stages of the culture shock process **except**:
- A) frustration, anger, or depression
  - B) total rejection of the new culture after a lengthy stay there
  - C) happiness or euphoria
  - D) acceptance of the new culture

**Competency:** Marketing

- 15) Consumer reactions to advertising and other mass communication techniques can be tracked through:
- A) direct communication
  - B) marketing research
  - C) the number of magazine or newspaper subscriptions
  - D) observation

**Competency:** Marketing

- 16) International sales promotions:
- A) include advertising, publicity, and personal selling
  - B) are not usually very expensive
  - C) generate immediate, short-term sales
  - D) create customer loyalty

**Competency:** Marketing

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- 17) Wholesalers benefit the economy and other businesses by:
- A) selling products to manufacturers
  - B) being intermediaries between producers and sellers
  - C) being intermediaries between sellers and customers
  - D) buying products from retailers

**Competency:** Marketing

- 18) An example of a distribution activity of a business is:
- A) wholesaling
  - B) sales promotions
  - C) pricing
  - D) packaging

**Competency:** Marketing

- 19) Rising prices and diminished purchasing power are characteristics of:
- A) prosperity
  - B) inflation
  - C) depression
  - D) recession

**Competency:** Taxes and Government Regulations

- 20) An example of an economic risk for a multinational company would be:
- A) political instability
  - B) government regulations
  - C) currency value
  - D) family structure in a country

**Competency:** Treaties and Trade Agreements

- 21) Tariffs are used to:
- A) eliminate the sale
  - B) encourage the purchase
  - C) discourage the purchase
  - D) decrease the price

**Competency:** Treaties and Trade Agreements

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- 22) A currency future is:  
A) a contract  
B) an exchange rate  
C) a projected currency value  
D) an exchange control

**Competency:** Currency Exchange

- 23) Capital resources include:  
A) buildings, money, and equipment  
B) factories, mines, and talented personnel  
C) gold, silver, and other minerals  
D) labor force

**Competency:** Finance

- 24) \_\_\_\_\_ is an agreement where a company in one country agrees to have a different company in another country manage the building of the building of the foreign company's product.  
A) Franchising  
B) Foreign direct investment  
C) Licensing  
D) Management contracting

**Competency:** Finance

- 25) Which one of the following is not a function of the International Monetary Fund?  
A) regulates international stock markets  
B) lends to countries with balance of payment difficulties  
C) provides technical assistance in its areas of expertise  
D) monitors the economy

**Competency:** Finance

- 26) An exporting company wants to add fire coverage for a warehouse in Canada. The certificate that would be needed to make this change to the insurance policy is called an:  
A) exclusion  
B) endorsement  
C) equity clause  
D) insurance certificate

**Competency:** Finance

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- 27) Supply analysis is:
- A) using selection and reduction processes
  - B) balancing the demand for and the supply of employees
  - C) determining if there are sufficient types and numbers of employees available
  - D) estimating in advance the types and numbers of employees needed

**Competency:** Human Resource Management

- 28) Countries use \_\_\_\_\_ to put pressure on countries causing a conflict.
- A) tariffs
  - B) economic stimuli
  - C) embargos
  - D) favored status titles

**Competency:** Ethics

- 29) A stamp of endorsement issued by a country that allows a passport holder to enter that country is the:
- A) visa
  - B) work visa
  - C) certificate of citizenship
  - D) passport

**Competency:** International Travel

- 30) Individuals taking jobs in other parts of the world:
- A) do not have to worry about medical issues since their company is insulated from the rest of the public
  - B) should wait to receive medical vaccinations when they arrive to their final destination
  - C) should make sure that all medical vaccinations are up to date
  - D) should count on their employers to pay for required medical procedures

**Competency:** Career Development

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## GLOBAL BUSINESS SAMPLE CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have 20 minutes to review the case.
2. Presentation time is seven minutes. At six minutes, the timekeeper will stand and hold up a colored card indicating 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 presentation. The judges will play the role of CEO for Medical Innovations, a company

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seeking HUB benefits. Your consulting team must explain payroll laws and the requirement of businesses to follow the rules for a market 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.
6. All team members must participate in the presentation as well as answer the questions.

### **PERFORMANCE INDICATORS**

- Explain the business responsibility for payroll and income taxes
- Describe ethical financial standards for businesses to follow
- Explain the need for accurate, ethical recording keeping
- Explain the responsibility for companies receiving HUB status
- Explain why entrepreneurs from other countries must assimilate to the U.S. business environment

### **CASE STUDY SITUATION**

You are to assume the roles of financial consultants. Medical Innovations is a minority-owned business that has applied for the Highly Underutilized Business (HUB) status. HUB gives minority businesses a greater opportunity to conduct business at the local, state, and national levels. At least one-half of the employees who actually work at the company must have minority status to be eligible for HUB. One of the three employees for Medical Innovations is originally from Pakistan and the CEO (who provided the start-up capital for the company) is from India. The other two employees from United States are hired by the business as part-time consultants. The HUB application asks for the names of all employees and copies of payroll records that show required payroll taxes (social security, Medicare, and federal income taxes) deducted from each employee's pay. Your team of financial consultants has scheduled a meeting with the owner (judge) of Medical Innovations to discuss ethical concerns about payroll taxes and employee records required by the government. Your team must define business ethics, explain how proper business ethics are expected when conducting business in the United States, and propose strategies for Medical Innovations to follow a business code of ethics.

Medical Innovations is a start-up company with a bright future. The minority-owned business currently consists of a CEO, full-time engineer, part-time consulting engineer, and part-time marketing director. The CEO for Medical Innovations pays all part-time employees in cash and does not provide fringe benefits. Since part-time employees are paid cash, no taxes are deducted from pay and no payroll records are sent to the federal government.

Recently Medical Innovations applied for HUB status to receive priority for government projects. The application did not include payroll tax information for the two part-time employees. Your team will meet with the CEO of Medical Innovations.

You will present your concerns and recommendations to the CEO of Medical Innovations (judge) in a meeting to take place in the CEO's (judge's) office. The CEO of Medical Innovations (judge) will begin the meeting by greeting you and asking to hear your recommendations. After you have presented your plan and have answered the CEO's (judge's) questions, the CEO of Medical Innovations (judge) will conclude the meeting by thanking you for your efforts.

### **THINGS TO CONSIDER**

- Businesses in a market economy are expected to follow the laws regarding payroll and income taxes.

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- HUB is used to encourage minority business ownership.
  - Entrepreneurs from other countries must study and understand the laws of conducting business in the United States.

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## GRAPHIC DESIGN

### Overview

An essential part of today's business world is commercial design and promotion; therefore, the preparation of computer-based digital art is paramount to the production of quality copy used for promotional purposes.

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

This event is for an individual or a team of two or three members.

### Website Resources

- 99 Designs  
<http://www.99designs.com>
- AIGA (American Institute for Graphic Arts)  
<http://www.aiga.org>
- All Graphic Design  
<http://www.allgraphicdesign.com>
- Communication Arts  
<http://www.commarts.com>
- NAPP (National Association of Photoshop Professionals)  
<http://photoshopuser.com/>
- SGIA (Specialty Graphic Imaging Association)  
<http://www.sgia.org>
- Smashing Magazine eBooks  
<http://www.smashingmagazine.com/ebooks/>
- The Creative Group  
<http://www.thecreativegroup.com>

### Topic

The topic for Graphic Design changes every year. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.

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## HEALTH CARE ADMINISTRATION

### Overview

Health care administrators manage the business side of health services, ensuring effective use of resources to ensure the best medical care to the community. These skills include managing office activities, enhancing communication skills, identifying legal and ethical issues in healthcare practices, managing financial functions, and enhancing employability skills.

This is an individual online test.

### Competencies

<http://www.fbla-pbl.org/competitive-event/health-care-administration/>

### Website Resources

- Agency for Health Care Policy and Research  
<http://www.ahcpr.gov/>
- American Public Health Association  
<http://www.apha.org/>
- Healthcare Financial Management Association  
<http://www.hfma.org/>
- Integrated Healthcare Association  
<http://www.iha.org/>
- World Health Organization  
<http://www.who.org/>

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## HEALTH CARE ADMINISTRATION SAMPLE QUESTIONS

- 1) All the data that has been collected related to the individual patient is known as what?
  - A) clinical data
  - B) medical record
  - C) socioeconomic data
  - D) demographic data

**Competency:** Managing Office Procedures

- 2) Emailing patients is acceptable:
  - A) never as it violates HIPAA
  - B) if the physician sends it from their account
  - C) only in emergencies
  - D) if a secured email system or portal is used

**Competency:** Managing Office Procedures



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- 3) You are cleaning the patient room before you leave for the day. What should you do with the disposable paper that covers the table?
- A) cover it up
  - B) disinfect it
  - C) dispose of it
  - D) leave it there

**Competency:** Managing Office Procedures

- 4) What does the medical suffix stasis mean?
- A) incision
  - B) speech
  - C) resembling
  - D) stopping

**Competency:** Medical Terminology

- 5) The medical prefix diplo means which one of the following?
- A) excessive
  - B) half
  - C) dissect
  - D) double

**Competency:** Medical Terminology

- 6) What does the abbreviation ml mean?
- A) metric liter
  - B) meter liter
  - C) monoliter
  - D) millimeter

**Competency:** Medical Terminology

- 7) What is the national agency that directs protocols to provide safe, healthy working conditions for Americans?
- A) U.S. Public Health Service
  - B) Occupational Safety and Health Administration
  - C) Food and Drug Administration
  - D) Center for Disease Control

**Competency:** Legal and Ethical Issues in Healthcare

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- 8) You are being harassed in the workplace. What would be the appropriate first action in handling this?
- A) tell your supervisor
  - B) ignore it
  - C) call the police
  - D) tell the harasser that he/she is making you uncomfortable

**Competency:** Legal and Ethical Issues in Healthcare

- 9) A surgeon leaves a medical instrument in a patient after surgery. Due to this, the physician could be sued. This would be known as?
- A) slander
  - B) malpractice
  - C) tort
  - D) libel

**Competency:** Legal and Ethical Issues in Healthcare

- 10) You are having a monthly department meeting. What would be the first step in the meeting?
- A) new business
  - B) review of minutes
  - C) call to order
  - D) old business

**Competency:** Communication Skills

- 11) Why should a medical office take care in who handles the telephone communication for them?
- A) people are particular about scheduling
  - B) misdiagnosis may occur
  - C) it may be first contact
  - D) only the most important contact is handled by telephone

**Competency:** Communication Skills

- 12) What is probably the best way to deal with a difficult patient?
- A) raise volume of voice
  - B) confrontation
  - C) placing blame
  - D) direct communication

**Competency:** Communication Skills

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- 13) What is a statement sent by an insurance company to explain what services were paid for?
- A) invoice
  - B) payment summary
  - C) explanation of benefits
  - D) bill

**Competency:** Managing Financial Functions

- 14) The majority of costs in a medical office come from what area?
- A) supplies
  - B) maintenance
  - C) salaries
  - D) rent

**Competency:** Managing Financial Functions

- 15) What term means that an invoice is approved for payment, has been recorded in ledger as an outstanding liability since **not** paid?
- A) trade payable
  - B) credit
  - C) sub-ledger
  - D) vouchered

**Competency:** Managing Financial Functions

- 16) Which type health insurance plan uses one primary doctor to oversee all health care services?
- A) Medicare
  - B) Medicaid
  - C) Health Maintenance Organization
  - D) Preferred Provider Organization

**Competency:** Health Insurance

- 17) What is the claim form used by healthcare institutions universally to submit their claims and invoices?
- A) CMS 1500
  - B) application form
  - C) Form 900
  - D) Explanation of Benefits

**Competency:** Health Insurance

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- 18) What is the consequence if the amount of dollars collected for a flexible spending account are **not** used by the end of the benefit year?
- A) individual will be restricted from participation for one benefit year
  - B) dollars are not returned or renewable for the next year
  - C) dollars will be restricted to only physician-ordered medications and services
  - D) total dollars allowed for contribution the next year are reduced based on funds not used

**Competency:** Health Insurance

- 19) What is the SOAP note?
- A) method employed by healthcare providers to annotate medical history
  - B) method employed by healthcare providers to clarify care instructions
  - C) method employed by healthcare providers to sanitize a room
  - D) documentation method employed by healthcare providers to create a patient chart

**Competency:** Records Management

- 20) You are going to file medical records with the following names: (1) McDonald, Ronald, (2) MacDonald, Ronny, (3) McDonald, Renaldo, and (4) MacDonald, Reggie. What is the proper order for filing these records?
- A) (1), (2), (3), and (4)
  - B) (4), (2), (3), and (1)
  - C) (3), (4), (2), and (1)
  - D) (2), (3), (4), and (1)

**Competency:** Records Management

- 21) How long should employee health records be retained on-hand?
- A) 3 years
  - B) 5 years
  - C) 2 years
  - D) 10 years

**Competency:** Records Management

- 22) How far are water droplets assumed to float and thus be protected against in droplet isolation?
- A) 3 feet
  - B) 6 feet
  - C) 1 foot
  - D) 12 feet

**Competency:** Infection Control

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- 23) The use of universal precautions are measures to reduce the risk of disease transmission by contact with what?
- A) by blood and body fluids from all patients
  - B) used only when a patients' HIV status is documented
  - C) by blood and body fluids from patients who are suspected by medical staff of being infectious
  - D) through infected blood only

**Competency:** Records Management

- 24) Exposure to bloodborne pathogens may **not** commonly occur through:
- A) sexual conduct
  - B) splashing
  - C) needlesticks
  - D) saliva or sweat

**Competency:** Records Management

- 25) Which one of the following questions **cannot** be asked of you as the patient?
- A) Are you taking your medication as prescribed?
  - B) What pharmacy do you want your prescription sent to?
  - C) How is your spouse's health?
  - D) What is your chief complaint today?

**Competency:** Medical History

- 26) A blood pressure reading of 141/95 would indicate the patient is in:
- A) prehypertension
  - B) stage 1 hypertension
  - C) stage 2 hypertension
  - D) hypotension

**Competency:** Medical History

- 27) What does the acronym ADL stand for?
- A) assisted directional liability
  - B) aides to dependent locations
  - C) actions demanding litigation
  - D) activities of daily living

**Competency:** Medical History

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28) Which one would be an example of software?

- A) hard drive
- B) processor
- C) computer's operating system
- D) RAM

**Competency:** Technology

29) Where should you look first if your computer will **not** turn on?

- A) power
- B) hard drive
- C) CPU
- D) monitor

**Competency:** Technology

30) Email is becoming increasingly used in the medical setting. What is one thing to remember when sending a message?

- A) keep message short and to the point
- B) write a message in anger
- C) use grammatical short cuts
- D) use all capital letters

**Competency:** Technology

**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 event consists of two parts: an objective test and a performance. The top fifteen individuals scoring the highest on the objective test will advance to the final round and participate in the performance role-play component.

This is an individual event.

**Competencies and Task Lists**

<http://www.fbla-pbl.org/competitive-event/help-desk-fbla/>

**Website Resources**

- Help Desk Institute  
<http://www.ThinkHDI.com>

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**HELP DESK SAMPLE QUESTIONS**

- 1) The ITIL Service Support model focuses on:
- A) ensuring users have access to the tools they need to make the business work
  - B) continuous improvement of the help desk to ensure top notch service levels
  - C) communication between multiple parts of the business to resolve an unknown issue
  - D) encouraging users to use self-support services to resolve their own issues

**Competency:** Help Desk Operations and Procedures

- 2) A policy is a:
- A) document that ensures legal action against an individual
  - B) principle or protocol to guide decision making
  - C) set of rules and regulations that govern process improvement
  - D) software library that prevents certain technical security actions

**Competency:** Help Desk Operations and Procedures

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- 3) Which is true about a presentation's objective?
- A) The objective should be the last thing covered in the presentation.
  - B) Objectives are typically 3-10 sentences long
  - C) Presentations are preferred over memos to meet your objective.
  - D) Objectives enable you to set and manage your audience's expectations.

**Competency:** Help Desk Operations and Procedures

- 4) Skills that are unique to the profession that the service desk supports, such as accounting or banking skills are called
- A) industry knowledge
  - B) service knowledge
  - C) field expertise
  - D) subject matter knowledge

**Competency:** Help Desk Operations and Procedures

- 5) What are measurable objectives for analysts that support the service desk's mission called?
- A) analyst level agreements
  - B) individual performance goals
  - C) service desk analyst performance objectives
  - D) mission statements

**Competency:** Help Desk Operations and Procedures

- 6) A goal of support service providers that seeks to increase user self-sufficiency and reduce a user's dependence on support service is
- A) self-reliance
  - B) mutual reliance
  - C) group reliance
  - D) solo performance

**Competency:** Help Desk Operations and Procedures

- 7) A \_\_\_\_\_ is a communications center that provides a single point of contact (SPOC) between a company and its customers, employees, and business partners.
- A) service desk
  - B) portal
  - C) newsletter
  - D) website

**Competency:** Help Desk Operations and Procedures



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- 8) Ensuring customer satisfaction is the goal of the
- A) arbitration team
  - B) customer support center
  - C) customer complaint department
  - D) mediation team

**Competency:** Help Desk Operations and Procedures

- 9) Which one of the following is a benefit of self-service technical support?
- A) provide users with a 24x7 option for some level of technical support
  - B) reduce help desk costs by increasing the number of Tier IV technicians
  - C) employ virtual intelligence methods to learn user problems and devise solutions automatically
  - D) user problems are easier and quicker to diagnose

**Competency:** Help Desk Operations and Procedures

- 10) Help desk support is generally **not** provided by the use of:
- A) social media
  - B) e-mail
  - C) phone
  - D) Web sites

**Competency:** Communication

- 11) Which one of the following situations is the best example of a violation of ethical behavior in a support center?
- A) asking customers to provide you with information to solve a problem
  - B) making a personal long-distance phone call on a company phone during a break
  - C) consistently showing up fifteen minutes late for work but staying fifteen minutes later to make up the time
  - D) refusing to undergo mandatory drug testing

**Competency:** Customer Management

- 12) Which one of the following statements is **true** about version 3 of the ITIL exam's definition of the difference between good practices and best practices?
- A) Good practices are the only measurable way to meet the demands of an SLA.
  - B) Good practices are only acceptable if best practices have failed or are failing.
  - C) Best practices are proven activities that have been successful, but have not yet become industry standard.
  - D) Best practices are industry-standard methods that have been in use for at least two fiscal years.

**Competency:** Customer Management

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- 13) A Customer Service Representative is usually required to have all of the following **except**:
- A) basic technology skills
  - B) financial management skills
  - C) good communication skills
  - D) problem solving skills

**Competency:** Customer Management

- 14) Many CSR firms adopt Stephen R. Covey's "7 Habits of Highly Effective People." Which one of these is one of his recommendations for being effective?
- A) work well with colleagues
  - B) be proactive
  - C) stay physically fit
  - D) know when to quit a difficult problem

**Competency:** Customer Management

- 15) Successful teams most often:
- A) restrict negative feedback to keep everyone in good spirits
  - B) have a clear, singular purpose
  - C) are comprised of members from every level of an organization
  - D) work in a very formal atmosphere

**Competency:** Customer Management

- 16) All of the following are characteristics of a positive service attitude **except**:
- A) extending a greeting to customers before introducing yourself
  - B) immediately transferring a call if it is clear that someone else needs to take it
  - C) presenting a happy and relaxed tone with body language in a deskside help desk
  - D) offering alternative options for difficult customer requests

**Competency:** Customer Management

- 17) Which one of the following is **not** a good way to exceed customer expectations?
- A) Volunteer to assist others wherever possible.
  - B) Improve your performance based on feedback and reviews.
  - C) Encourage feedback regarding your performance.
  - D) Always promise that something can be done, even if you are unsure.

**Competency:** Customer Management

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- 18) Which one of the following is **not** a good way to stay informed about industry trends?
- A) networking with friends via social networking and in-person events
  - B) tweeting about current issues at your organization and how they could be used in the industry
  - C) attending various workshops and conferences by professional organizations
  - D) following RSS feeds about various industry topics and read them in your spare time

**Competency:** Customer Management

- 19) \_\_\_\_\_ is the skill of successfully handling more than one task at a time.
- A) Multi-tasking
  - B) Overload
  - C) Mass production
  - D) Multiple intelligence

**Competency:** Customer Management

- 20) Time management does not mean
- A) making a to do list
  - B) understanding your most productive time
  - C) saying no to some obligations
  - D) eliminating social time

**Competency:** Customer Management

- 21) Many successful multi-tasking leaders count on
- A) to-do lists
  - B) flexible schedules
  - C) delegation of important projects
  - D) positive personality over accomplishment

**Competency:** Customer Management

- 22) The customer service representative does not
- A) suggest information about other products and services
  - B) attract potential customers by answering product and service questions
  - C) maintain customer account by recording account information
  - D) conduct major publicity campaigns

**Competency:** Customer Management

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- 23) Confidence will:
- A) prevent complaints.
  - B) put you in control of customers' calls and situations at the help desk.
  - C) allow you to be creative.
  - D) display your technical knowledge.

**Competency:** Customer Management

- 24) Moral principles that guide your actions are
- A) ethics.
  - B) rules of engagement.
  - C) corporate rule.
  - D) mission statements.

**Competency:** Customer Management

- 25) The higher level issues are often handled with the use of:
- A) expert personnel related to the specific issue
  - B) group strategy consultation
  - C) diagnostic hardware
  - D) all answers are correct

**Competency:** Support Center Infrastructure and Procedures

- 26) If you can't handle a problem, it's best to:
- A) tell them you'll call back.
  - B) document the problem.
  - C) transfer the problem to a specialist.
  - D) hang up on the call.

**Competency:** Support Center Infrastructure and Procedures

- 27) The purpose of incident management is to:
- A) manage customer relations.
  - B) restore normal service.
  - C) manage the SLA.
  - D) log calls.

**Competency:** Support Center Infrastructure and Procedures

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- 28) The incident management process is responsible for all these **except**:
- A) routing unresolved incidents.
  - B) passing service request to appropriate support groups.
  - C) resolving customer problems.
  - D) categorizing incidents for reporting.

**Competency:** Support Center Infrastructure and Procedures

- 29) The best reason for documenting resolutions is that it:
- A) defines services provided.
  - B) prevents customers from becoming upset.
  - C) gives you more free time.
  - D) allows you to be proactive in similar situations.

**Competency:** Professional Career and Leadership Skills

- 30) Help desk metrics are used to record:
- A) fault tolerances of the system.
  - B) events related to a customer's Service Level Agreement.
  - C) overall load on phone system.
  - D) peak capacity of the phone system.

**Competency:** Professional Career and Leadership Skills

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## HELP DESK SAMPLE ROLE PLAY

### PARTICIPANT INSTRUCTIONS

1. You have 10 minutes to review the case.
2. Presentation time is five minutes. At four minutes, the timekeeper will stand and hold up a colored card indicating one minute is left and at five 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 role of the principal seeking help. You will play the role of the technician.
4. You will be given two (2) 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

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- Production skills—the ability to take a concept from an idea and make it real
  - Teamwork—the ability to be an effective member of a productive group
  - Priorities/time management—the ability to determine priorities and manage time commitments

### **CASE STUDY SITUATION**

Liberty Elementary, a K-8 school in suburban Nashville has an aging network. The 802.11b/g network was installed many years ago, to give teachers in classrooms a way to access the school's 5Mbps download/3Mbps upload Internet line.

The school has a new principal for the 2014-2015 school year and the principal tours the building on his first day, July 1. On July 10, the new principal asks a speaker to come in and address and motivate the teaching faculty and staff on various issues. When the speaker arrives, he asks to connect to the network using his iPad 2. The new principal indicates that the "IT professional" is available on an appointment basis only, and is not sure what the network password is. Some teachers indicate that they usually enter their username (teacher) and password (teacher), which the speaker believes to be the network name and network password. A teacher is able to connect to the network; however, the speaker is having difficulty with accessing the Internet on his iPad and these settings.

The speaker has some specific applications and files on his iPad to use with his presentation, and the primary application is 3.75 GB in size. The actual data going over the Internet is minimal, but without being able to connect to the Internet, his presentation is useless and won't be able to help the faculty.

The principal (the judge) calls the help desk (you) to help guide him/her through the wireless troubleshooting process. Your job is to help the principal get the guest speaker on a wireless network or Internet connection.

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## HOSPITALITY MANAGEMENT

### Overview

Hospitality is an important aspect of business and society. This event provides recognition to FBLA members who have the ability to help other people enjoy both leisure and business-related events.

This event consists of two parts: an objective test and a role play. If competing as a team, the objective test is taken collaboratively by the team. The top fifteen individuals/teams scoring the highest on the objective test will advance to the final round and participate in the role play component. The role play case will be a problem or scenario in the hospitality management industry.

This event is for an individual or a team of two or three members.

### Competencies

<http://www.fbla-pbl.org/competitive-event/hospitality-management-fbla/>

### Website Resources

- American Hotel & Lodging Association  
<http://www.ahla.com/>
- National Restaurant Association  
<http://www.restaurant.org/>

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## HOSPITALITY MANAGEMENT SAMPLE QUESTIONS

- 1) The purpose of marketing is to:
  - A) sell merchandise
  - B) create and keep customers
  - C) gain publicity
  - D) capture largest market share

**Competency:** Hospitality Marketing Concepts

- 2) Advertising in the hospitality industry is:
  - A) an event presented to inform prospective customers about a company
  - B) an activity sponsored or supported by a company to enhance its image
  - C) an article in a newspaper describing the grand opening of a restaurant
  - D) a paid presentation, with an identifiable sponsor, for a product or service

**Competency:** Hospitality Marketing Concepts

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- 3) The hospitality industry involves service marketing because:
- A) all employees are trained to be courteous and friendly
  - B) management is concerned with customers' preferences
  - C) extra benefits are provided at luxury hotels
  - D) intangible products are sold to the ultimate consumer

**Competency:** Hospitality Marketing Concepts

- 4) The \_\_\_\_\_ menu remains the same from day to day with items listed and priced separately.
- A) a la carte
  - B) counter
  - C) du jour
  - D) short order

**Competency:** Types of Hospitality Markets and Customers

- 5) Senior citizens opt for limited service hotels:
- A) for price savings
  - B) for full amenities
  - C) for free full breakfast
  - D) for more personal service

**Competency:** Types of Hospitality Markets and Customers

- 6) A hotel that offers a New Year's Eve package for couples at a more expensive rate would be an example of what kind of value added feature?
- A) conference perk
  - B) social trust
  - C) identification with the organization
  - D) experiential

**Competency:** Hospitality Operation and Management Functions

- 7) A skim strategy for pricing works best when:
- A) perceived value of the product is very important to the customer
  - B) many competitors are located nearby
  - C) the product offered is easily replicated by competitors
  - D) customers are not price sensitive

**Competency:** Hospitality Operation and Management Functions



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- 8) Comparing the number of actual accounts sold in relation to the number of sales calls that are made is called:
- A) yield management
  - B) conversion rate
  - C) rate of return
  - D) sales achievement

**Competency:** Hospitality Operation and Management Functions

- 9) Which one of the following best describes when the output from the hospitality team exceeds the total of individual performances?
- A) energy
  - B) entrepreneurship
  - C) efficiency
  - D) synergy

**Competency:** Hospitality Operation and Management Functions

- 10) Offering complimentary breakfast with the rental of a hotel room enhances which part of the marketing mix?
- A) price
  - B) promotion
  - C) product
  - D) place

**Competency:** Customer Service in the Hospitality Industry

- 11) Relationship/loyalty marketing does **not** include:
- A) highlighting the weaknesses of competitors
  - B) seeking to create new value for customers and share in the value created
  - C) recognizing the value of customers over their purchasing lifetimes
  - D) requiring that a company define its organization to support the value that individual customers want

**Competency:** Customer Service in the Hospitality Industry

- 12) Which one of the following is **not** information collected for a guest hotel database?
- A) telephone number
  - B) age
  - C) address
  - D) type of hotel room normally preferred

**Competency:** Customer Service in the Hospitality Industry

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- 13) A hotel has raised room rates by 10 percent and noticed a 20 percent drop in occupancy rates. The increase in hotel rates represents economic:
- A) upswing
  - B) adjustment
  - C) elasticity
  - D) inelasticity

**Competency:** Customer Service in the Hospitality Industry

- 14) Which one of the following is the responsibility of the bell captain?
- A) recording guest reservations
  - B) carrying guest luggage to the room
  - C) checking the guest into the hotel
  - D) entering guest information into the hotel guest database

**Competency:** Human Resource Management in the Hospitality Industry

- 15) A front desk agent informs the guest of the availability of a room with better accommodations or amenities. This is called:
- A) promotion
  - B) upselling
  - C) upgrading
  - D) front loading

**Competency:** Human Resource Management in the Hospitality Industry

- 16) The halo effect evaluation can occur:
- A) when an employee has made a strong, positive impression in one area
  - B) when objective measures of performance are used
  - C) when a personality conflict exists between the employee and supervisor
  - D) when the manager puts emotions aside

**Competency:** Human Resource Management in the Hospitality Industry

- 17) \_\_\_\_\_ involves matching the best employees with the tasks that must be completed.
- A) Feedback
  - B) Performance evaluation
  - C) Coordinating
  - D) Orientation

**Competency:** Human Resource Management in the Hospitality Industry

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- 18) When a supervisor gives some of their duties to other employees they have:
- A) outsourced duties
  - B) discharged duties
  - C) completed duties
  - D) delegated duties

**Competency:** Human Resource Management in the Hospitality Industry

- 19) The term capital includes:
- A) amounts owed to creditors, equipment, and tools
  - B) accounts payable and accounts receivable
  - C) money, legislative action, and equipment
  - D) property, equipment, tools, and money

**Competency:** Legal Issues, Financial Management, and Budgeting for the Hospitality Industry

- 20) Creating a win-win situation for all relevant parties so that everyone benefits from the decision is known as:
- A) a compromise
  - B) the golden rule
  - C) ethics
  - D) the stakeholder approach to ethics

**Competency:** Legal Issues, Financial Management, and Budgeting for the Hospitality Industry

- 21) Pet friendly hotels:
- A) are very rare
  - B) have large liability issues
  - C) are becoming increasingly popular
  - D) are only offered at discount properties

**Competency:** Current Hospitality Industry Trends

- 22) Keys with electronic strips for entrance:
- A) have made hotel rooms more secure
  - B) have made hotel rooms less secure
  - C) have caused more problems for hotel guests
  - D) are being replaced with regular keys

**Competency:** Current Hospitality Industry Trends

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- 23) The hospitality industry counts on Internet sales since there are 31 billion searches on Google every:
- A) month
  - B) week
  - C) day
  - D) year

**Competency:** Environmental, Ethical, and Global Issues for the Hospitality Industry

- 24) \_\_\_\_\_ hotels practice environmental conservation.
- A) Red
  - B) Blue
  - C) Green
  - D) White

**Competency:** Environmental, Ethical, and Global Issues for the Hospitality Industry

- 25) An unethical issue involved with personal selling is:
- A) bait and switch
  - B) posted room rates during the busy season
  - C) group package pricing
  - D) discounted rates during shoulder periods

**Competency:** Environmental, Ethical, and Global Issues for the Hospitality Industry

- 26) What is a major goal of sales promotion?
- A) break even with the promotional costs
  - B) create word of mouth for the organization
  - C) increase guest satisfaction
  - D) communicate it clearly to your employees

**Competency:** Hotel Sales Process

- 27) A customer states in a sales conversation: "The hotel we usually stay at does **not** provide adequate bath amenities" This statement is an example of a customer's:
- A) want
  - B) opportunity
  - C) need
  - D) desire

**Competency:** Hotel Sales Process

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- 28) Salespeople responsible for group business within assigned market segments are called:
- A) senior sales managers
  - B) reservationists
  - C) transient sales managers
  - D) sales managers

**Competency:** Hotel Sales Process

- 29) The most important time a salesperson spends with a buyer in any visit is:
- A) the first 30 seconds
  - B) first 5 minutes
  - C) first hour
  - D) first 10 minutes

**Competency:** Hotel Sales Process

- 30) Who has the ultimate say regarding the decision to buy, and may veto the sale even when all others have said yes or may approve the sale when all others have said no
- A) user
  - B) final decision-maker
  - C) influencer
  - D) mentor

**Competency:** Hotel Sales Process

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## HOSPITALITY MANAGEMENT SAMPLE ROLE PLAY

### PARTICIPANT INSTRUCTIONS

1. You have 20 minutes to review the case.
2. Presentation time is seven minutes. At six minutes the timekeeper will stand and 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. You (students) assume the role of owners of a catering company called Duality Catering LLC. The judges serve as a representative from the local "green" advocate group and play the role of a member of the SPCA (Society for the Prevention of Cruelty to Animals).
4. Each team member will be given two note cards. Note cards will be collected following the presentation.
5. All team members must participate in the presentation as well as answer the questions posed by the judges. Cover all the points described in the case.

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## PERFORMANCE INDICATORS

- Describe how you would handle the event, if you choose to cater it
- Give alternatives, if you choose to not cater the event
- Provide action plans for handling the event
- Explain how this event could grow your business
- Show genuine appreciation for being considered for the event regardless of your choice

## CASE STUDY SITUATION

You (team of students) are the management team for a new catering company in town trying to grow business and make a name/niche for yourself. Your company name is Duality Catering LLC.

Your unique niche is that you focus on catering dual events where two groups are joining forces to attract more attendees, educate the attendees about both organizations, and allow you to provide fun, unique, tasty food that connects with both parties involved.

The local “green” advocates and the Society for the Prevention of Cruelty to Animals (SPCA) (judges) are joining forces for a “Green Days Pawty in the Park” event. These two groups have come to you because you are young, trendy, and love animals (they saw your picture on Facebook with your two golden labs) and felt a connection with you.

The event is in five months.

This is a great opportunity for your catering company. However, you’ve never done an all-day event outside with 3,000 people expected to attend throughout the day. As a group of three employees, you are not enough manpower to pull it off. You would definitely need more people to help with the event.

This one event could put your name on the map or ruin you.

What to do?

Take it? If so, what’s your plan?

Walk away from the event? Why? But then what’s your plan to build up your business to be able to accept an event like this in the future?

Other options? What?

Choose your course and provide the organization leaders (judges) with your decision.

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## IMPROMPTU SPEAKING

### 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

- 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 Speaking 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?
- 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?

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## INSURANCE & RISK MANAGEMENT

### Overview

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

This is an individual objective event.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/insurance-risk-management/>

### 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](http://www.primacentral.org/resources/revised_core_comps_08.pdf)
- Risk and Insurance Management Society, Inc.  
<http://www.rims.org/education/Documents/RMCCM.pdf>
- Glossary of Insurance Terms - naic.org  
[http://naic.org/consumer\\_glossary.htm](http://naic.org/consumer_glossary.htm)

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## INSURANCE & RISK MANAGEMENT SAMPLE QUESTIONS

- 1) The second step of the Risk management model is to
  - A) assess and prioritize risks.
  - B) identify hazards.
  - C) choose control measures.
  - D) implement controls.

**Competency:** Risk Management

- 2) Since every business is different, management must
  - A) choose the most reasonable risk management strategy.
  - B) make sure the business is self-insured.
  - C) adapt a risk management model to meet the organization's needs.
  - D) choose from traditional insurance packages.

**Competency:** Risk Management



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3) Self-insuring is an example of which risk strategy?

- A) risk reduction
- B) risk assumption
- C) risk transfer
- D) risk avoidance

**Competency:** Risk Management

4) What is used to assist in identifying, prioritizing, and quantifying (at a macro level) risks to an organization?

- A) risk mapping
- B) strategic planning
- C) risk profiling
- D) goal setting

**Competency:** Risk Management

5) In the event of a disaster that causes physical damage, most businesses have a

- A) plan B.
- B) plan A.
- C) strategic plan.
- D) contingency plan.

**Competency:** Risk Management

6) Companies that choose not to purchase insurance taking on the possibility of financial loss from a risk are practicing

- A) risk deletion
- B) risk retention.
- C) risk avoidance.
- D) risk transfer.

**Competency:** Risk Management

7) Which insurance coverage pays for damages when an insured is injured in a car accident caused by another person who does not have any liability insurance or whose available limits are less than the insured's damages?

- A) Personal Injury Liability Coverage
- B) Uninsured Motorists Coverage
- C) Liability Coverage
- D) No Fault Coverage

**Competency:** Property and Liability Insurance

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- 8) A safety-conscious driver uses seat belts, observes speed limits, and:
- A) makes cellular calls only in light traffic
  - B) turns up the CD player to aid concentration
  - C) tries to be patient with other drivers
  - D) practices hairpin turns

**Competency:** Property and Liability Insurance

- 9) You crash into a telephone pole due to icy streets. The damages to your car total \$3,400. Your insurance policy has a \$1,000 deductible. How much financial damage will the insurance company cover for this accident?
- A) \$3,400
  - B) \$1,000
  - C) \$2,400
  - D) \$1,700

**Competency:** Property and Liability Insurance

- 10) 50/100/50 is a number representing
- A) the value of property insured.
  - B) comprehensive coverage.
  - C) cost of the insurance policy.
  - D) liability limits when you are in a car accident.

**Competency:** Property and Liability Insurance

- 11) Normally which peril is not covered by a basic homeowner's policy?
- A) vandalism
  - B) floods
  - C) theft
  - D) fires

**Competency:** Property and Liability Insurance

- 12) Which one of these injuries or health problems would probably not be covered by workers' compensation?
- A) "brown lung" disease from inhaling cotton fibers in the mill
  - B) multiple fractures after a coworker bumps your ladder with a forklift
  - C) breaking your wrist slipping in the office stairwell
  - D) breaking your ankle playing Frisbee in the parking lot

**Competency:** Property and Liability Insurance

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- 13) A life insurance policy that is kept in force for a person's entire life and pay a benefit upon the person's death is
- A) whole life insurance.
  - B) variable life insurance.
  - C) term life insurance.
  - D) variable whole life insurance.

**Competency:** Health, Disability, and Life Insurance

- 14) Life insurance policies do not cover
- A) medical expenses of family members.
  - B) child care.
  - C) final expenses.
  - D) debts.

**Competency:** Health, Disability, and Life Insurance

- 15) A terminally ill person who sells his or her life insurance policy is a(n)
- A) insured.
  - B) viator.
  - C) beneficiary.
  - D) underwriter.

**Competency:** Health, Disability, and Life Insurance

- 16) A prepaid group health insurance plan that entitles members to services of participating physicians, hospitals, and clinics is a(n)
- A) health insurance account.
  - B) HMO.
  - C) insurance.
  - D) Medicare.

**Competency:** Health, Disability, and Life Insurance

- 17) Long-term care insurance
- A) covers nursing home care for three years.
  - B) covers cancer treatments.
  - C) covers nursing home care for unlimited amount of time.
  - D) covers nursing home care for a given amount of time.

**Competency:** Health, Disability, and Life Insurance

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- 18) A company or HMO that provides health care coverage is the
- A) contingency.
  - B) agent.
  - C) carrier.
  - D) rider.

**Competency:** Health, Disability, and Life Insurance

- 19) A cause of a loss may be due to:
- A) peril
  - B) risk
  - C) hazard
  - D) exposure

**Competency:** Insurance Knowledge

- 20) Natasha's employer changed health plans. Under the old plan Natasha paid \$52 in premiums every month. Under the new plan Natasha pays \$78 a month. By what percentage did the cost of Natasha's health plan increase?
- A) 500 percent
  - B) 5 percent
  - C) 50 percent
  - D) 15 percent

**Competency:** Insurance Knowledge

- 21) Which names below are well-known insurance ratings services?
- A) Procter & Gamble and Johnson & Johnson
  - B) Standard & Poor's and A.M. Best
  - C) Medicaid and Medicare
  - D) Crosse and Blackwell and Caswell-Massey

**Competency:** Insurance Knowledge

- 22) Which one of the following statements about preventing insurance fraud is correct?
- A) Reputable insurance agents often make cold sales calls.
  - B) A reputable agent often invites customers to switch to new insurance products.
  - C) Never sign a blank application or claim form.
  - D) Fraud artists never bother listing false charges on a bill.

**Competency:** Insurance Knowledge

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- 23) What rates are set annually by the Commissioner of Insurance that rate-regulated insurance companies use to reference their rates?
- A) Local
  - B) Federal
  - C) Benchmark
  - D) State

**Competency:** Insurance Knowledge

- 24) Once an insurance claim has been filed for damages, who will determine how much of the claim will be covered?
- A) agent
  - B) underwriter
  - C) claims adjuster
  - D) government

**Competency:** Insurance Knowledge

- 25) Jade's morning commute taking the beltway averaged 40 minutes. One day she used surface roads and discovered the drive had taken only 30 minutes. What percentage of her usual travel time had she saved?
- A) 25 percent
  - B) 0.25 percent
  - C) 20 percent
  - D) 2.5 percent

**Competency:** Decision Making

- 26) Comparing insurance data from previous years to predict future financial trends is referred to as
- A) budgeting.
  - B) forecasting.
  - C) predicting.
  - D) benchmarking.

**Competency:** Decision Making

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- 
- 27) Individuals are encouraged to save money for health expense by contributing before tax funds to
- A) health savings accounts.
  - B) federal insurance programs.
  - C) Medicare.
  - D) HMOs.

**Competency:** Decision Making

- 28) "Caveat emptor" is a Latin phrase that means:
- A) "Let them stew in their own juices."
  - B) "Let sleeping dogs lie."
  - C) "Let the buyer beware."
  - D) "Let them eat cake."

**Competency:** Ethics

- 29) Coordinated health care interventions and communications are part of
- A) Medicare.
  - B) disease management.
  - C) universal health care.
  - D) Medicaid.

**Competency:** Careers

- 30) What types of tables are used by insurance companies to determine how long people will live?
- A) actuary
  - B) amortization
  - C) census
  - D) depreciation

**Competency:** Careers

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## INTRODUCTION TO BUSINESS

### 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/competitive-event/introduction-to-business/>

### 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](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/>

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## INTRODUCTION TO BUSINESS SAMPLE QUESTIONS

- 1) Kimberly is a production manager at Eastern Eagles, Inc. a manufacturing corporation that sells its products worldwide. Thanks in part to Kimberly's efforts, Eastern Eagles has dramatically improved the quality of its products. Kimberly believes that the high quality of its output will give Eastern Eagles a competitive edge. Kimberly's view is:  
A) Not exactly correct.  
B) correct  
C) incorrect  
D) Not wrong, but it is too limited.

**Competency:** Consumerism

- 2) Comparing product features to criteria you have set for a product happens in which stage of a buying plan?  
A) comparison shopping  
B) gather information  
C) set a timeline  
D) set a spending limit

**Competency:** Consumerism

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- 3) Individuals who are uncertain about their jobs and the economy:
- A) tend to cut back on spending
  - B) save less money
  - C) purchase more luxury items
  - D) spend more using credit

**Competency:** Consumerism

- 4) Organizational advertising:
- A) is less expensive than product advertising
  - B) cannot be customized for target markets
  - C) contains specific products in the advertisements
  - D) promotes ideas, issues, and images

**Competency:** Consumerism

- 5) The making, buying, and selling of goods and services within a country is called:
- A) world trade
  - B) domestic business
  - C) importing
  - D) international business

**Competency:** Characteristics and Organization of Business

- 6) Total sales minus the cost of goods sold is called:
- A) gross margin
  - B) net profit
  - C) gross profit
  - D) profit margin

**Competency:** Characteristics and Organization of Business

- 7) Business activities start with:
- A) intermediaries
  - B) marketers
  - C) producers
  - D) service businesses

**Competency:** Characteristics and Organization of Business



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8) What are the two principal advantages of forming a corporation?

- A) limits on owner's liability and continuity
- B) unlimited liability and continuity
- C) unlimited liability and potential conflicts with partners
- D) continuity and non-tax structure

**Competency:** Characteristics and Organization of Business

9) Which one of the following type of business loan is often packaged with a real estate loan?

- A) operations loan
- B) automobile loan
- C) equipment loan
- D) construction loan

**Competency:** Money Management, Banking, and Investments

10) Which one of the following correctly shows the budgeting process?

- A) maintain financial records; plan budget categories; evaluate your budget; set financial goals
- B) plan budget categories; set financial goals; maintain financial records; evaluate your budget
- C) set financial goals; plan budget categories; maintain financial records; evaluate your budget
- D) set financial goals; maintain financial records; plan budget categories; evaluate your budget

**Competency:** Money Management, Banking, and Investments

11) The difference between what a bank pays in interest and what it receives in interest is called:

- A) spread
- B) profit
- C) gross interest income
- D) loss

**Competency:** Money Management, Banking, and Investments

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- 
- 12) An income statement can help a business owner do all of the following **except**:
- A) analyze costs to determine areas that need to be cut back
  - B) identify his/her equity in the business
  - C) forecast how well the business can expect to perform in the future
  - D) examine how sales, expenses, and income are changing over time

**Competency:** Money Management, Banking, and Investments

- 13) The face value of bonds must be repaid on the \_\_\_\_\_ date
- A) purchase anniversary
  - B) annual interest
  - C) maturity
  - D) declaration

**Competency:** Money Management, Banking, and Investments

- 14) What is the simple interest on a five-year, 7 percent loan in the amount of \$5,000?
- A) \$350
  - B) \$1,750
  - C) \$250
  - D) \$1,000

**Competency:** Money Management, Banking, and Investments

- 15) Which one of the following is **not** a major responsibility of a company's human resources department?
- A) protecting the health and safety of employees
  - B) drafting a budget for the entire company
  - C) developing compensation packages
  - D) matching employees' abilities and interest with specific jobs

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

- 16) Labor unions are **not** involved with negotiating:
- A) hours
  - B) workload
  - C) working conditions
  - D) fringe benefits

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

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- 17) A business's ethical responsibilities are:
- A) implemented to meet financial obligations
  - B) defined by the federal government
  - C) behaviors enforced on the business
  - D) behaviors the general population expects

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

- 18) A summary of your important job-related information is called a:
- A) cover letter
  - B) career portfolio
  - C) personal data sheet
  - D) job application form

**Competency:** Career Awareness

- 19) \_\_\_ of available jobs are **not** advertised to the public?
- A) Seventy percent
  - B) Ten percent
  - C) Forty percent
  - D) Twenty-five percent

**Competency:** Career Awareness

- 20) When posting your resumes online or sending it by e-mail, you should:
- A) use a very simple format
  - B) be sure to attach several files that prove the information in the resumes is accurate
  - C) underline or italicize important points
  - D) write in all CAPS

**Competency:** Career Awareness

- 21) Which one of the following types of life insurance does **not** have a cash value?
- A) limited life
  - B) term life
  - C) whole life
  - D) ordinary life

**Competency:** Insurance

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- 22) If an increase in the price of a product from \$200 to \$300 per unit leads to a decrease in the quantity demanded from 10 to 8 units, then demand is:
- A) inferior
  - B) unit elastic
  - C) elastic
  - D) inelastic

**Competency:** Economic Systems

- 23) The most important economic decision-maker in market economies is:
- A) the president
  - B) households
  - C) labor unions
  - D) corporate leaders

**Competency:** Economic Systems

- 24) If wages increase faster than gains in productivity, prices will rise because:
- A) the cost of producing goods increases
  - B) the cost of producing goods decreases
  - C) business owners will demand higher prices because they know workers have more money to spend
  - D) demand will increase for all products

**Competency:** Economic Systems

- 25) A rise in the real interest rate will cause consumers spending to:
- A) rise
  - B) not change
  - C) rise at first, then decline
  - D) decline

**Competency:** Economic Systems

- 26) WiredNet is an internet-based business that provides online support services for businesses that need help in setting up and maintaining their websites. WiredNet is an example of a business that engages in:
- A) B2B e-commerce
  - B) N2Y e-commerce
  - C) B2C e-commerce
  - D) Y2K e-commerce

**Competency:** Economic Systems

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- 27) Suppose that I am angry with a neighbor, so I stand up at our next neighborhood association meeting and declare (falsely) that he trampled my flowers. I have committed:
- A) offense
  - B) sedition
  - C) slander
  - D) libel

**Competency:** Ethics

- 28) Which question should you **not** ask yourself when considering the ethics of a business situation?
- A) Who is affected by the action?
  - B) Is the action legal?
  - C) Can I get away with this action?
  - D) Does the action violate professional standards?

**Competency:** Ethics

- 29) In countries considered less developed and less responsive to their citizens, economic questions are said to be:
- A) custom-based.
  - B) directed.
  - C) market-based.
  - D) planned.

**Competency:** Global Business

- 30) Government encourages and promotes its country's exports primarily because exports:
- A) create jobs and foster economic prosperity
  - B) create imbalance of trade
  - C) increase the country's international image and reputation
  - D) increase government revenues through selling export insurance

**Competency:** Global Business

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## 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/competitive-event/introduction-to-business-communication/>

### Website Resources

- 12 Secrets of Effective Business Communication  
<http://www.noupe.com/how-tos/12-secrets-of-effective-business-communication.html>
- Get It Write  
<http://www.getitwriteonline.com/archive/tips.htm>
- What is Business Communication?  
[http://www.managementstudyguide.com/business\\_communication.htm](http://www.managementstudyguide.com/business_communication.htm)
- Your Dictionary - Education Articles & Resources  
<http://education.yourdictionary.com/>

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## INTRODUCTION TO BUSINESS COMMUNICATION SAMPLE QUESTIONS

- 1) Select the noun in the sentence: "Her illness has not been diagnosed."  
A) diagnosed  
B) her  
C) not  
D) illness

**Competency:** Grammar

- 2) Give the password to \_\_\_\_\_ you please.  
A) however  
B) whosoever  
C) whomever  
D) whoever

**Competency:** Grammar

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- 
- 3) Should we stay in Miami **or** should we stay in Tampa? The word “or” is a(n):
- A) verb
  - B) conjunction
  - C) pronoun
  - D) interjection

**Competency:** Grammar

- 4) Which sentence has the correct verb usage?
- A) A number of clients are requesting refunds.
  - B) A number of clients is requesting refunds.
  - C) A number of our clients is requesting refunds.
  - D) A number of our clients is refunds requesting?

**Competency:** Grammar

- 5) Which is the group in the following sentence? Norway is one of the Scandinavian countries.
- A) small
  - B) countries
  - C) Scandinavian
  - D) Denmark

**Competency:** Grammar

- 6) Which sentence below is exclamatory?
- A) Stop the train!
  - B) Project a positive image to others.
  - C) First impressions count.
  - D) Do you know the time?

**Competency:** Grammar

- 7) Unfortunately, we cannot \_\_\_\_\_ your offer.
- A) except
  - B) accept
  - C) acept
  - D) excep

**Competency:** Grammar

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- 
- 8) Select the sentence that is punctuated correctly.
- A) Be sure to enclose a large, manila envelope.
  - B) Be sure to enclose a large manila envelope.

**Competency:** Punctuation and Capitalization

- 9) Which of the following sentences is punctuated correctly?
- A) The women's room is just around the corner.
  - B) The womens' room is just around the corner.
  - C) The womens room is just around the corner.
  - D) The women room is just around the corner.

**Competency:** Punctuation and Capitalization

- 10) Which one of the following sentences is hyphenated correctly?
- A) This is a device that is attention-getting.
  - B) She is a widely-quoted authority.
  - C) He gave a lecture that was hard-to-follow.
  - D) We need an up-to-date price list.

**Competency:** Punctuation and Capitalization

- 11) Which one of the following sentences does **not** use proper capitalization?
- A) Bryan Morris, vice president, is responsible for that account.
  - B) Students entering the MBA program must complete accounting 6093 and finance 5133.
  - C) The manager approved the quarterly report.
  - D) It is a difficult winter for traveling.

**Competency:** Punctuation and Capitalization

- 12) Identify the city name that is spelled incorrectly.
- A) Cleveland, Ohio
  - B) Baton Roug, Louisiana
  - C) Salem, Massachutres
  - D) Knoxville, Tennessee

**Competency:** Spelling



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13) Which one of the following is not a prefix?

- A) ed
- B) pseudo
- C) re
- D) un

**Competency:** Spelling

14) Which one of the proofreading marks below is incorrect?

- A) ^ means insert something here
- B) = means align at the top or bottom
- C) @ means at
- D) # means insert the word pound

**Competency:** Spelling

15) How many of the following words are misspelled? catagory, independence, knowledgable

- A) 3 words
- B) 1 word
- C) 0 words
- D) 2 words

**Competency:** Proofreading and Editing

16) Which sentence contains a punctuation error?

- A) Did you respond to the R.S.V.P. yet?
- B) My neighbor is a manager at Williams Bros. in Danville.
- C) They will be visiting in Saint Croix.
- D) The building materials cost \$1200.00 for each building.

**Competency:** Proofreading and Editing

17) What punctuation mark is missing in the following sentence? The President needed the entire new cabinet including Secretary of State, Secretary Treasurer, and Attorney General.

- A) dash
- B) semicolon
- C) colon
- D) hyphen

**Competency:** Proofreading and Editing

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- 18) To be more precise, you would use which sentence below?
- A) A sales person will call you at 2 p.m.
  - B) The city was hit by the hurricane.
  - C) A sales person will call you tomorrow.
  - D) The temperature was above freezing.

**Competency:** Word Definition and Usage

- 19) She was \_\_\_\_\_ convincing during the debate.
- A) quit
  - B) quited
  - C) quite
  - D) quiet

**Competency:** Word Definition and Usage

- 20) The following phrase can have more than one implied meaning.
- A) send an email
  - B) no way!
  - C) stand your ground
  - D) select your dessert

**Competency:** Word Definition and Usage

- 21) What is enunciation?
- A) mumbling words
  - B) freedom
  - C) speaking quickly
  - D) speaking clearly and emphasizing each syllable

**Competency:** Oral Communication Concepts

- 22) Communication can flow within an organization
- A) horizontally, vertically, or diagonally.
  - B) just vertically in most organizations.
  - C) inside or outside departments only.
  - D) Just horizontally in most organizations.

**Competency:** Oral Communication Concepts

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23) Polite expression of opinion would include each of the following **except**:

- A) Personally I feel
- B) No way
- C) I believe
- D) I think

**Competency:** Oral Communication Concepts

24) Major clarifying questions include:

- A) do, which, what, and when
- B) how, does, what, and where
- C) what, when, where, and why
- D) how much, which ones, when, and why

**Competency:** Oral Communication Concepts

25) Critical listening involves:

- A) interaction among the audience
- B) raising your hand to indicate you have a question about the current topic
- C) knowing what to expect before the presentation begins
- D) examining and analyzing a spoken message for accuracy and reliability

**Competency:** Oral Communication Concepts

26) Reports typically

- A) include opinions.
- B) are vague by design.
- C) include detailed information.
- D) evaluate a specific topic.

**Competency:** Reading Comprehension

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27) May 15, 2013

To: All Members  
From: National Awards Program Committee  
Subject: Institute for Leaders

Thank all of you for (A) (excepting, accepting) our invitation to attend Institute for Leaders to be held July 1 through July 3. Each day of the institute will be held at a (B) (cite, site, sight) conducive to the topic of the day. On day one, we will study three (C) (rites, rights, writes, wrights) imposed by our bylaws. (D) Samuel Todd will be the day's keynote Speaker. Day two will have everyone divided into groups often depending on the (E) (principles, principals, principle, principal) of business of greatest interest to you. Please fill out and return the attached questionnaire so these groups can be assigned. These need to be submitted by May 31.

Day three will include a morning session with Avery Smith the chief (F) (counsel, council, councile, council) for the Better Business Bureau. (G) She is a leading authority on what qualities have been found in successful leaders. Day three will conclude with a wrap-up of the institute and a casual picnic at Blue Gill Park.

Please let us know if you need (H) (aid, aide, ade, aides) with anything. We can help in many ways and can reach over the (I) (isle, aisle, isle's, aisle's) for assistance from the conference hall.

Sincerely

Beverly North  
Institute for Leaders  
Committee Chair

This correspondence is:

- A) instructional
- B) persuasive
- C) descriptive
- D) informative

**Competency:** Reading Comprehension

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28) May 15, 2013

To: All Members  
From: National Awards Program Committee  
Subject: Institute for Leaders

Thank all of you for (A) (excepting, accepting) our invitation to attend Institute for Leaders to be held July 1 through July 3. Each day of the institute will be held at a (B) (cite, site, sight) conducive to the topic of the day. On day one, we will study three (C) (rites, rights, writes, wrights) imposed by our bylaws. (D) Samuel Todd will be the day's keynote Speaker. Day two will have everyone divided into groups of ten depending on the (E) (principles, principals, principle, principal) of business of greatest interest to you. Please fill out and return the attached questionnaire so these groups can be assigned. These need to be submitted by May 31.

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Please let us know if you need (H) (aid, aide, ade, aides) with anything. We can help in many ways and can reach over the (I) (isle, aisle, isle's, aisle's) for assistance from the conference hall.

Sincerely

Beverly North  
Institute for Leaders  
Committee Chair

The appropriate reading method for this correspondence would be:

- A) speed-reading
- B) scanning
- C) skimming
- D) in-depth reading

**Competency:** Reading Comprehension

29) Hong's memo that describes new steps for merchandise returns should use which one of the following techniques for emphasis?

- A) phrases
- B) numbered list
- C) bulleted list
- D) talking heads

**Competency:** Reading Comprehension

30) Which one of the following is the most effective heading in a memo report to employees?

- A) Benefits Will Undergo Radical Alterations in Forthcoming Fiscal Year
- B) How Do Benefit Changes Affect You?
- C) Employee Benefits
- D) Benefit Cuts

**Competency:** Reading Comprehension

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## INTRODUCTION TO BUSINESS PRESENTATION

### Overview

This event provides recognition for FBLA members who demonstrate the ability to deliver an effective business presentation while using multimedia presentation technology.

All participants present in a preliminary round at the NLC.

This event is for an individual or a team of two or three members and is only for grades 9 and 10.

### Website Resources

- 8 Secrets to a Knockout Business Presentation  
<http://sbinformation.about.com/od/sales/a/presentationtip.htm>
- Better Communication with Employees and Peers  
<http://www.inc.com/guides/growth/23032.html>
- Business Presentations for Success  
[http://presentationsoft.about.com/od/powerpointinbusiness/a/business\\_success.htm](http://presentationsoft.about.com/od/powerpointinbusiness/a/business_success.htm)
- Copyright and Fair Use  
<http://fairuse.stanford.edu/>
- Toastmasters International  
<http://www.toastmasters.org>

### Topic

The topic for Introduction to Business Presentation changes every year. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.

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## INTRODUCTION TO BUSINESS PROCEDURES

### Overview

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

This is an individual online test and is only for grades 9 and 10.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/introduction-to-business-procedures/>

### Website Resources

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

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## INTRODUCTION TO BUSINESS PROCEDURES SAMPLE QUESTIONS

- 1) Which of the following terms describes learning that occurs outside of the classroom and is of utmost importance when interning?
- A) experiential
  - B) abstract
  - C) theoretical
  - D) philosophical

**Competency:** Human Relations

- 2) Manager's today see less interest in all of the following **except**:
- A) work related travel
  - B) attendance
  - C) punctuality
  - D) job dedication

**Competency:** Human Relations

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- 
- 3) To provide a more diversified workforce, companies utilize a plan that requires the company to hire a certain number of minorities and women. This plan is called:
- A) affirmative action
  - B) diverse affirmation
  - C) employment at will
  - D) workforce profiling

**Competency:** Human Relations

- 4) Which should you do first if you are a team leader?
- A) learn members' skills and strengths
  - B) establish clear expectations
  - C) plan and organize meetings
  - D) make work assignments

**Competency:** Human Relations

- 5) To protect your computer from spyware, make sure you have:
- A) a Trojan horse
  - B) a flash drive
  - C) adware
  - D) a firewall

**Competency:** Technology Concepts

- 6) Which one of the following includes all of the steps that a company takes to ensure that its goods and services are of sufficiently high quality to meet customers' needs?
- A) quality insurance
  - B) statistical process control
  - C) quality assurance
  - D) quality inspection

**Competency:** Technology Concepts

- 7) To send a file from one computer to another through a network.
- A) upload
  - B) batch
  - C) download
  - D) boot

**Competency:** Technology Concepts



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8) What is called transmitting of voice over the Internet?

- A) cloud computing
- B) Web 2.0
- C) p2p file sharing
- D) VoIP

**Competency:** Technology Concepts

9) Spoken or written words used to communicate thoughts and emotions is.

- A) stimulus
- B) context
- C) language
- D) culture

**Competency:** Communication Skills

10) The most used form of digital written communication is:

- A) chat rooms
- B) blogs
- C) wikis
- D) e-mail

**Competency:** Communication Skills

11) What is a one- or two-page account of the essential information in a report?

- A) executive summary
- B) background
- C) bibliography
- D) recommendations

**Competency:** Communication Skills

12) Which one of the following is **not** a function of management?

- A) planning
- B) performing
- C) organizing
- D) directing

**Competency:** Decision Making/Management

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- 
- 13) An alternative to job specialization that allows an entire group to design the work system it will use to perform an interrelated set of tasks is called:
- A) a work team.
  - B) functional departmentalization.
  - C) customer departmentalization.
  - D) product departmentalization.

**Competency:** Decision Making/Management

- 14) To be effective, goals must be:
- A) simple
  - B) achievable
  - C) independent from each other
  - D) general

**Competency:** Decision Making/Management

- 15) A business that is owned by one person is called a:
- A) proprietorship.
  - B) limited partnership.
  - C) limited liability partnership.
  - D) corporation.

**Competency:** Career Development

- 16) To use supplies properly:
- A) select the quality of the supply according to the nature and importance of the task
  - B) only reorder when you have completely run out of a particular supply
  - C) keep as many supplies as you can in your workstation to avoid trips to the supply closet
  - D) do not waste time reading product labels

**Competency:** Business Operations

- 17) When making appointments:
- A) it is a good idea to schedule overlapping appointments since meetings often run short
  - B) confirm the time with your manager if you make appointments for him/her
  - C) do not keep the previous year's appointment data because it requires too much storage space
  - D) do not put the information in a computer file for future reference

**Competency:** Business Operations

- 
- 18) To avoid disorganization at work:
- A) save complicated jobs for last
  - B) prepare a daily plan for your work
  - C) do not waste time planning jobs
  - D) do not group similar tasks together

**Competency:** Business Operations

- 19) Both product and process layouts arrange work by:
- A) capacity
  - B) strategy
  - C) orders
  - D) function

**Competency:** Business Operations

- 20) The easiest and cheapest legal form of a business to set up:
- A) partnership
  - B) sole proprietorship
  - C) joint venture
  - D) corporation

**Competency:** Business Operations

- 21) The physical elements of a computer system are called the:
- A) hardware
  - B) processing units
  - C) software
  - D) memory

**Competency:** Database/Information Management

- 22) Facilities where records of an organization are preserved because of their continuing or historical value.
- A) storage warehouse
  - B) archives
  - C) data warehouse
  - D) records center

**Competency:** Database/Information Management

- 
- 23) The legal right of authors and artists to protect their work against unauthorized usage is a process known as:
- A) duplexing.
  - B) copyrighting.
  - C) laminating.
  - D) reprographics.

**Competency:** Ethics/Safety

- 24) When we use unethical behavior, we often justify the behavior to protect our \_\_\_\_\_ so that we do **not** have a guilty conscience or feel remorse.
- A) personality
  - B) self-concept
  - C) ego
  - D) job

**Competency:** Ethics/Safety

- 25) Salary or wages earned before deductions are made is called:
- A) overtime pay
  - B) gross pay
  - C) disability pay
  - D) net pay

**Competency:** Finance

- 26) A spending and saving plan based on anticipated income and expenses.
- A) budget
  - B) income statement
  - C) cash flow statement
  - D) financial plan

**Competency:** Finance

- 27) Large, multipurpose computers that have very high processing speeds are:
- A) mainframe computers
  - B) laptop computers
  - C) microcomputers
  - D) personal computers

**Competency:** Information Processing

- 
- 28) This feature allows you to create mailing labels, directories, email messages, and other types of documents.
- A) Review
  - B) Finder
  - C) Mailings
  - D) Mail Merge

**Competency:** Information Processing

- 29) What step of information processing sends the information back to you in the manner you need it?
- A) storage
  - B) input
  - C) distribution
  - D) output

**Competency:** Information Processing

- 30) All of the following are chart types available in Word **except** for one:
- A) radio.
  - B) pie.
  - C) column.
  - D) area.

**Competency:** Information Processing

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## INTRODUCTION TO FBLA

### Overview

This event provides recognition for FBLA members who are interested in learning about the background of and current information of FBLA-PBL.

This is an individual objective test and is only for members in grades 9 and 10.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/introduction-to-fbla/>

### Website Resources

- FBLA-PBL  
[www.fbla-pbl.org](http://www.fbla-pbl.org)
- National Association of Parliamentarians  
<http://www.parliamentarians.org/>

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## INTRODUCTION TO FBLA SAMPLE QUESTIONS

- 1) Which one of the following statements is part of the FBLA Code of Ethics?
- A) "I will willingly accept duties."
  - B) "I will be honest and sincere."
  - C) "I will be sincere."
  - D) "I will abide by the rules of my adviser."

**Competency:** FBLA Creed and National Goals

- 2) The FBLA goal is to strengthen the confidence of students in themselves and their:
- A) work
  - B) school
  - C) leadership
  - D) careers

**Competency:** FBLA Creed and National Goals

- 3) According to the FBLA Creed, education is the right of:
- A) every FBLA member and adviser
  - B) every person
  - C) every FBLA member
  - D) everyone

**Competency:** FBLA Creed and National Goals

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- 4) Which of the following is a FBLA goal?
- A) abide by the rules and regulations of my school
  - B) willingly accept responsibilities and duties
  - C) exercise initiative and responsibility
  - D) strengthen the confidence of students in themselves and their work

**Competency:** FBLA Creed and National Goals

- 5) Which of the following is a stanza of the FBLA Creed?
- A) I will do my best to uphold the aims and responsibilities of Future Business Leaders of America.
  - B) I believe education is the right of every person.
  - C) I promise to bring business and education together in a positive working relationship.
  - D) I shall strive to develop the qualities necessary in becoming a responsible business leader.

**Competency:** FBLA Creed and National Goals

- 6) Members of the National Awards Program Committee serve how long?
- A) four-year terms
  - B) five-year terms
  - C) two-year terms
  - D) three-year terms

**Competency:** National Awards Program

- 7) The award in the Parliamentary Procedure event is named for whom?
- A) Hollis and Kitty Guy
  - B) Dorothy L. Travis
  - C) Hamden L. Forkner
  - D) Edward D. Miller

**Competency:** National Awards Program

- 8) Which one of the following events is named the Hollis and Kitty Guy Award?
- A) Gold Seal Chapter Award of Merit
  - B) American Enterprise Project
  - C) Partnership with Business Project
  - D) Community Service Project

**Competency:** National Awards Program

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- 9) Sequestered events have what in common?
- A) Participants must be escorted from room to room.
  - B) Text messaging is allowed.
  - C) Participants may not bring food and drinks to the holding room.
  - D) Participants may communicate with outside individuals.

**Competency:** National Awards Program

- 10) Which of the following is a general guideline for competitive events?
- A) No audio or video recording devices are allowed.
  - B) Only video recording devices are allowed.
  - C) Audio and video recording devices are allowed.
  - D) Only audio recording devices are allowed

**Competency:** National Awards Program

- 11) In most cases the maximum number of winners for each event is
- A) 10
  - B) 20
  - C) 5
  - D) 15

**Competency:** National Awards Program

- 12) What event has an objective test and a production test?
- A) Computer Problem Solving
  - B) Desktop Application Programming
  - C) Data Design and Applications
  - D) Cyber Security

**Competency:** National Awards Program

- 13) Which one of the following is included in the FBLA Chapter Management Handbook as a membership building idea?
- A) Membership Achievement Mania
  - B) 90 percent Classroom Participation Award
  - C) Current FBLA Recruitment Programs
  - D) Membership Madness Booth

**Competency:** FBLA National Publications



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- 14) What is the name of the program that is an aggressive, self-directed, results-based business and leadership program designed to complement academics while accelerating a student's leadership skills?
- A) Business Achievement Awards
  - B) Business Future Awards
  - C) Business Community Leadership Awards
  - D) Business Awards

**Competency:** FBLA National Publications

- 15) Which one of the following awards is presented to FBLA chapters at the National Fall Leadership Conference?
- A) Largest State Chapter in attendance
  - B) Largest Increase in Local Chapter Membership
  - C) Largest Local Chapter in attendance
  - D) Largest Local Chapter Membership

**Competency:** FBLA National Publications

- 16) What is a publication distributed by FBLA?
- A) *State Chapter Advisers' Handbook*
  - B) *Chapter Management Handbook*
  - C) *Local Chapter Advisers' Handbook*
  - D) *FBLA Organizational Handbook*

**Competency:** FBLA National Publications

- 17) What is the receipt deadline for NLC Intern applications?
- A) May 1
  - B) April 15
  - C) April 1
  - D) May 15

**Competency:** FBLA National Publications

- 18) What is the deadline for the FBLA Eco Chapter Project?
- A) April 1
  - B) May 1
  - C) May 15
  - D) April 15

**Competency:** FBLA National Publications

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- 19) The high school adviser newsletter is published three times during the school year and is named:
- A) *FBLA Advisers' Hotline*
  - B) *FBLA Advisers' Newsletter*
  - C) *FBLA Advisers' Edge*
  - D) *FBLA Advisers' Guide*

**Competency:** FBLA National Publications

- 20) In what year was the land purchased for the future FBLA-PBL National Center?
- A) 1989
  - B) 1981
  - C) 1979
  - D) 1987

**Competency:** FBLA Organization, Bylaws, and Handbook

- 21) The national center mortgage was retired in what year?
- A) 2001
  - B) 1994
  - C) 2002
  - D) 1997

**Competency:** FBLA Organization, Bylaws, and Handbook

- 22) At the national center, what recognizes advisers and state chairs who have devoted twenty or more years of service to FBLA?
- A) Adviser and State Chair Leadership Award
  - B) Adviser and State Chair Special Recognition Award
  - C) Adviser Wall of Fame
  - D) Adviser Leadership Award

**Competency:** FBLA Organization, Bylaws, and Handbook

- 23) According to the *Chapter Management Handbook*, what local chapter officer plans public relations activities for the chapter?
- A) reporter
  - B) secretary
  - C) vice president
  - D) president

**Competency:** FBLA Organization, Bylaws, and Handbook

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- 24) Which one of the following is included in the FBLA Code of Conduct?
- A) avoid conduct conducive to an educational conference
  - B) observe most of the curfews
  - C) obey all local and federal laws
  - D) behave in a courteous and respectful manner

**Competency:** FBLA Organization, Bylaws, and Handbook

- 25) Who is the current chair of the National FBLA-PBL Board of Directors?
- A) Ryan Hamilton
  - B) Monty Rhodes
  - C) Lisa Weeks
  - D) Jean Buckley

**Competency:** FBLA Organization, Bylaws, and Handbook

- 26) The Virgin Islands is a member of which region?
- A) Atlantic Region
  - B) Western Region
  - C) Eastern Region
  - D) Southern Region

**Competency:** FBLA Organization, Bylaws, and Handbook

- 27) A good resource for advisers called the "Adviser Area" is found where?
- A) State Chapter Adviser's Handbook
  - B) Chapter Management Handbook
  - C) Local Chapter Adviser's Handbook
  - D) national FBLA web site

**Competency:** FBLA Organization, Bylaws, and Handbook

- 28) The parliamentarian's candle is what color?
- A) red
  - B) gray
  - C) blue
  - D) white

**Competency:** FBLA Organization, Bylaws, and Handbook

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29) Who may propose amendments in writing to the FBLA National Bylaws?

- A) local chapters, state chapters, or a national officer
- B) local chapters or state chapters
- C) state chapters or a national officer
- D) local chapters or a state committee member

**Competency:** FBLA Organization, Bylaws, and Handbook

30) What color is the Reporter's candle?

- A) green
- B) violet
- C) yellow
- D) orange

**Competency:** FBLA Organization, Bylaws, and Handbook

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## INTRODUCTION TO FINANCIAL MATH

### Overview

The ability to solve common financial and business mathematical problems is a basic skill required by all prospective business employees. This event provides recognition for FBLA members who have an understanding of basic math functions needed in finance and business.

This event is an individual objective test and only for members in grades 9 and 10.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/introduction-to-financial-math/>

### Website Resources

- Markup  
[http://www.321know.com/g84\\_max1.htm](http://www.321know.com/g84_max1.htm)
- Meters and Liters: Converting to the Metric System of Measurements  
[http://www.learner.org/interactives/dailymath/meters\\_liters.html](http://www.learner.org/interactives/dailymath/meters_liters.html)
- The Metrics International System of Units  
<http://www.wsdot.wa.gov/reference/metrics/factors.htm>
- Top 6 Business Math Resources  
<http://math.about.com/od/businessmath/tp/businessmathtp.htm>

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## INTRODUCTION TO FINANCIAL MATH SAMPLE QUESTIONS

- 1) During the winter quarter, the student dining service sells an average of 325 portions of hot chocolate per day. The hot chocolate mix comes in containers of 130 oz. each. A serving requires 4 oz. of mix. How many containers are used on an average day?
- A)  $6\frac{1}{4}$   
B)  $2\frac{1}{2}$   
C) 10  
D) 20

**Competency:** Basic Math Concepts

- 2) Approximate sales are \$35,000; approximate costs of goods sold are \$6,500; warranty expenses are approximately \$3,500; salaries are exactly \$15,125; and taxes paid are exactly \$1,125. What is the profit?
- A) approximately \$15,250  
B) approximately \$8,750  
C) exactly \$15,250  
D) exactly \$8,750

**Competency:** Basic Math Concepts

- 
- 3) To prove that the multiplication is correct, you would:
- A) divide the quotient by one of the multipliers
  - B) multiply the product by one of the multipliers
  - C) divide the product by one of the multipliers
  - D) multiply the quotient by one of the multipliers

**Competency:** Basic Math Concepts

- 4) What is the inverse operation of division?
- A) conversion
  - B) multiplication
  - C) subtraction
  - D) addition

**Competency:** Basic Math Concepts

- 5) One-third of two thousand five hundred seventy is approximately:
- A) 750
  - B) 860
  - C) 800
  - D) 900

**Competency:** Basic Math Concepts

- 6) Area is measured in:
- A) square units
  - B) meters
  - C) inches
  - D) miles

**Competency:** Basic Math Concepts

- 7) A promissory note is:
- A) your written promise to pay back a loan
  - B) an invoice
  - C) like a check
  - D) a gift

**Competency:** Consumer Credit

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- 8) Andrew bought a car for \$2,500 for cash. He expects annual costs to operate the car to be \$650 every six months for insurance and \$200 per month for upkeep and maintenance. He will get 25 miles per gallon and drive 1,000 miles each month. Gas is \$4/gal. What should his total operating expenses be for the first year?
- A) \$4,970
  - B) \$4,320
  - C) \$1,920
  - D) \$5,620

**Competency:** Consumer Credit

- 9) Angela is getting married in a year. She wants to buy her dress with monthly payments of \$150 per month for a year. If the total of the finance charges is \$400, what is the price of the dress?
- A) \$2,200
  - B) \$1,650
  - C) \$1,400
  - D) \$1,800

**Competency:** Consumer Credit

- 10) Joann purchased a used automobile for \$1,500. Southwest Banks finances the car for one year at 12.5%. Compute the total payment at the end of the year.
- A) \$1,587.50
  - B) \$1,687.50
  - C) \$187.50
  - D) \$1,887.50

**Competency:** Consumer Credit

- 11) The installment price on roller blades is \$210. With a \$50 down payment, what is the monthly payment over a 12-month period?
- A) \$17.50
  - B) \$14.40
  - C) \$15.52
  - D) \$13.33

**Competency:** Consumer Credit

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- 12) If the monthly interest rate is .50%, what is the APR?
- A) 5%
  - B) 30%
  - C) .06%
  - D) 6%

**Competency:** Consumer Credit

- 13) The sum of the daily balance for a 30-day month is \$5,325. What is the finance charge if the monthly interest rate is 1.8%?
- A) \$3.20
  - B) \$15.59
  - C) \$19.59
  - D) \$9.59

**Competency:** Consumer Credit

- 14) Given a random distribution of numbers, in order to find the number that has as many other numbers below it as above, you need to determine the:
- A) mean
  - B) median
  - C) equilibrium
  - D) mode

**Competency:** Data Analysis and Probability

- 15) The weighted average method is useful when the cost of inventory:
- A) varies
  - B) cannot be verified
  - C) is static
  - D) is constant

**Competency:** Data Analysis and Probability

- 16) Individual data points can best be displayed by using a:
- A) scatter diagram
  - B) pie chart
  - C) histogram
  - D) bar chart

**Competency:** Data Analysis and Probability



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- 17) The best way to depict a future prediction is by using a:
- A) histogram
  - B) bar chart
  - C) pie chart
  - D) line chart

**Competency:** Data Analysis and Probability

- 18) Depicting data with several categories is done best in a:
- A) table
  - B) line chart
  - C) pie chart
  - D) bar chart

**Competency:** Data Analysis and Probability

- 19)  $(12.5 \times 2.5) / 1.5 =$
- A) 20.833
  - B) 208.33
  - C) 2.0833
  - D) 2083.3

**Competency:** Decimals

- 20) Which one of the following is **not** a type of discount?
- A) trade discount
  - B) cash discount
  - C) chain discount
  - D) credit discount

**Competency:** Discounts

- 21) If the regular price for shoes is \$84.99 and the markdown is \$29.75, what is the percent off?
- A) 37 percent
  - B) 35 percent
  - C) 25 percent
  - D) 40 percent

**Competency:** Discounts

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- 22) Two chairs are shipped from Boston to Los Angeles. Each chair cost \$68.00. Terms were 3/10, 2/20, n/30. Shipping was \$6.18. What is the total amount due if paid within 10 days?
- A) \$131.92
  - B) \$138.10
  - C) \$ 84.18
  - D) \$142.18

**Competency:** Discounts

- 23) A chair has a list price of \$690 and has a trade discount of 30%. What is the cost?
- A) \$620
  - B) \$483
  - C) \$207
  - D) \$669.30

**Competency:** Discounts

- 24) An invoice is for \$250 with terms of 10/10, n/30. If immediately paid upon receipt, what is the amount of the check that will be written?
- A) \$250
  - B) \$275
  - C) \$225
  - D) \$220

**Competency:** Discounts

- 25)  $\frac{3}{4} \times \frac{1}{12} \times \frac{3}{8} \times \frac{2}{9} =$
- A)  $\frac{1}{192}$
  - B)  $\frac{8}{15}$
  - C)  $\frac{1}{3}$
  - D)  $\frac{9}{70}$

**Competency:** Fractions

- 26)  $\frac{9}{5} =$
- A) 1.45
  - B)  $1 \frac{4}{5}$
  - C) 80%
  - D) 2

**Competency:** Fractions

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- 
- 27) When mentally dividing by a fraction, the easiest approach is to:
- A) convert everything into fractions
  - B) invert the fraction and multiply
  - C) convert the fraction to a decimal and divide
  - D) write down the problem and solve

**Competency:** Fractions

- 28) What is 21 percent of \$732?
- A) \$578.28
  - B) \$153.72
  - C) \$286.89
  - D) \$ 15.37

**Competency:** Percentages

- 29) Casey answered 71 out of 80 questions correctly. What percent did he answer incorrectly?
- A) 89 percent
  - B) 15 percent
  - C) 11 percent
  - D) 85 percent

**Competency:** Percentages

- 30) To find the markup, you would:
- A) divide the selling price by the cost
  - B) subtract the selling price from the cost
  - C) add the cost and the selling price
  - D) subtract the cost from the selling price

**Competency:** Percentages

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## INTRODUCTION TO INFORMATION TECHNOLOGY

### Overview

Successful business leaders must understand the impact of technology and understand how 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<sup>3</sup>) objectives.

This is an individual objective test only for members in grades 9 and 10.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/introduction-to-information-technology/>

### Website Resources

- Creating Websites  
<http://www.refdesk.com/html.html>
- Database Design  
[http://databases.about.com/od/specificproducts/Database\\_Design.htm](http://databases.about.com/od/specificproducts/Database_Design.htm)
- Spreadsheet Basics  
[http://www.tutorialsforopenoffice.org/tutorial/Spreadsheet\\_Basics.html](http://www.tutorialsforopenoffice.org/tutorial/Spreadsheet_Basics.html)
- Computer Terminology  
<https://pc.net/glossary/>

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## INTRODUCTION TO INFORMATION TECHNOLOGY SAMPLE QUESTIONS

- 1) A signaling method that processes a relatively wide range of frequencies?  
A) Broadband  
B) Network  
C) Baseband  
D) 802.11n

**Competency:** Networking Concepts

- 2) The OSI model consists of  
A) breaks.  
B) layers.  
C) categories.  
D) sections.

**Competency:** Networking Concepts

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- 3) Bluetooth technology supports short distance transmission of frequencies up to \_\_\_\_.
- A) 30 feet
  - B) 10 feet
  - C) 5 feet
  - D) 25 feet

**Competency:** Networking Concepts

- 4) The slowest form of Internet connection will typically be \_\_\_\_.
- A) cable
  - B) DSL
  - C) satellite
  - D) dial-up

**Competency:** Networking Concepts

- 5) The \_\_\_\_ manages the behind-the-scenes information and the hardware.
- A) operating system
  - B) peripheral devices
  - C) application software
  - D) hard drive

**Competency:** Operating Systems

- 6) An Internet location that contains content and hyperlinks to other documents or sites?
- A) hyperlink
  - B) ftp site
  - C) Web page
  - D) Web upload

**Competency:** Operating Systems

- 7) URL stands for \_\_\_\_
- A) Uniform Resource Locator.
  - B) Universal Resource Language.
  - C) Uniform Resource Language.
  - D) Universal Resource Locator.

**Competency:** Operating Systems

- 
- 
- 8) In the URL http://www.espn.com, which part is the domain name?
- A) http
  - B) com
  - C) www
  - D) espn

**Competency:** Operating Systems

- 9) Collection of statements or declarations written in human readable programming language that the computer uses to determine what actions a programmer is trying to have it take?
- A) Composer
  - B) Validation
  - C) Source code
  - D) Insertion

**Competency:** Operating Systems

- 10) Satellites orbiting at 22,300 miles above the surface of the earth are said to be \_\_\_\_.
- A) stratospheric
  - B) deep earth
  - C) atmospheric
  - D) geostationary

**Competency:** Email and Electronic Communication

- 11) The process of converting from analog to digital.
- A) updating
  - B) demodulation
  - C) upgrade
  - D) modulation

**Competency:** Email and Electronic Communication

- 12) A standard by which colors, formats, and graphical information is used to create a consistent look is a \_\_\_\_
- A) template.
  - B) master.
  - C) pattern.
  - D) generic file.

**Competency:** Computer Software

- 
- 13) A place you can store frequently visited Web sites in Internet Explorer:
- A) Internet options
  - B) Tools
  - C) History tab
  - D) Favorites

**Competency:** Computer Software

- 14) A feature that allows you to type words in a paragraph continually without pressing the Enter key.
- A) online wrapping
  - B) scroll lock
  - C) auto return
  - D) word wrap

**Competency:** Computer Software

- 15) Software that displays cells to make up a grid consisting of rows and columns.
- A) Document
  - B) Presentation
  - C) Photoshopping
  - D) Spreadsheet

**Competency:** Computer Software

- 16) Typing an \_\_\_\_ before the column letter and an \_\_\_\_ before the row will create an absolute cell reference.
- A) @, @
  - B) %, %
  - C) \*, \*
  - D) \$, \$

**Competency:** Computer Software

- 17) Creating a \_\_\_\_ will allow you to display an informal list of all customers in a particular zip code within a database.
- A) form
  - B) table
  - C) report
  - D) query

**Competency:** Computer Software

- 
- 
- 18) When trying to collect information in a database, the easiest way is to create a \_\_\_\_
- A) query.
  - B) design.
  - C) search.
  - D) question.

**Competency:** Computer Software

- 19) \_\_\_\_\_ are special effects that are displayed when moving between slides.
- A) Transitions
  - B) Formations
  - C) Alterations
  - D) Animatronics

**Competency:** Computer Software

- 20) The \_\_\_\_ is the earliest known tool used for computation.
- A) abacus
  - B) calculator
  - C) microprocessor
  - D) slide rule

**Competency:** Common Program Functions

- 21) The \_\_\_\_\_ symbol is used for wildcard searching.
- A) \*
  - B) @
  - C) \$
  - D) %

**Competency:** Common Program Functions

- 22) Files are written to a disk in \_\_\_\_
- A) divisions.
  - B) bytes.
  - C) packets.
  - D) clusters.

**Competency:** Common Program Functions



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23) Used in lieu of a mouse on laptops?

- A) touch pad
- B) stylus
- C) trackball
- D) tablet

**Competency:** Computer Hardware

24) Type of reader that uses fingerprinting for security?

- A) MICR reader
- B) OMR reader
- C) biometric reader
- D) OCR reader

**Competency:** Computer Hardware

25) The main microprocessor in a computer.

- A) NXT
- B) RAM
- C) CD-ROM
- D) CPU

**Competency:** Computer Hardware

26) External devices connected via cables or wirelessly to a computer.

- A) motherboards
- B) peripherals
- C) gadgets
- D) applications

**Competency:** Computer Hardware

27) The amount of "short term" memory a computer has is referred to as \_\_\_\_.

- A) CPU
- B) ROM
- C) hard drive size
- D) RAM

**Competency:** Computer Hardware

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28) \_\_\_\_\_ is the process of converting plain text or data via reversible mathematical computation into unintelligible form.

- A) Encryption
- B) Modulation
- C) Demodulation
- D) Decrypting

**Competency:** Internet Use

29) The definition of war driving is \_\_\_\_.

- A) driving around in a war zone
- B) accessing someone else's Wi-Fi network to gain free access to the Internet
- C) installing a network card and accessing your personal network.
- D) accessing military networks to gain free access

**Competency:** Internet Use

30) A unique digital code attached to a document or an e-mail for the purpose of authenticity?

- A) digital encryption
- B) digital signature
- C) stamped encryption
- D) stamp of authenticity

**Competency:** Internet Use

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## INTRODUCTION TO PARLIAMENTARY PROCEDURE

### Overview

This event recognizes FBLA members who demonstrate knowledge of basic principles of parliamentary procedure along with an understanding of FBLA's organization and procedures.

This is an individual objective test and is only for grades 9 and 10.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/introduction-to-parliamentary-procedure/>

### Website Resources

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

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## INTRODUCTION TO PARLIAMENTARY PROCEDURE SAMPLE QUESTIONS

- 1) The proposed amendments to the National FBLA Bylaws shall be submitted for review to the bylaws committee of the board of directors and division president by:
  - A) April 15
  - B) April 1
  - C) May 15
  - D) May 1

**Competency:** FBLA Bylaws

- 2) The term of office for FBLA national officers shall begin:
  - A) at close of National Leadership Conference
  - B) at beginning of National Leadership Conference
  - C) one week after close of National Leadership Conference
  - D) on August 1

**Competency:** FBLA Bylaws

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- 3) All voting delegates at NLC must be certified by their advisers and their names submitted to the national office postmarked no later than this number of days prior to the NLC.
- A) 10
  - B) 15
  - C) 30
  - D) 20

**Competency:** FBLA Bylaws

- 4) Members of the FBLA-PBL board of directors are elected to a term of this number of years.
- A) two
  - B) one
  - C) five
  - D) three

**Competency:** FBLA Bylaws

- 5) The policymaking body derives its authority from the Articles of Incorporation of FBLA-PBL and this authority.
- A) corporate charter
  - B) laws of the state of Virginia
  - C) laws of the United States
  - D) laws of the District of Columbia

**Competency:** FBLA Bylaws

- 6) Local chapters are allowed to send delegates to the National Leadership Conference based on membership. If a chapter has 100 members, it may send \_\_\_\_\_ voting delegates.
- A) two
  - B) three
  - C) four
  - D) five

**Competency:** FBLA Bylaws

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- 7) To delay consideration until the next regular meeting, a member would move to:
- A) Send it to Committee
  - B) Postpone to a Certain Time
  - C) Propose to Lay on the Table
  - D) Postpone to an Indefinite Time

**Competency:** Parliamentary Procedure Principles

- 8) In a body having an enrolled membership composed only of persons who maintain their status as members in a prescribed manner, the quorum specified by common parliamentary law is:
- A) the number of members attending a properly announced meeting
  - B) half of the membership
  - C) two-thirds of the membership
  - D) a majority of the membership

**Competency:** Parliamentary Procedure Principles

- 9) A recommendation from a committee to postpone indefinitely a motion with a pending amendment is handled by the chair in the following manner:
- A) the chair states the question on the amendment
  - B) the chair puts the question on the amendment
  - C) the chair states the question on the motion to postpone indefinitely
  - D) the chair puts the question on the motion to postpone indefinitely

**Competency:** Parliamentary Procedure Principles

- 10) In most organizations which one of the following is customarily held in executive session:
- A) membership meeting
  - B) meeting of a deliberative assembly only
  - C) subcommittee meeting
  - D) board or committee meeting

**Competency:** Parliamentary Procedure Principles

- 11) An adjournment of an assembly:
- A) is used only to terminate a session
  - B) terminates a meeting and may end a session
  - C) dissolves the assembly
  - D) is in order at any time during a meeting

**Competency:** Parliamentary Procedure Principles

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- 12) If there are minutes of other meetings in addition to the last meeting that have **not** been read previously:
- A) the minutes are taken in the order of date; the latest minutes are read first
  - B) the minutes are taken in the order of date; the earlier minutes are read first
  - C) the minutes of the last meeting are read first
  - D) the minutes of the other meetings are filed without being read

**Competency:** Parliamentary Procedure Principles

- 13) General statements in bylaws:
- A) have less authority than specific statements in interpretation
  - B) have more authority than specific statements in interpretation
  - C) are preferred in drafting bylaws
  - D) should be quoted as of authority against specific statements

**Competency:** Parliamentary Procedure Principles

- 14) The following is an ex-officio, nonvoting member of the National FBLA Executive Council:
- A) PBL National President
  - B) Professional Division President
  - C) Chairman of the board of directors
  - D) FBLA National Officer Liaison

**Competency:** Parliamentary Procedure Principles

- 15) A member of an assembly, in the parliamentary sense, is a person having the right to:
- A) call meetings of the assembly
  - B) represent the assembly at conventions
  - C) represent the assembly in public meetings
  - D) make motions, speak in debate on them, and vote

**Competency:** Parliamentary Procedure Principles

- 16) Which statement is **true**?
- A) More than one secondary motion may be pending at a time.
  - B) Incidental motions have an assigned position in the order of precedence of motions.
  - C) There are twelve ranking motions.
  - D) There are four classes of secondary motions.

**Competency:** Parliamentary Procedure Principles

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- 17) The motion to ratify:
- A) is an incidental main motion
  - B) is a privileged motion
  - C) is usually undebatable
  - D) requires a two-thirds vote for adoption

**Competency:** Parliamentary Procedure Principles

- 18) The motion to ratify:
- A) opens the entire question to debate
  - B) needs no second
  - C) is not debatable
  - D) requires a two-thirds vote

**Competency:** Parliamentary Procedure Principles

- 19) The unqualified term "majority vote" means:
- A) one more than half of the legally qualified membership
  - B) at least one more than half of the votes cast
  - C) more than half the number of persons present, legally entitled to vote
  - D) more than half the votes cast by persons entitled to vote, excluding blanks and abstentions

**Competency:** Parliamentary Procedure Principles

- 20) If the bylaws require the election to be by ballot:
- A) the vote must be taken by ballot, but if a candidate receives all but one or two of the votes cast, the vote on a motion to make the vote unanimous may be taken viva voce
  - B) the vote can be taken by another method if no member objects
  - C) viva voce voting is permitted if there is only one candidate for an office
  - D) no vote is in order that would force disclosure of a member's vote

**Competency:** Parliamentary Procedure Principles

- 21) Standing rules are usually adopted:
- A) at the time the society is organized
  - B) at the first regular meeting
  - C) if and when the need arises
  - D) before officers are elected

**Competency:** Parliamentary Procedure Principles

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- 22) Rules contained in the bylaws **cannot** be suspended unless:
- A) previous notice has been given for the motion to suspend the rules
  - B) the particular rule specifically provides for its own suspension, or unless the rule properly is in the nature of a rule of order
  - C) a motion is adopted to waive the bylaw rule
  - D) the society has consistently ignored the rules

**Competency:** Parliamentary Procedure Principles

- 23) At a business meeting, what procedure can be used to amend the bylaws of a society if they contain **no** provision for their amendment?
- A) by a vote of a majority of the entire membership
  - B) no amendment is possible; they must be rewritten and adopted
  - C) by a vote of two thirds of those present and voting
  - D) by a unanimous vote of those present and voting

**Competency:** Parliamentary Procedure Principles

- 24) When a proper motion has been made and seconded, the chair places it before the assembly by
- A) putting the question.
  - B) calling the question.
  - C) stating the question.
  - D) having the motion repeated by the maker of the motion.

**Competency:** Parliamentary Procedure Principles

- 25) The motion Amend
- A) is out of order if the motion to Postpone Indefinitely is pending.
  - B) modifies or clarifies the meaning of the main motion.
  - C) replace the original motion.
  - D) may be applied to any subsidiary motion.

**Competency:** Parliamentary Procedure Principles

- 26) The FBLA \_\_\_\_\_ shall assist the national office in keeping an accurate record of national officer travel expenses and disbursements and in planning national officer travel.
- A) secretary
  - B) treasurer
  - C) vice president
  - D) president

**Competency:** Parliamentary Procedure Principles



- 
- 27) Secondary motions
- A) require a majority vote.
  - B) cannot replace main motions.
  - C) cannot be debated or amended.
  - D) must be acted upon or disposed of before direct consideration of the main question can be continued.

**Competency:** Parliamentary Procedure Principles

- 28) The local assembly of an organized society is limited to persons who
- A) have attended all meetings during the year for the organization.
  - B) are recorded on the rolls as voting members in good standing.
  - C) have paid their dues by the deadline date.
  - D) are charter members.

**Competency:** Parliamentary Procedure Principles

- 29) The chair, acting alone, has full authority to order that:
- A) a more severe penalty than leaving be imposed on a disruptive member.
  - B) disruptive nonmembers leave the hall.
  - C) disruptive members or nonmembers alike be removed.
  - D) an offending member be removed.

**Competency:** Parliamentary Procedure Principles

- 30) If a motion to adopt a revision of the bylaws is defeated:
- A) the original bylaws may then be amended at the same meeting.
  - B) the committee on revision must draft another document.
  - C) the vote may be reconsidered.
  - D) the vote may not be reconsidered.

**Competency:** Parliamentary Procedure Principles

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## INTRODUCTION TO PUBLIC SPEAKING

### 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 at [www.fblla-pbl.org](http://www.fblla-pbl.org) since guidelines may change from year to year.
- This is a four-minute speech based on one or more 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/>

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## JOB INTERVIEW

### Overview

This event recognizes FBLA members who demonstrate proficiency in applying for employment in business.

This is a two-part event: submission of a résumé and letter of application prior to NLC and an preliminary round interview at NLC. The résumé and letter of application must be submitted online 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 for which you are qualified.
- 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 bring a copy résumé and letter of application to each round of interview. The materials will be left with the judges.

### Website Resources

- Interviewing Information  
<http://www.collegegrad.com/intv/>
- Resume Guide  
<http://www.careeronestop.org/resumeguide/introduction.aspx>
- The 150 Typical Job Interview Questions  
[http://www.quintcareers.com/interview\\_question\\_database/interview\\_questions.html](http://www.quintcareers.com/interview_question_database/interview_questions.html)

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## JOURNALISM

### Overview

This event recognizes FBLA members who demonstrate knowledge of the basic principles of journalism.

This is an individual objective test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/journalism/>

### Website Resources

- Society of Professional Journalists  
<https://www.spj.org/students.asp>
- American Press Institute  
<https://www.americanpressinstitute.org/youth-news-literacy/resources/student-journalism-resources/>
- Association for Education in Journalism and Mass Communication  
<http://www.aejmc.org/home/resources/teaching-resources/>

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## JOURNALISM SAMPLE QUESTIONS

- 1) How many daily newspapers are there in the United States as of 2014?  
A) 984.  
B) 2,463.  
C) 1,331.  
D) 4,795.

**Competency:** Economics of Journalism

- 2) All of the following are ways cable companies get funding to operate their businesses EXCEPT:  
A) Local ads  
B) Royalties  
C) Cable Service to your TV  
D) Set top boxes you rent for your TV

**Competency:** Economics of Journalism

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- 3) High capital costs, declining revenues, and tighter margins have particularly impacted all of the following EXCEPT:
- A) Radio
  - B) TV
  - C) Newspapers
  - D) Internet and social media

**Competency:** Economics of Journalism

- 4) A disadvantage of utilizing social media for advertisers is:
- A) Social Media promotes interactive exchange with customers allowing immediate feedback
  - B) Social Media is direct and real-time
  - C) Social Media fosters real connections with audiences and that is expensive to serve
  - D) New social media options emerge constantly and it can be challenging to master and maintain them all

**Competency:** Economics of Journalism

- 5) Which of the following is NOT one of the six media conglomerates?
- A) Disney
  - B) Time Warner
  - C) Gannet
  - D) GE

**Competency:** Economics of Journalism

- 6) Which of the following is NOT considered a wire service?
- A) Reuters.
  - B) Agence France-Presse
  - C) The Guardian.
  - D) The Associated Press.

**Competency:** Economics of Journalism

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- 7) Before the Internet, newspapers were an extremely profitable way to distribute news for all of the following reasons EXCEPT:
- A) Once a newspaper established a distribution network it was relatively easy to gain a local monopoly
  - B) Newspapers could cut the size of the newspaper very easily if there wasn't much news or ads to include
  - C) The marginal costs of including classified ads was low because fixed distribution costs were set
  - D) The additional costs to include retail advertising was low because fixed distribution costs were set

**Competency:** Economics of Journalism

- 8) All of the following are benefits of digital distribution of media EXCEPT:
- A) Copyright protections are increased
  - B) Redistributed profits
  - C) Lower coordination costs
  - D) Lower distribution costs

**Competency:** Economics of Journalism

- 9) During an interview, why is it important to shield your notebook?
- A) To cover up your messy handwriting
  - B) Keeps your subject on their toes
  - C) Provides a better avenue for eye contact
  - D) So you can write whatever you want

**Competency:** Grammar and Format

- 10) What can you write in an opinion article that you can't write in a news article?
- A) Facts.
  - B) Quotes.
  - C) Personal views.
  - D) Anonymous quotes.

**Competency:** Grammar and Format

- 
- 11) Based on the AP Stylebook, which of the following is NOT acceptable when referencing the July 4th holiday?
- A) july fourth
  - B) Fourth of July
  - C) Independence Day
  - D) July Fourth

**Competency:** Grammar and Format

- 12) What does LCD stand for?
- A) Liquid Crystal Display
  - B) Lights, Camera, Direction
  - C) Lights, Camera, Definition
  - D) Liquid Crystal Definition

**Competency:** Grammar and Format

- 13) What is the difference between an editorial and an opinion article?
- A) An opinion is written by one person representing their point of view. An editorial is written by at least three people and can be their joint opinion or the opinion of the newspaper.
  - B) An editorial is written by one person, but it is considered the opinion of the newspaper. An opinion article is written by one person, but it is not the opinion of the newspaper.
  - C) There is no difference between an editorial and an opinion article.
  - D) An opinion is written by one person, but is considered the opinion of the newspaper. An editorial is an article written by one person, but, is not the opinion of the newspaper.

**Competency:** Grammar and Format

- 14) Based on the AP Stylebook, which of the following is incorrect:
- A) child care
  - B) in home care
  - C) day care
  - D) healthcare

**Competency:** Grammar and Format

- 
- 15) "Gobbledeygook" in journalism is language which sounds as if it makes sense but is either meaningless or confusing to the listener/reader is an extreme form of:
- A) jargon
  - B) jingle
  - C) gutter journalism
  - D) kerning

**Competency:** Grammar and Format

- 16) If you have works available that are NOT restricted by copyright and do NOT require a license or fee to use those are called what?
- A) Freeshare
  - B) Open Source
  - C) Public Domain
  - D) Free

**Competency:** Law and Ethics

- 17) The FCC regulates the electromagnetic spectrum over which media send signals across the airwaves. Which argument best describes the need for this?
- A) The "First Amendment argument" because the government must regulate free speech
  - B) The "profanity and indecency argument" because children can access these signals
  - C) The "limited spectrum argument" because there is not enough space for everyone to broadcast
  - D) The "station control argument" because it's not in the best interest of a single corporation or country to own all the broadcast spectrum

**Competency:** Law and Ethics

- 18) Information shared by a source that is uncertain or known to them to be untrue is known as:
- A) misinformation and propaganda
  - B) self-incrimination
  - C) espionage
  - D) fabricated source

**Competency:** Law and Ethics



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- 19) The adviser to a student-published newspaper copies several articles from national magazines to show student reporters examples of excellent journalism. According to copyright law, the adviser does NOT need to obtain permission to copy the articles because:
- A) Nonprofit organizations do not have to obtain permission to use copyrighted material.
  - B) Magazine articles generally cannot be copyrighted.
  - C) The wide circulation of the articles makes them part of the public domain.
  - D) This use of copyrighted material falls under the fair use doctrine.

**Competency:** Law and Ethics

- 20) Which organization provides journalists with a Code of Ethics they must adhere to?
- A) Associated Press
  - B) Society of Professional Journalists
  - C) New York Times
  - D) Washington Post

**Competency:** Law and Ethics

- 21) When a source is "on the record," what does that mean?
- A) You will keep their name secret.
  - B) You will give out their contact information to anyone who asks.
  - C) You will print their name and contact information.
  - D) They know their name will be published.

**Competency:** Law and Ethics

- 22) The Washington Post deciding not to run a story regarding the U.S. installation of a listening device on an undersea cable belonging to the Soviet Union that allows the U.S. to know the precise location of Soviet submarines during the Cold War is an example of which kind of ethical dilemma journalists face:
- A) National security
  - B) Public interest
  - C) Personal integrity
  - D) Conflict between management and reporters

**Competency:** Law and Ethics

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- 23) All of the following are highly ranked colleges for journalism EXCEPT:
- A) Wharton School at Penn State University
  - B) S.I. Newhouse School of Public Communications at Syracuse University
  - C) Medill School of Journalism at Northwestern University
  - D) Annenberg School for Communication and Journalism at USC

**Competency:** Business of Journalism

- 24) Which editor has the highest rank in the newsroom?
- A) Assistant night editor.
  - B) City editor.
  - C) Managing editor.
  - D) Copy editor.

**Competency:** Business of Journalism

- 25) Journalism majors employed as reporters and correspondents on average are likely to earn a salary in which range:
- A) \$60,000-\$70,000
  - B) \$50,000-\$60,000
  - C) \$30,000-\$40,000
  - D) \$40,000-\$50,000

**Competency:** Business of Journalism

- 26) Which print day is generally the most profitable for newspapers often carrying half of all advertising:
- A) Sunday
  - B) Friday
  - C) Monday
  - D) Saturday

**Competency:** Business of Journalism

- 27) An example of an above-the-line media expense is:
- A) Video operator
  - B) Sets
  - C) Talent
  - D) Props

**Competency:** Business of Journalism

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28) Who is NOT a historical figure of journalism?

- A) William Randolph Hearst.
- B) Joseph Pulitzer.
- C) James Wyman Barrett.
- D) Frederick Douglass.

**Competency:** History of Journalism

29) While the AP Stylebook was created by journalists over many decades, news organizations like the BBC, Guardian, Economist, and The New York Times have their own stylebooks. This is known as:

- A) Authoritative Style
- B) Superior Style
- C) House Style
- D) Independent Style

**Competency:** History of Journalism

30) Which award is presented by the University of Georgia Henry W. Grady College of Journalism and Mass Media for distinguished achievement and meritorious public service by television and radio stations, networks, producing organizations, individuals and the Internet?

- A) Critics Choice Awards
- B) Peabody Awards or George Foster Peabody Awards
- C) Edward R. Murrow Awards
- D) Pulitzer Prize

**Competency:** History of Journalism

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## LIFESMARTS

### **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 [www.fbla-pbl.org](http://www.fbla-pbl.org) for dates of competition.

### **Website Resources**

- <http://www.lifesmarts.org/>

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## LOCAL CHAPTER ANNUAL BUSINESS REPORT

### Hamden L. Forkner Award

#### **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**

- *MarketPlace*: FBLA Winning Reports—1<sup>st</sup> Place; FBLA Winning Reports—2<sup>nd</sup> Place

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## MANAGEMENT DECISION MAKING

### Overview

Making critical decisions that provide the right direction and a winning position in today's business world is essential to good management. Business executives must make high-quality, nearly instantaneous decisions all the time. The ability to make the right decisions concerning vision, growth, resources, strengths, and weaknesses leads to a successful business. It is management's responsibility to manage for today and tomorrow, to manage for optimum efficiency, and to manage to compete in the marketplace.

This event consists of two parts: an objective test and a role play. If competing as a team, the objective test is taken collaboratively by the team. The top fifteen individuals/teams scoring the highest on the objective test will advance to the final round and participate in the role play component. The role play case will be a problem encountered by managers in the following areas: human resource management, financial management, marketing management or information systems management.

This event is for an individual or a team of two or three members.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/management-decision-making/>

### 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 Glossary  
<https://www.thebalance.com/glossary-of-business-management-terms-2275721>

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## MANAGEMENT DECISION MAKING SAMPLE QUESTIONS

- 1) Which one of the following is **not** one of the functions of management?
  - A) controlling
  - B) organizing
  - C) evaluating
  - D) planning

**Competency:** Management Functions and Environment

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- 2) An organization does **not** allow people
- A) to use power and authority more productively.
  - B) to set their own agenda.
  - C) to become specialized in their work tasks.
  - D) to understand and react to external forces more efficiently.

**Competency:** Management Functions and Environment

- 3) Which type of leader gives direct, clear, and precise orders with detailed instruction about what, when, and how work is to be done?
- A) democratic
  - B) autocratic
  - C) situational
  - D) open

**Competency:** Management Functions and Environment

- 4) Which one of the following is pictured atop the hierarchical pyramid?
- A) employees
  - B) executive
  - C) upper management
  - D) management

**Competency:** Business Ownership and Law

- 5) Pollution standards for a business are regulated by the:
- A) EEOC
  - B) USDA
  - C) FDA
  - D) EPA

**Competency:** Business Ownership and Law

- 6) Which one of the following is the process by the employer and a union to resolve differences?
- A) strike
  - B) walkout
  - C) cooling-off period
  - D) collective bargaining

**Competency:** Business Ownership and Law

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7) Words used in spoken or written messages are:

- A) senders
- B) gestures
- C) nonverbal symbols
- D) verbal symbols

**Competency:** Information and Communication Systems

8) When speaking and corresponding with people from other cultures:

- A) expect others to adapt to your communication style
- B) be careful about using humor
- C) assume that the statements you have read about the culture are true
- D) realize that English is the language of choice around the world

**Competency:** Information and Communication Systems

9) In the employee evaluation, the section that tells what should be done is called the:

- A) scope
- B) conclusions
- C) recommendations
- D) appendices

**Competency:** Information and Communication Systems

10) Which type of visual aid should be used in a document to show detailed information and exact figures?

- A) photograph
- B) legend
- C) flowchart
- D) table

**Competency:** Information and Communication Systems

11) \_\_\_\_\_ involves grouping individuals into specific groups, like small rural communities or a neighborhood subdivision.

- A) Social networking
- B) Demographics
- C) Geographics
- D) Stereotyping

**Competency:** Information and Communication Systems



- 
- 12) A process for identifying and furthering an organization's mission is called:
- A) strategic management
  - B) tactical management
  - C) short-term management
  - D) operational management

**Competency:** Strategic Management

- 13) What involves the two primary activities of recruitment and selection?
- A) hiring process
  - B) job analysis process
  - C) competency inventory process
  - D) performance appraisal process

**Competency:** Human Resource Management

- 14) Theory Y addresses which premise of workplace activity?
- A) Theory Z workers work better for theory X than theory Y.
  - B) Employees like to work as they like to play or rest.
  - C) Theory X is correct but needs some modification.
  - D) Theory Y was created for Gen Xers.

**Competency:** Human Resource Management

- 15) Employees who suffer death, injury, or illness as a result from their work are covered by:
- A) Medicaid
  - B) workers' compensation
  - C) unemployment insurance
  - D) Medicare

**Competency:** Human Resource Management

- 16) Employers are expected to make accommodations in work place facilities as part of the:
- A) Civil Rights Act
  - B) Immigration and Reform and Control Act
  - C) Americans with Disabilities Act
  - D) Age Discrimination in Employment Act

**Competency:** Human Resource Management

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- 17) If your employer specifically states in the contract of employment, or the written statement of particulars of employment, that the rules apply, then that is an express term of employment and the rules and content of the handbook form which one of the following?
- A) employee guidelines
  - B) contractual terms
  - C) suggested guidelines
  - D) employee procedures

**Competency:** Human Resource Management

- 18) Copying and claiming someone else's written work as your work is an example of:
- A) trademark violation
  - B) plagiarism
  - C) patent violation
  - D) copyright violation

**Competency:** Ethics and Social Responsibility

- 19) Working capital is calculated by:
- A) subtracting cash outflow from cash inflow
  - B) subtracting total liabilities from total assets
  - C) calculating the total value of liquid assets
  - D) subtracting total expenses from total revenue

**Competency:** Financial Management

- 20) Consistency in policy development and enforcement in practices is called:
- A) policy foresight
  - B) practicality
  - C) fairness
  - D) democratic enforcement

**Competency:** Financial Management

- 21) Lean manufacturing is defined best by which one of the following?
- A) reduced number of facilities
  - B) small inventory balance
  - C) reduced material costs of parts
  - D) quick delivery

**Competency:** Financial Management

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- 22) Business interruption insurance:
- A) covers property losses resulting from fire, storms, accidents, theft, and vandalism
  - B) provides compensation for ongoing business expenses that occur if a business has a temporary shutdown due to a fire, flood, or other major problem
  - C) compensates business owners in the event of a bankruptcy or business failure
  - D) insures the lives of key executives because of their importance to the company's success

**Competency:** Financial Management

- 23) Which one of the following is subject to a double tax?
- A) sale of equipment
  - B) dividends
  - C) stock split
  - D) extraordinary revenue

**Competency:** Financial Management

- 24) The process of talking to other people about their jobs is called:
- A) mentoring
  - B) pestering
  - C) shadowing
  - D) networking

**Competency:** Careers

- 25) A marketing mix is the blending of which marketing elements?
- A) market, product, promotion, and price
  - B) price, product, customer, and location
  - C) location, distribution, price, and product
  - D) product, price, distribution, and promotion

**Competency:** Marketing

- 26) Economics is about:
- A) money
  - B) choices
  - C) inexpensive items
  - D) jobs

**Competency:** Economic Concepts

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- 27) The owner of Paul's Diner solved the problem of customers experiencing long waits to be seated using which method?
- A) Osborn's creativity model
  - B) the Deming cycle
  - C) the Pareto diagram
  - D) PERT

**Competency:** Business Operations

- 28) Having too many products in inventory:
- A) usually causes a company to lose sales
  - B) increases employment
  - C) decreases costs
  - D) increases the risk that the products will become outdated before they are sold

**Competency:** Business Operations

- 29) What functional area maintains the recording and listing of plant equipment?
- A) maintenance
  - B) operations
  - C) capital assets
  - D) accounting

**Competency:** Business Operations

- 30) What field of study is concerned with planning physical layout, furnishings, and equipment for a business environment and analyzes for maximum efficiency.
- A) Architecture
  - B) Ergonomics
  - C) Utilization
  - D) Operations

**Competency:** Business Operations

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## MANAGEMENT DECISION MAKING SAMPLE CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have 20 minutes to review the case.
2. Presentation time is seven minutes. At six minutes, the timekeeper will stand and 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 presentations. The judges will play the roles of the board of directors for the Military Truck Company (a manufacturer of military trucks, aerial lifts, and fire trucks) with six

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manufacturing and assembling locations throughout the United States. Your strategic management team has been called upon to present plans to create and support an entrepreneurial spirit within the company.

4. Using any strategic planning method you want, you must present strategic and tactical plans based upon maintaining a competitive company in the markets now served incorporating a solution based upon economic, technological, and demographic trends along with a competitive analysis.
5. Each team member will be given two note cards.
6. Cover all the points described in the case and be prepared to answer questions posed by the judges.
7. All team members must participate in the presentation as well as answer the questions.

### **PERFORMANCE INDICATORS**

- Describe the critical information points in strategic planning relative to this example
- Define, describe, and present entrepreneurialism and how to create a workplace environment in which new ideas thrive
- Discuss economic principles that impact management decisions
- Analyze economic trends to determine products and services to offer in the marketplace
- Identify trends that influence marketing opportunities
- Explain forms of distribution for a product or service

### **CASE STUDY SITUATION**

You are to assume the role of strategic management team for Military Truck Company (a manufacturer of military trucks, aerial lifts, and fire trucks). The board of directors for the Military Truck Company (judges) have asked you to present the plans to create and support an entrepreneurial spirit within the company.

Military Truck Company has six facilities located throughout the United States. The current locations of Military Truck Company facilities are cities having populations ranging from 20,000 to 100,000. There are several specialty manufacturers of Military Truck Company's size and several global military contractors that are ten times the size of Military Truck Company. Companies who win government contracts must have their workforce certified by the FBI. These contract winners frequently hold the patents to their products.

Military Truck Company's two other product lines are highly integrated with the military truck line in that the frame and bodies have been standardized. Each of the plants has expertise in their product lines and is closely connected with local suppliers for the specialty parts but share a common supplier for their major components.

You will meet the board of directors for the Military Truck Company (judge) to present the strategic and tactical plan. You will meet the board (judge) to explain the rationale and overview of the plan to ensure that the company remains competitive in the markets now served incorporating a solution based upon economic, technological, and demographic trends along with a competitive analysis.

### **THINGS TO CONSIDER**

- Purpose of strategic planning and analysis
- What is entrepreneurialism in a corporate setting
- Geographic and population factors impacting location
- Importance of conducting a competitive analysis

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- Relationship of economic trends and types of commercial businesses
  - Nature of government (military) contracts
  - Role and importance of patents
  - Political mood of the country that wants to cease wartime production

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## MANANAGEMENT INFORMATION SYSTEMS

### Overview

The ability to design and implement an information system solution to effectively manage vast amounts of information is a valuable skill that leads to the success of many business entities today. The use of technology to develop these information systems plays a crucial role in a business' ability to compete in today's business environment. This event provides recognition for FBLA members who demonstrate an understanding of and ability to apply these skills.

This event consists of two parts: an objective test and a role play. If competing as a team, the objective test is taken collaboratively by the team. The top fifteen individuals/teams scoring the highest on the objective test will advance to the final round and participate in the role play component. The role play case will be a decision-making problem outlining a small business' environment and needs. Competitors will analyze the situation and recommend an information system solution to address the issues raised.

This event is for an individual or a team of two or three members.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/management-information-systems/>

### Website Resources

- Association of Computing Machinery  
<http://www.acm.org/>
- Association for Information Systems  
<http://www.aisnet.org/>
- Decision Science Institute  
<http://dsi-dev.org/>
- IEEE - Advancing Technology for Humanity  
<http://www.ieee.org/>
- MIS Resources on the Internet  
<http://www.brint.com/>

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## MANAGEMENT INFORMATION SYSTEMS SAMPLE QUESTIONS

- 1) What is the first step of the systems development life cycle?
  - A) preliminary analysis
  - B) problem recognition
  - C) initiation
  - D) maintenance report of a problem

**Competency:** Systems Analysis & Design

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- 2) Which of the following questions cannot be answered through file access auditing?
- A) Who is trying to read a file?
  - B) Who is trying to audit a file?
  - C) Who is trying to change file permissions?
  - D) Who is trying to modify a file?

**Competency:** Systems Analysis & Design

- 3) Modern operating architectures have been driven by what programming language?
- A) C++
  - B) Unix
  - C) Cobol
  - D) C#

**Competency:** Systems Analysis & Design

- 4) Which one of the following methods fosters the greatest level of innovation?
- A) Waterfall
  - B) Stage gate
  - C) Iterative
  - D) Spiral

**Competency:** Systems Analysis & Design

- 5) What is the measure of a system's actually delivered service to its promised service level?
- A) program analysis
  - B) customer service analysis
  - C) systems analysis
  - D) gap analysis

**Competency:** Systems Analysis & Design



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- 6) Correcting errors costs the most at what stage?
- A) requirements analysis
  - B) disposition
  - C) development
  - D) design

**Competency:** Systems Analysis & Design

- 7) The primary key field in a database does which one of the following?
- A) create linked lists
  - B) identify duplicated data
  - C) uniquely identify a record
  - D) specify an entity

**Competency:** Database Management and Modeling Concepts

- 8) What is a temporary detour in program logic?
- A) Control break
  - B) Bypass
  - C) Reset
  - D) Work around

**Competency:** Database Management and Modeling Concepts

- 9) Which of the following should a business follow for success?
- A) Technology choices should drive business strategies and goals
  - B) Business processes should drive purchasing strategies
  - C) Business processes should drive technology choices
  - D) Technology choices should drive business processes

**Competency:** Database Management and Modeling Concepts

- 10) What encompasses all of the information contained within a single business process or unit of work and its primary purpose is to support the performing of daily operational tasks?
- A) timeliness
  - B) quality
  - C) analytical information
  - D) transactional information

**Competency:** Database Management and Modeling Concepts

- 
- 11) Which one of the following enables you to view data from a table based on a specific criterion?
- A) query
  - B) macro
  - C) form
  - D) report

**Competency:** Database Management and Modeling Concepts

- 12) What type of key are the fields in a record that have some identifying information but typically do not identify the record with complete accuracy?
- A) attribute keys
  - B) secondary keys
  - C) primary keys
  - D) duplicate keys

**Competency:** Database Management and Modeling Concepts

- 13) What is a nominative type system which **cannot** be instantiated directly?
- A) an object type
  - B) a subject class
  - C) an abstract type
  - D) a relational construct

**Competency:** Object Oriented Analysis and Design

- 14) What stage of OOSD is the analysis of user needs and programmer requirements done?
- A) planning
  - B) design
  - C) requirements analysis
  - D) system concept development

**Competency:** Object Oriented Analysis and Design

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- 15) When does the documentation of the system occur?
- A) requirements
  - B) in many steps
  - C) test and maintenance
  - D) implementation

**Competency:** Object Oriented Analysis and Design

- 16) What refers to how well a system can adapt to increased demands?
- A) reliability
  - B) capacity planning
  - C) availability
  - D) scalability

**Competency:** Object Oriented Analysis and Design

- 17) What type of analysis is added to a model that involves the narrative text of use cases and identifying a first-guess set of objects that will participate in each use case, then classifies these objects into three types?
- A) Robustness analysis
  - B) Design analysis
  - C) Detailed analysis
  - D) Problem analysis

**Competency:** Object Oriented Analysis and Design

- 18) In the domain model relationships may be:
- A) bi-directional
  - B) omni-directional
  - C) multi-directional
  - D) mono-directional

**Competency:** Object Oriented Analysis and Design

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- 19) If a solution to a particular problem is not vital to the functioning of an organization and management is willing to overlook the causes of the conflict, managers may choose to use which type of conflict resolution?
- A) dominance
  - B) confrontation
  - C) avoidance
  - D) compromise

**Competency:** User Interfaces

- 20) Changes to computer interfaces must prioritize issues pertaining to which one of the following?
- A) operating system
  - B) system users
  - C) system software
  - D) system hardware

**Competency:** User Interfaces

- 21) The first step to getting output from a laser is to excite an active medium. What is this process called?
- A) priming
  - B) raising
  - C) pumping
  - D) exciting

**Competency:** User Interfaces

- 22) What type of object is used to find answers to questions about the data in a database?
- A) query
  - B) macro
  - C) module
  - D) form

**Competency:** User Interfaces

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- 23) What data type in Access can be described as pictures, sound or video clips, or other files created in another application?
- A) memo
  - B) ole object
  - C) currency
  - D) hyperlink

**Competency: User Interfaces**

- 24) Transmission Control Protocol/Internet Protocol (TCP/IP) is a collection of protocols that help manage Internet communication. Each computer running TCP/IP must have a unique IP address assigned to it. Which of the following statements best describes an IP address?
- A) An IP address is no more than your dial-up telephone number.
  - B) IP addresses are composed of four numbers, each of which is between 1 and 256. These numbers can be automatically provided or assigned by a system administrator.
  - C) An IP address is a set of four numbers, each of which must be from 0 to 255. These numbers can be automatically provided or assigned by a system administrator.
  - D) An IP address is a set of three numbers, each of which must be from 0 to 255. An IP address is a unique name that identifies the computer within a network. This name can be automatically provided or assigned by a system administrator.

**Competency: System Controls**

- 25) Which one of the following is the organized process of a set of steps that needs to be followed to analyze, develop, and implement a new information system?
- A) program specification
  - B) design cycle
  - C) analytical cycle
  - D) system development life cycle

**Competency: System Controls**

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- 26) What is a structured approach to building an information system?
- A) program specification
  - B) design cycle
  - C) analytical cycle
  - D) system development life cycle

**Competency:** System Controls

- 27) What is the most important difference between VPN and SSL among the following?
- A) processing speed
  - B) technical support
  - C) bandwidth
  - D) security

**Competency:** System Controls

- 28) The most frequently used instructions of a computer program are likely to be fetched from:
- A) ram
  - B) cache
  - C) the hard drive
  - D) registers

**Competency:** Defining System and Business Requirements

- 29) What is the ability of a computer's operating system to automatically configure a new device as you install it?
- A) performance monitor
  - B) auto driver
  - C) plug and play
  - D) automatic update

**Competency:** Defining System and Business Requirements

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- 30) What is copyrighted software that is distributed at no cost for a trial period and after the trial period you must send payment to the program developer?
- A) shareware
  - B) open source software
  - C) public-domain software
  - D) freeware

**Competency:** Defining System and Business Requirements

## MANAGEMENT INFORMATION SYSTEMS SAMPLE CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have 20 minutes to review the case presentation.
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 seven minutes the timekeeper will hold up a colored card when time is up.
3. Each team member will be given two note cards. The note cards will be collected upon completion of the presentation.
4. You are the owner (Sam) of Sam's Home Entertainment Systems, Inc. and have been asked by a XYZ Software Company (judges) to come up with a plan for the company.
5. The judges will interact and ask questions throughout the presentation, as they assume the roles of senior management.
6. All members of the team must participate in the presentation, as well as answer the questions.

### PERFORMANCE INDICATORS

- A complete solution is described with positive and negative aspects of its implementation given
- Statements are well organized and clearly stated; appropriate business language is used
- Anticipates results based on a comprehensive solution and market conditions
- Possesses good systems analysis and design decision-making and problem-solving skills
- Demonstrates ability to effectively answer questions

### CASE STUDY SITUATION

Sam is the owner of a Sam's Home Entertainment Systems, Inc. and has been asked to be a consultant by a major software company that is developing a complete solution to the average homeowner who has limited technical skill and networking knowledge. What problems must be addressed so that a technical solution can be developed that connects all of the devices and is easy to use so that most people are able to purchase it and install it themselves.

Given the expectations of a modern family that already owns many different types of devices and units that connect to a potential number of signal sources provided by competing companies, what are the latest developments with the best features that should be part of a solution?

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Specifically, Sam has been asked to analyze not only the list of entertainment devices and types that are available to the homeowner now and what challenges currently exist and will be part of the near future. The analysis should include:

1. List of all of the devices that are available for the homeowner (homes or apartments) and how they operate (stand alone or connected to another source).
2. Determine whether the home entertainment market is one that is likely to want a single solution.
3. What type of connectivity is needed within the home and what will be necessary outside of the dwelling that will be required to increase the likelihood of success for this new solution?
4. How might this solution be marketed and can it be patented so that there will be a competitive advantage for the company that develops this solution?

After introductions, you should begin providing feedback and information to Sam (judge) 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.

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



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## MARKETING

### Overview

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

This event consists of two parts: an objective test and a role play. If competing as a team, the objective test is taken collaboratively by the team. The top fifteen individuals/teams scoring the highest on the objective test will advance to the final round and participate in the role play component. A marketing role-play scenario will be proposed.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/marketing/>

### Website Resources

- American Marketing Association  
<http://www.marketingpower.com/>
- Marketing  
<http://www.quickmba.com/marketing/>
- Business 102: Principles of Marketing - Practice Test.  
[www.study.com](http://www.study.com)
- Principles of Marketing Pretest - ProProfs Quiz  
<https://www.proprofs.com/>
- Marketing Glossary  
[https://www.tutor2u.net/business/marketing/marketing\\_glossary.pdf](https://www.tutor2u.net/business/marketing/marketing_glossary.pdf)

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## MARKETING SAMPLE QUESTIONS

- 1) Which of the following would be the best example of a market-oriented company?
  - A) Business-to-business
  - B) Cell phone companies
  - C) Door-to-door sales
  - D) Car dealers

**Competency:** Basic Marketing Functions

- 2) The main goal of marketing is:
  - A) creating and maintaining satisfying relationships
  - B) earning the greatest profit possible
  - C) giving consumers more product choices
  - D) creating a competitive business environment

**Competency:** Basic Marketing Functions

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3) Nike offers products in footwear, apparel, and equipment. This is called Nike's

- A) product item
- B) product strategy
- C) product mix
- D) product line

**Competency:** Basic Marketing Functions

4) A method for a growing business to diversify risk and capitalize on its established reputation is to use a(n) \_\_\_\_\_ strategy

- A) product line extension
- B) elasticity
- C) logistics
- D) marketing mix

**Competency:** Basic Marketing Functions

5) For what is a trademark designed?

- A) Distinguish a company's goods and services from another.
- B) To keep exclusive rights to the company.
- C) To protect a company from competition for a limited time.
- D) To keep safe information that is not in the public domain.

**Competency:** Basic Marketing Functions

6) A name, symbol, word, or design that identifies a product, service, or company.

- A) copyright
- B) licensed brand
- C) brand
- D) trademark

**Competency:** Basic Marketing Functions

7) The exclusive right to the production or sale of literary, musical, or other artistic work, or to the use of a print or label is called a(n):

- A) copyright
- B) equity
- C) trade name
- D) brand

**Competency:** Basic Marketing Functions

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- 8) Internet sales would enable much more widespread \_\_\_\_\_ distribution.
- A) Indirect
  - B) System
  - C) Direct
  - D) Supply

**Competency:** Channels of Distribution

- 9) The most flexible of the major transportation methods for distributing goods is:
- A) ship/water
  - B) trail/rail
  - C) trucks/road
  - D) planes/air

**Competency:** Channels of Distribution

- 10) When is it best for a business to use an exclusive distribution pattern?
- A) it prefers to have its intermediaries promote the product
  - B) it wants the product to be available in all possible locations
  - C) it needs to maintain tight control over a product
  - D) it chooses to eliminate intermediaries

**Competency:** Channels of Distribution

- 11) According to the American Marketing Association code of ethics, the following are all expectations of marketers in the area of promotion **except**:
- A) not using coercion in the marketing channel
  - B) rejection of high-pressure manipulations, or misleading sales tactics
  - C) avoidance of sales promotions that use deception or manipulation
  - D) avoidance of false and misleading advertising

**Competency:** Legal, Ethical, and Social Aspects of Marketing

- 12) What agency is responsible for protecting the public from unreasonable risks of injury that could occur during the use of a product?
- A) Environmental Protection Agency
  - B) Consumer Product Safety Commission
  - C) S. Department of Transportation
  - D) S. Food and Drug Administration

**Competency:** Legal, Ethical, and Social Aspects of Marketing

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- 13) Which of the following differentiates advertising from other types of promotion?
- A) Advertising is to remind customers of a product.
  - B) Advertising is any form of communication about an organization's products.
  - C) Advertising attempts to persuade action on the part of consumers.
  - D) Advertising is paid.

**Competency:** Promotion and Advertising Media

- 14) What advertising media reaches large audiences, has a low cost per viewer, but high total cost, can reach highly segmented markets, but also has a strong potential for interference?
- A) Newspapers
  - B) Radio
  - C) Television
  - D) Magazines

**Competency:** Promotion and Advertising Media

- 15) What promotional element is characterized by its flexibility and effectiveness in achieving short-term sales increases?
- A) television advertising
  - B) coupons
  - C) public relations
  - D) direct marketing

**Competency:** Promotion and Advertising Media

- 16) Surveys, focus groups and interviews are methods of what?
- A) Experiments
  - B) Market research
  - C) Observations
  - D) Proposing solutions

**Competency:** Marketing Information, Research, and Planning

- 17) What is a planned set of questions to which people can respond?
- A) Survey
  - B) Observation
  - C) Interview
  - D) Focus group

**Competency:** Marketing Information, Research, and Planning

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- 18) All the people in the group a company is interested in studying are known as the:
- A) random sample
  - B) population
  - C) focus group
  - D) sample

**Competency:** Marketing Information, Research, and Planning

- 19) Which of the following would effective marketers use to take full advantage of ecommerce?
- A) Avoid advertising on social media because of the image it portrays.
  - B) Having a site that is optimized for mobile shopping.
  - C) Showing products online, but requiring in-store purchases.

**Competency:** E-Commerce

- 20) Internet advertisements are measured in:
- A) pixels
  - B) centimeters
  - C) millimeters
  - D) inches

**Competency:** E-Commerce

- 21) Competition is decreased when several companies control the entire market for a given product. This is an example of:
- A) an oligopoly
  - B) pure competition
  - C) a monopoly
  - D) a command system

**Competency:** Economics

- 22) What determines what will be produced and sold in a free enterprise system?
- A) Taxes
  - B) Government regulation
  - C) Landowners
  - D) Consumer spending

**Competency:** Economics

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- 23) What are economic resources?  
A) Land, oil, water, air  
B) Land, capital, free enterprise  
C) Free enterprise, profit motive, voluntary exchange  
D) Natural resources, capital, equipment, labor

**Competency:** Economics

- 24) What is a social and economic system characterized by social ownership of the means of production and cooperative management of the economy?  
A) Socialism  
B) Free enterprise  
C) Communism  
D) Capitalism

**Competency:** Economics

- 25) How the economy responds to different economic conditions is called:  
A) elasticity  
B) demand  
C) scarcity  
D) feedback

**Competency:** Economics

- 26) A selling situation in which several sales associates or other members of the organization are employed to help the lead sales representative reach all those who influence the purchase decision is known as:  
A) network marketing  
B) cross-selling  
C) team selling  
D) inside selling

**Competency:** Selling and Merchandising

- 27) What are reasons purchases are made based on feelings or beliefs?  
A) Rational motives  
B) Business motives  
C) Patronage motives  
D) Emotional motives

**Competency:** Selling and Merchandising

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- 28) An important reason to utilize a sales person as part of the company marketing mix is:
- A) build relationships with customers
  - B) improve product quality
  - C) increase the work force
  - D) reduce marketing department budgets

**Competency:** Selling and Merchandising

- 29) Which of the following would be a good way to handle a customer complaint?
- A) Transfer to someone else
  - B) Passive-aggressively
  - C) Resolve quickly
  - D) Take it personally

**Competency:** Selling and Merchandising

- 30) What is a type of guarantee that a manufacturer makes regarding the condition of a product?
- A) Technical support
  - B) Product warranty
  - C) Service extension
  - D) Service contract

**Competency:** Selling and Merchandising

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## MARKETING SAMPLE CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have 20 minutes to review the case.
2. Presentation time is seven minutes. At six minutes, the timekeeper will stand and 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. You are proposing to start a new pizza restaurant in a joint venture with the owners of a highly successful local restaurant. They have asked you to present a marketing plan so they will have a comfort level you will be able to generate enough sales for the new location to be profitable. The presentation is interactive with the judges who will ask questions throughout the presentation. The judges will play the role of the owners of the restaurant who are interested in your plans to market the new restaurant local.
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.

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## **PERFORMANCE INDICATORS**

- Explain the components of a marketing plan
- Describe the strengths of various promotional tools
- Identify marketing time lines necessary to support the new store opening
- Describe how buzz marketing is beneficial to a small, locally owned business

## **CASE STUDY SITUATION**

During high school and college, you have worked for My Home Pizza, a very popular local pizza restaurant. The restaurant is over 50 years old and the quality of their pizza and service has allowed My Home Pizza to successfully compete with the chain restaurants. You have noticed as the city has grown including the local university, there is a need for a second location for My Home Pizza. You also believe it is important to start offering delivery which the original restaurant doesn't provide. The owners, though, are near retirement age and are not interested in opening a second restaurant. Sparked by the entrepreneurial spirit, you decide to propose to the current owners a joint venture where you will open a second location near the university. The new restaurant will use the same menu as the original restaurant as well as offering delivery to the immediate area including the university. The owners of My Home Pizza are quite comfortable that you can manage a new location but they have reservations about generating sufficient sales to make this location profitable. The key point in convincing the owners of My Home Pizza to enter this joint venture is providing them with a comprehensive marketing plan for the new restaurant. If your marketing plan is acceptable to the owners, you feel quite confident that an agreement can be reached to open the second restaurant.

One of the most important aspects to the success of growing a new business is marketing. Entrepreneurs must not only provide a product or service that consumers are willing to purchase but they must be able to effectively communicate their competitive advantage through a thorough marketing plan. You must develop a comprehensive marketing plan to present to the owners of My Home Pizza that will identify specific promotional tools including advertising, social media, etc. to use in promoting the new location. The owners will not only expect to see all the methods you will use to promote the business but an implementation schedule that will be used prior to actually opening the restaurant.

## **THINGS TO CONSIDER**

- The methods used to communicate the new location
- The strengths of various promotional tools
- Strategies to be utilized to capture the delivery needs of the students attending the local university
- The timing of advertising and of other forms of promotions
- Grand opening events
- Promotional plans to implement after second location has opened
- The utilization of buzz marketing.



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## MOBILE APPLICATION DEVELOPMENT

### Overview

Mobile Applications are necessary to provide users with the ability to be productive while away from their computers. This event recognizes FBLA members who show an understanding in developing mobile apps.

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 event is for an individual or a team of two or three members.

### 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](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/>

### Topic

The topic for Mobile Application Development changes every year. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.

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## NETWORK DESIGN

### 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 event consists of two parts: an objective test and a role play. If competing as a team, the objective test is taken collaboratively by the team. The top fifteen individuals/teams scoring the highest on the objective test will advance to the final round and participate in the role play component. The role play case will be an analysis of a computing environment situation and recommendation for a network solution that addresses the issues provided.

This event is for an individual or a team of two or three members.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/network-design-fbla/>

### Website Resources

- Network Design for Homes and Businesses  
[http://compnetworking.about.com/od/networkdesign/Network\\_Design.htm](http://compnetworking.about.com/od/networkdesign/Network_Design.htm)
- Network Management Definitions  
<http://whatis.techtarget.com/glossary/network-management-category-.html>

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## NETWORK DESIGN SAMPLE QUESTIONS

- 1) The most common type of communication media used in local area network (LAN) technology is known as:  
A) Token Ring  
B) POE  
C) SONET  
D) Ethernet

**Competency:** Network Installation--Planning and Configuration

- 2) The simple file transfer protocol generally used for automated transfer of configuration or boot files between machines in a local environment is known as:  
A) TFTP  
B) SFTP  
C) FTP  
D) SMTP

**Competency:** Network Installation--Planning and Configuration

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- 3) The loss in signal power as light travels down the fiber is called:
- A) Attenuation
  - B) Scattering
  - C) Propagation
  - D) Interruption

**Competency:** Network Installation--Planning and Configuration

- 4) The most important component when designing a server is
- A) Sound card
  - B) RAM
  - C) Video card
  - D) Optical mouse

**Competency:** Network Installation--Planning and Configuration

- 5) When using a particular combination of motherboard chipset, CPU, and wireless network adapter laptops received the \_\_\_\_\_ branding.
- A) Celeron
  - B) Pentium
  - C) Centrino
  - D) Cupertino

**Competency:** Network Installation--Planning and Configuration

- 6) A user calls the help desk stating that they can't get on the Internet. You have them try to connect to a website via the URL and the IP address. The IP address works, but the URL doesn't. What network service is likely the problem?
- A) SAP
  - B) ARP
  - C) WINS
  - D) DNS

**Competency:** Network Installation--Planning and Configuration

- 7) \_\_\_\_\_ is the average rate of successful message delivery over a communication channel.
- A) Throughput
  - B) Capacity
  - C) Bandwidth
  - D) Voltage

**Competency:** Network Installation--Planning and Configuration

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- 8) You have a networked PC that has File and Printer Sharing enabled, and your computer can be seen in the Network by other computers. However, other computers **cannot** connect to resources on your computer. Why?
- A) Shared directories are password-protected.
  - B) Other computers do not have File and Printer Sharing enabled.
  - C) You have not shared any directories.
  - D) Other computers are using the ROM protocol.

**Competency:** Network Installation--Planning and Configuration

- 9) \_\_\_\_\_ is a protocol specification for exchanging structured information in the implementation of Web Services in computer networks.
- A) Java
  - B) Flash
  - C) SOAP
  - D) JavaScript

**Competency:** Network Installation--Planning and Configuration

- 10) The best way to push network configuration settings across the network to a large number of computers at boot time is by using the \_\_\_\_\_ protocol.
- A) DNS
  - B) DHCP
  - C) SNMP
  - D) NTP

**Competency:** Problem Solving/Troubleshooting

- 11) Where is a hub specified in the OSI model?
- A) Application layer
  - B) Physical layer
  - C) Data link layer
  - D) Session layer

**Competency:** Problem Solving/Troubleshooting

- 12) What is the main reason the OSI model was created?
- A) So Cisco could use the model
  - B) To create a layered model larger than the DoD mode
  - C) So application developers can change only one layer's protocols at a time
  - D) So different networks could communicate

**Competency:** Problem Solving/Troubleshooting

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- 13) What layer in the TCP/IP stack is equivalent to the Transport layer of the OSI model?
- A) Host-to-Host
  - B) Intranet
  - C) Network Access
  - D) Application

**Competency:** Problem Solving/Troubleshooting

- 14) To display the current state of the routing table, use the \_\_\_\_\_ command in EXEC mode on a Cisco router.
- A) show table
  - B) show BGP route
  - C) route
  - D) show ip route

**Competency:** Problem Solving/Troubleshooting

- 15) You have a Cisco mesh network. What protocol allows multiple APs to connect with many redundant connections between nodes?
- A) STP
  - B) IEEE
  - C) AWPP
  - D) LWAPP

**Competency:** Problem Solving/Troubleshooting

- 16) When setting up Frame Relay for point-to-point subinterfaces, which of the following must not be configured?
- A) The subinterface type as point-to-point
  - B) The local DLCI on each subinterface
  - C) An IP address on the physical interface
  - D) The Frame Relay encapsulation on the physical interface

**Competency:** Network Administrator Functions

- 17) Which of the following describes the creation of private networks across the Internet, enabling privacy and tunneling of non-TCP/IP protocols?
- A) VPN
  - B) HDLC
  - C) IPSec
  - D) xDSL

**Competency:** Network Administrator Functions

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- 18) Acknowledgments, sequencing, and flow control are characteristics of which OSI layer?
- A) Layer 3
  - B) Layer 7
  - C) Layer 4
  - D) Layer 2

**Competency:** Network Administrator Functions

- 19) How to implement a network medium that is not susceptible to EMI. Which type of cabling should you use?
- A) Thinnet coax
  - B) Category 5 UTP cable
  - C) Fiber-optic cable
  - D) Thicknet coax

**Competency:** Network Administrator Functions

- 20) What type of RJ45 UTP cable is used between switches?
- A) Crossover with a CSU/DSU
  - B) Crossover cable
  - C) Crossover with a router in between the two switches
  - D) Straight-through

**Competency:** Network Administrator Functions

- 21) You have an interface on a router with the IP address of 192.168.192.10/29. Including the router interface, how many hosts can have IP addresses on the LAN attached to the router interface?
- A) 30
  - B) 6
  - C) 32
  - D) 8

**Competency:** Configuration of Internet Resources--Web Service, DMZ, FTP, etc.

- 22) You telnet to a router and make your necessary changes; now you want to end the Telnet session. What command do you type in?
- A) Close
  - B) Exit
  - C) Disconnect
  - D) Disable

**Competency:** Configuration of Internet Resources--Web Service, DMZ, FTP, etc.

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- 23) What command can be used to install the an FTP server on the CentOS Linux operating system?
- A) sudo apt-cache search proftpd
  - B) sudo yum install proftpd
  - C) get proftpd
  - D) sudo apt-get install proftpd

**Competency:** Configuration of Internet Resources--Web Service, DMZ, FTP, etc.

- 24) What function would a DHCP server perform?
- A) Lease IP addresses to clients
  - B) Translate NetBIOS names to TCP/IP addresses
  - C) Block network intruders
  - D) Locate a DNS server

**Competency:** Backup and Disaster Recovery

- 25) Your company is so large that by the end of the week you can't fit all the files created or modified during the week on a single backup tape. Which solution would be the best?
- A) Use incremental backups
  - B) Use a higher capacity backup tape
  - C) Use multiple backup tapes
  - D) Compress the data on the backup tape

**Competency:** Backup and Disaster Recovery

- 26) In relation to encryption, a "key" is a:
- A) pointer to a random number
  - B) index in an lookup table
  - C) string of random characters
  - D) metal object with notches and groves

**Competency:** Backup and Disaster Recovery

- 27) T1 and PRI ISDN service generally have a rated speed of what?
- A) 256Kbit/sec
  - B) 512Kbit/sec
  - C) 1.544Mbit/sec
  - D) 3 Mbit/sec

**Competency:** Backup and Disaster Recovery

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28) Where does Linux get its name?

- A) Linus Torvalds
- B) Bill Gates
- C) Franklin Huxby
- D) John Linux

**Competency:** Configuration Network Resources and Services

29) On some Linux machines, the first Ethernet network interface is referred to as:

- A) If1
- B) If0
- C) Eth0
- D) Eth1

**Competency:** Configuration Network Resources and Services

30) Administrators often configure a VLAN to map directly to an IP network, or subnet, which gives the appearance of involving Layer:

- A) 3
- B) 2
- C) 1
- D) 4

**Competency:** Configuration Network Resources and Services

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## NETWORK DESIGN SAMPLE CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have 20 minutes to review the case.
2. Presentation time is seven minutes. At six minutes the timekeeper will stand and hold up a colored card indicating you have one minute left and at seven minutes the timekeeper will stand and 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 Stephen who is a small business owner. You will play the role of technicians for King's Ransom 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



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- 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 a technician for King's Ransom Inc. which consults with smaller businesses for network design.

### **Situation**

Stephen, who owns a small business, wants to create a separate wireless network for his guests for security.

### **Tasks**

Stephen knows that he needs to create a new wireless network but doesn't have the money to purchase all new equipment. Currently the network is a Class C network with 25 devices. Stephen knows that each network segment will never exceed 60 devices but may want to add one or two networks in the future. Stephen can't spend more than \$500 to split the network.

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## NETWORKING CONCEPTS

### 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/competitive-event/networking-concepts-fbla/>

### Website Resources

- Networking  
<http://www.pctechguide.com/29network.htm>
- Network Topologies  
[http://www.webopedia.com/Networks/Network\\_Topologies/](http://www.webopedia.com/Networks/Network_Topologies/)

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## NETWORKING CONCEPTS SAMPLE QUESTIONS

- 1) A network that has a large capacity, covers a large geographical area and combine multiple communication channels is known as what type of a network?  
A) MAN  
B) SAN  
C) WAN  
D) LAN

**Competency:** General Network Terminology and Concepts

- 2) What is the most common method for encrypting TCP/IP communications?  
A) SSL  
B) PGP  
C) Kerberos  
D) HKEY

**Competency:** General Network Terminology and Concepts

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- 3) What type of firewall inspects each packet passing through the network and accepts or rejects it based on user-defined rules?
- A) packet filter
  - B) proxy server
  - C) circuit-level gateway
  - D) application gateway

**Competency:** General Network Terminology and Concepts

- 4) Which of the following terms refers to a permanent IP address assignment from a DHCP server?
- A) reservation
  - B) relay
  - C) scope
  - D) lease

**Competency:** General Network Terminology and Concepts

- 5) Jeff just moved to a new apartment and is looking for a company to contact for Internet service. He is willing to pay a monthly fee, but in return he needs a modem and also an e-mail address. Who would Jeff contact for this service?
- A) DNS
  - B) ISDN
  - C) ISP
  - D) IEEE

**Competency:** General Network Terminology and Concepts

- 6) Which of the following is a non-routable protocol?
- A) NetBEUI
  - B) TCP/IP
  - C) DHCP
  - D) AppleTalk

**Competency:** General Network Terminology and Concepts

- 7) The term for a computer with no network is:
- A) client/server
  - B) peer to peer
  - C) null
  - D) standalone

**Competency:** General Network Terminology and Concepts

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- 8) A Digital Subscriber line is best described as:
- A) an always on services made up of copper phone lines that are not used by voice.
  - B) using existing cable lines that converts a digital signal to analog when sending data.
  - C) a solution for those who live in remote areas because it connects to satellites.
  - D) a dedicated line that connects directly from the ISP to your home/business without sharing.

**Competency:** General Network Terminology and Concepts

- 9) Which networking tool would be used to attach an RJ-45 connector to a CAT5e networking cable?
- A) punch down tool
  - B) crimper
  - C) DHCP tool
  - D) reflectometer

**Competency:** General Network Terminology and Concepts

- 10) Which of the following is **not** a network operating system?
- A) Windows NT
  - B) Windows for Workgroups
  - C) Windows 2000
  - D) Linux

**Competency:** Network Operating System Concepts

- 11) Which of the following is **not** a way an operating system allocates disk space for files.
- A) sporadic allocation
  - B) contiguous allocation
  - C) linked allocation
  - D) indexed allocation

**Competency:** Network Operating System Concepts

- 12) What is the purpose of the event viewer tool?
- A) Schedule programs or other tasks to run automatically.
  - B) Used to check the main log files in Windows Server.
  - C) View advanced system information about the CPU, memory, hard disk, and network performance.
  - D) View and edit group policy security settings.

**Competency:** Network Operating System Concepts

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- 13) A roaming mandatory profile must be renamed with what extension:
- A) .DAT
  - B) .TMP
  - C) .MAN
  - D) .TXT

**Competency:** Network Operating System Concepts

- 14) Which of the following are the recommended steps that should be taken for worm attack mitigation?
- A) containment, quarantine, inoculation, treatment
  - B) containment, inoculation, quarantine, treatment
  - C) quarantine, containment, inoculation, treatment
  - D) inoculation, containment, quarantine, treatment

**Competency:** Network Security

- 15) HTTPS communication traffic is on what TCP port?
- A) 443
  - B) 21
  - C) 23
  - D) 80

**Competency:** Network Security

- 16) Which of the following would be classified as an access attack?
- A) Trojan horse
  - B) zero-day attack
  - C) DoS
  - D) password attack

**Competency:** Network Security

- 17) Which of the following reconnaissance attack tools are used to search the publicly available IP addresses to identify the addresses that are active?
- A) ping sweeps
  - B) packet sniffers
  - C) port scans
  - D) Internet queries

**Competency:** Network Security

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- 18) The main network cable to which branch networks may be connected is called the:
- A) backbone
  - B) express cable
  - C) trunk
  - D) thick cable

**Competency:** Network Security

- 19) What networking device determines the path that a message should take through a network?
- A) switch
  - B) firewall
  - C) router
  - D) bridge

**Competency:** Equipment for Network Access (Wi-Fi, Wireless)

- 20) Related to security, DES is:
- A) Denial of Electronic Service
  - B) Digital Encryption Security
  - C) Data Encryption Standard
  - D) Disk Encryption Standard

**Competency:** Equipment for Network Access (Wi-Fi, Wireless)

- 21) Which of the following does not describe characteristics of baseband technologies?
- A) Baseband can send and receive at the same time if the transmission media is split into two channels.
  - B) Baseband transmissions occupy the entire bandwidth of network media.
  - C) Baseband typically uses digital signaling over a single wire.
  - D) Baseband transmissions cannot be sent and received at the same time.

**Competency:** Equipment for Network Access (Wi-Fi, Wireless)

- 22) You've been asked by your supervisor to research new possible operating systems for the ABC Company using one of their current PCs. The company is running a Windows OS, but would like to look at Linux and Mac operating systems as possibilities. Which method listed below would be the best option to test out the systems?
- A) Create a virtual machine to run and test the software.
  - B) Use a dual boot configuration to choose the test OS at startup.
  - C) Research what you can on the Internet.
  - D) Uninstall Windows and install each of the test systems separately.

**Competency:** Equipment for Network Access (Wi-Fi, Wireless)

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- 23) Which of the following is **not** a characteristic that applies to UDP?
- A) Lost or corrupt packets are not resent.
  - B) Packet delivery is guaranteed.
  - C) Packets are treated independently.
  - D) Packet delivery is not guaranteed.

**Competency:** OSI Model Functionality

- 24) What is the generic designator for any of several digitally multiplexed communications carrier systems which has a basic unit called the DS0, which has a transmission rate of 64kbit/s?
- A) cable modem
  - B) T-Carrier
  - C) DSL
  - D) ISDN

**Competency:** OSI Model Functionality

- 25) The Internet uses the network protocol called \_\_\_\_\_.
- A) CSMA/CD
  - B) HTTP
  - C) TCP/IP
  - D) FTP

**Competency:** OSI Model Functionality

- 26) Your Company is requesting that the company network is segregated logically in terms of the departments they deal with. There are three main departments: manufacturing, accounting and sales. The data intended for manufacturing must not reach accounting or sales. Which solution would best fit this request?
- A) VLANs
  - B) Routing
  - C) RMON probe
  - D) SNMP

**Competency:** Network Topologies and Connectivity

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- 27) What specialized United Nations agency provides developing countries with technical expertise and equipment to advance their technological standard of living?
- A) NATO
  - B) ITU
  - C) ISO
  - D) ICANN

**Competency:** Network Topologies and Connectivity

- 28) Which of the following statements is true about single-mode fiber optic cable?
- A) Single-mode has higher attenuation than multimode.
  - B) Single-mode has a larger core.
  - C) Single-mode is typically used in LANs or small distances.
  - D) Single-mode provides the highest throughput.

**Competency:** Network Topologies and Connectivity

- 29) What type of RJ45 UTP cable is used between switches?
- A) crossover with a router in between the two switches
  - B) crossover with a CSU/DSU
  - C) straight-through
  - D) crossover cable

**Competency:** Network Topologies and Connectivity

- 30) Which command can be used on a Window computer to test the connectivity of the local machine?
- A) Ping -192.168.0.1
  - B) Ping -l
  - C) Ping 127.0.0.1
  - D) Ping -loopback

**Competency:** Network Topologies and Connectivity



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## ORGANIZATIONAL LEADERSHIP

### Overview

A dual focused management approach that works towards what is best for individuals and what is best for a group as a whole is the focus of organizational leadership. It is also an attitude and a work ethic that empowers an individual in any role to lead from the top, middle, or bottom of an organization. This event provides recognition for FBLA members who have an understanding of leadership within business organizations.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/organizational-leadership/>

### Website Resources

- Study.Com—Organizational Leadership Careers  
[http://study.com/articles/Organizational Leadership Careers Job Duties Requirements and Salary Info.html](http://study.com/articles/Organizational_Leadership_Careers_Job_Duties_Requirements_and_Salary_Info.html)
- St. Joseph's University—Organizational Development & Leadership Resources  
<http://online.sju.edu/graduate/masters-organizational-leadership/resources>
- Chron—Organizational Leadership Theories  
<http://smallbusiness.chron.com/organizational-leadership-theories-284.html>

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## ORGANIZATIONAL LEADERSHIP SAMPLE QUESTIONS

- 1) Generalized beliefs or behaviors that are considered by an individual or group to be important are
  - A) ethics.
  - B) ethnocentrism.
  - C) values.
  - D) stereotypes.

**Competency:** Leadership Concepts

- 2) The ability to control disruptive emotions is
  - A) social awareness
  - B) self-management.
  - C) servant leadership.
  - D) self-promotion.

**Competency:** Leadership Concepts

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- 3) It is recommended that leaders play the role of
- A) advisor at meetings.
  - B) facilitator at meetings.
  - C) consultant meetings.
  - D) director at meetings.

**Competency:** Leadership Managerial Roles

- 4) Which of the following is a component of analyzing?
- A) thinking
  - B) taking notes
  - C) watching nonverbal cues
  - D) avoiding distractions

**Competency:** Leadership Managerial Roles

- 5) Through the motivation process, people go from:
- A) motive to behavior to need to consequence to satisfaction or dissatisfaction.
  - B) motive to need to behavior to consequence to satisfaction or dissatisfaction.
  - C) behavior to motive to need to consequence to satisfaction or dissatisfaction.
  - D) need to motive to behavior to consequence to satisfaction or dissatisfaction.

**Competency:** Leadership Behavior and Motivation

- 6) The manager of a multinational firm operating in a developing country noticed that local employees had at length recently met their physiological and safety needs. According to the hierarchy of needs theory, the next level of motivation would be met by the promise of
- A) pay related to piecework.
  - B) vacation days.
  - C) a group picnic
  - D) heightened security.

**Competency:** Leadership Behavior and Motivation

- 7) The ability to work well with others is
- A) reinforcement theory.
  - B) reciprocity.
  - C) reward power.
  - D) relationship management.

**Competency:** Networking

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- 8) The consultation influencing tactic is also known as
- A) coalition building.
  - B) group influencing.
  - C) participative management.
  - D) consultant power.

**Competency:** Networking

- 9) Which of the following is NOT a step in the message-receiving process?
- A) checking understanding
  - B) encoding
  - C) analyzing
  - D) listening

**Competency:** Communication Skills

- 10) The neutral third party who helps resolve a conflict is the
- A) motivator.
  - B) arbitrator.
  - C) negotiator.
  - D) mediator.

**Competency:** Communication Skills

- 11) The leader-follower relationship represents the influence
- A) between the leader and the follower.
  - B) of the follower on the leader.
  - C) of the leader on the follower.
  - D) of the leader on the group.

**Competency:** Leader/Follower Relations

- 12) Receiving formal evaluations from many people is
- A) team accomplishment.
  - B) surgency.
  - C) 360-degree feedback.
  - D) strategic vision.

**Competency:** Leader/Follower Relations

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- 13) Team members have equal authority in a
- A) flattened organization.
  - B) line organization.
  - C) line and staff organization.
  - D) staff organization.

**Competency:** Team Leadership and Self-Managed Teams

- 14) Which of the following is NOT a benefit of self-managed teams?
- A) greater employee participation
  - B) reduced operational costs because of reductions in managerial ranks and greater efficiencies
  - C) a decreased likelihood of social loafing and groupthink
  - D) a sense of belonging and ownership in one's work

**Competency:** Team Leadership and Self-Managed Teams

- 15) Facilities management begins with
- A) monitoring the building temperature.
  - B) building maintenance and repair.
  - C) keeping utilities costs under control.
  - D) making economic decisions about the buildings needed.

**Competency:** Strategic Leadership for Managing Crises and Change

- 16) All of the following are questions that often emerge after a crisis EXCEPT
- A) How did it happen?
  - B) What are you going to do to ensure it never happens again?
  - C) When did it happen?
  - D) What happened?

**Competency:** Strategic Leadership for Managing Crises and Change

- 17) The contingency leadership model variables include all of the following **except**
- A) the followers.
  - B) the leader.
  - C) the economy.
  - D) the situation.

**Competency:** Levels of Leadership

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- 18) To motivate his highest performers, a manager gives his highest performer each month an "Employee of the Month" award and a parking space next to his. Of what motivational theory is this an example?
- A) reinforcement theory
  - B) expectancy
  - C) goal-setting
  - D) equity

**Competency:** Leadership Theory

- 19) Most employees are promoted to their first management position primarily because of their \_\_\_\_ skills.
- A) decision-making
  - B) technical
  - C) interpersonal
  - D) team-related

**Competency:** Traits of Effective Leaders

- 20) The \_\_\_\_ leadership model is used to determine if a person's leadership style is task- or relationship-oriented, and if the situation matches the leader's style to maximize performance.
- A) path-goal
  - B) normative
  - C) contingency
  - D) behavioral

**Competency:** Personality Profile of Effective Leaders

- 21) The personality type that has a lively temperament is
- A) melancholy.
  - B) phlegmatic.
  - C) sanguine.
  - D) choleric.

**Competency:** Leadership Attitudes

- 22) Shirking of individual responsibility is also known as
- A) social loafing.
  - B) groupthink.
  - C) task facilitation.
  - D) synergy.

**Competency:** Ethical Leadership

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- 23) Leaders primarily use all of the following types of power **except** \_\_\_\_\_ to influence members of the in-group.
- A) reward
  - B) expert
  - C) financial
  - D) referent

**Competency:** Relationship Between Power, Politics, Networking, and Negotiation

- 24) The form of coaching in which a more experienced manager helps a less experienced protege is
- A) mentoring.
  - B) delegating.
  - C) relegating.
  - D) networking.

**Competency:** Coaching

- 25) The neutral third party who makes a binding decision to resolve a conflict is the
- A) mediator.
  - B) arbitrator.
  - C) negotiator.
  - D) consultant.

**Competency:** Managing Conflict

- 26) The situation that results from members of a cohesive group agreeing on a decision in order to maintain group goodwill is
- A) in-group.
  - B) individualism
  - C) leadership grid.
  - D) groupthink.

**Competency:** Leadership and Team Decision Making

- 27) Group members' social relationships within and outside their groups and how these relationships affect group effectiveness is
- A) group interaction.
  - B) ingratiation.
  - C) social exchange.
  - D) social capital.

**Competency:** Organizational Politics

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- 28) Socialized charismatic leaders
- A) promote feelings of empowerment, personal growth, and equal participation in followers.
  - B) restrict information.
  - C) pursue leader-driven goals.
  - D) adhere to the Theory Y Leadership strategy.

**Competency:** Charismatic and Transformational Leadership

- 29) Servant leaders expect
- A) employees to reach their peak performance.
  - B) to serve and help employees.
  - C) employees to serve them.
  - D) employee ideas to be considered before making a decision.

**Competency:** Stewardship and Servant Leadership

- 30) All of the following are substantive leadership actions for shaping culture EXCEPT
- A) aligning reward-incentive system with culture.
  - B) developing a written values statement.
  - C) matching HR practices to culture.
  - D) interacting face-to-face with rank-and-file.

**Competency:** Leadership in a Diverse Setting

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## PARLIAMENTARY PROCEDURE

### Dorothy L. Travis Award

#### Overview

The Dorothy L. Travis Award recognizes FBLA members who demonstrate knowledge of parliamentary procedure principles along with an understanding of FBLA's organization and procedures. This event is based on team rather than individual competition. Team participants develop speaking ability and poise through competitive performance.

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

This event consists of two parts: an objective test and a performance. The top fifteen teams averaging the highest score on the objective test will advance to the final round and participate in the performance component.

This is a team event. Teams must be composed of four or five members.

#### Website Resources

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

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### PARLIAMENTARY PROCEDURE SAMPLE QUESTIONS

- 1) The following is an ex-officio, nonvoting member of the National FBLA Executive Council:
  - A) PBL National President
  - B) Professional Division President
  - C) FBLA National Officer Liaison
  - D) Chairman of the board of directors

**Competency:** FBLA Bylaws

- 2) If no candidate for a FBLA national office receives a majority vote, the candidate receiving the lowest number of votes shall be dropped on the:
  - A) third vote
  - B) second vote
  - C) first vote
  - D) fourth vote

**Competency:** FBLA Bylaws



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- 3) How many specific goals of FBLA are in the Purpose section of the bylaws?
- A) eight
  - B) nine
  - C) ten
  - D) eleven

**Competency:** FBLA Bylaws

- 4) The official application for national office must be received by:
- A) June 1
  - B) May 1
  - C) June 15.
  - D) May 15

**Competency:** FBLA Bylaws

- 5) A specific FBLA goal is to assist students in the:
- A) development of career competencies
  - B) establishment of occupational goals
  - C) improvement of civic responsibilities
  - D) development of community service projects

**Competency:** FBLA Bylaws

- 6) Indiana is a member of the:
- A) Eastern Region
  - B) Southern Region
  - C) Mountain Plains Region
  - D) North Central Region

**Competency:** FBLA Bylaws

- 7) Which one of the following motions is **never** an incidental main motion?
- A) commit or refer
  - B) postpone to a certain time
  - C) amend something previously adopted
  - D) lay on the table

**Competency:** Parliamentary Procedure Principles

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- 8) If a member is called to order and refuses to apologize or withdraw objectionable statements, the chair:
- A) may not impose any penalty upon the member
  - B) may require the member to leave the hall
  - C) could expel the member from the organization
  - D) should require the member to make an apology

**Competency:** Parliamentary Procedure Principles

- 9) A general order of the day set for a specified hour:
- A) can supersede a special order for a particular hour that comes into conflict
  - B) is taken up before any other orders of the day for the same time that were made before this general order was made
  - C) cannot come up before that time except by a two-thirds vote to suspend rules or reconsideration
  - D) can interrupt pending questions

**Competency:** Parliamentary Procedure Principles

- 10) If a member wishes to take up a motion out of its proper order, and there are two items ahead of it, he may:
- A) lay the intervening items on the table individually as they arise
  - B) lay all the intervening items on the table together
  - C) postpone all intervening items together
  - D) ask the chair to announce the desired item next

**Competency:** Parliamentary Procedure Principles

- 11) As an ex-officio member of a committee, the president:
- A) may not vote or make motions
  - B) must attend all committee meetings
  - C) is not counted in determining that a quorum is present
  - D) need not be informed of meetings

**Competency:** Parliamentary Procedure Principles

- 12) The previous question is **not** allowed in:
- A) conventions
  - B) local assemblies of organized societies
  - C) committees
  - D) mass meetings

**Competency:** Parliamentary Procedure Principles

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- 13) It is improper:
- A) to call out "Division" from the member's seat
  - B) to postpone anything beyond the next meeting
  - C) to amend something adopted at an earlier session
  - D) to schedule more than one meeting within a session

**Competency:** Parliamentary Procedure Principles

- 14) The maximum number of times that a vote on an original main motion can be reconsidered is:
- A) once
  - B) unlimited
  - C) twice
  - D) once during the same session that the original vote was taken and once at the following session

**Competency:** Parliamentary Procedure Principles

- 15) Delegates to a convention are usually chosen for:
- A) each session
  - B) each annual meeting
  - C) a specific area of representation
  - D) a fixed time period

**Competency:** Parliamentary Procedure Principles

- 16) At an adjourned meeting, all of the following apply **except**:
- A) the usual order of business is followed
  - B) a motion can be taken from the table
  - C) work is taken up at the point where it was interrupted
  - D) the minutes of the preceding meeting are first read and approved

**Competency:** Parliamentary Procedure Principles

- 17) The proper order for the opening ceremonies of a convention is:
- A) pledge of allegiance, national anthem, invocation, welcome from a local official, response by the presiding officer
  - B) welcome from a local official, response by the presiding officer, national anthem, pledge of allegiance, invocation
  - C) invocation, national anthem, pledge of allegiance, welcome from a local official, response by the presiding officer or his designee
  - D) national anthem, pledge of allegiance, invocation, welcome from a local official, response by the presiding officer

**Competency:** Parliamentary Procedure Principles

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- 18) If a quorum fails to appear at a regular meeting after the meeting is called to order:
- A) the bylaw provision that required the meeting to be held was complied with even though the meeting adjourned immediately
  - B) a motion to contact absent members during a recess would not be in order
  - C) the prohibition against transacting business in the absence of a quorum can be waived by unanimous consent
  - D) motions to obtain a quorum are incidental motions

**Competency:** Parliamentary Procedure Principles

- 19) In a mass meeting, if there is disagreement about the chair's decision in assigning the floor:
- A) the decision can be appealed from by one member
  - B) the decision must be made by the assembly
  - C) the decision can be appealed from by two members
  - D) the decision is not subject to appeal

**Competency:** Parliamentary Procedure Principles

- 20) When the assembly goes into the committee of the whole, the presiding officer:
- A) leaves the meeting
  - B) takes nominations from the floor for a chairman
  - C) calls another member to the chair
  - D) remains in the chair

**Competency:** Parliamentary Procedure Principles

- 21) When the bylaws provide that members may be active, associate, or honorary, the term member is used to apply to:
- A) active, associate, and honorary members
  - B) active, affiliate, associate, and honorary members
  - C) only to active and associate members
  - D) only to active members

**Competency:** Parliamentary Procedure Principles

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- 22) Notice has been given of an amendment to the bylaws which will strike out a certain section. A member wishes to retain this section with changes that may be outside the scope of the notice. The member should:
- A) get the group to vote down the original amendment and then offer the changes he proposes
  - B) give advance notice of the changes he proposes
  - C) promise to offer the changes he proposes if the group will vote down the amendment to strike out
  - D) offer his changes as amendments to the amendment originally proposed

**Competency:** Parliamentary Procedure Principles

- 23) When filling a blank prescribing the method of voting to be used, the following method is voted on first:
- A) in reverse of the order they were offered
  - B) that which takes the least time
  - C) the order in which they were named
  - D) that which takes the most time

**Competency:** Parliamentary Procedure Principles

- 24) After a member has been assigned the floor, but before he has begun to speak, it is in order to take any of the actions below, **except**:
- A) make a motion to reconsider
  - B) call for orders of the day
  - C) make a motion to adjourn
  - D) raise a question of privilege

**Competency:** Parliamentary Procedure Principles

- 25) When is a ballot signed?
- A) in a committee of the whole
  - B) when a motion is adopted "that a signed ballot be taken by tellers"
  - C) when the vote is by machine
  - D) when ordered by one fifth of those present

**Competency:** Parliamentary Procedure Principles

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- 26) The members of a nominating committee should be:
- A) composed of all the members of the executive committee, except the president
  - B) appointed by the chair
  - C) appointed by the chair and approved by vote of the organization
  - D) elected by the organization

**Competency:** Parliamentary Procedure Principles

- 27) A corporate charter:
- A) is always required before bylaws are adopted
  - B) should not be drafted before bylaws are adopted
  - C) is unnecessary in any organization
  - D) should be drafted by an attorney

**Competency:** Parliamentary Procedure Principles

- 28) The chair should **not** hesitate to call the question on a motion:
- A) that censures him
  - B) that commends him
  - C) to elect officers or appoint delegates or a committee even if he is included
  - D) to approve a contract in which he has a pecuniary interest

**Competency:** Parliamentary Procedure Principles

- 29) A substitute amendment has been offered. What **cannot** be done?
- A) Amend both the main motion and the substitute amendment.
  - B) Move the previous question on the substitute amendment.
  - C) Assume an affirmative vote on the main motion if the substitute is adopted.
  - D) Refer the main motion to a committee.

**Competency:** Parliamentary Procedure Principles

- 30) A motion to suspend the rules is a(n):
- A) incidental motion
  - B) incidental main motion
  - C) privileged motion
  - D) subsidiary motion

**Competency:** Parliamentary Procedure Principles

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## PARLIAMENTARY PROCEDURE PERFORMANCE SAMPLE CASE SCENARIO

### Case Scenario

This is a regular meeting of your FBLA chapter.

Below is a list of parliamentary procedure motions, concepts, or principles that you are to incorporate into your performance. Use situations typical of a regular chapter meeting to illustrate all of the items below.

The items are listed randomly. You may present them in any sequence you wish as long as their use conforms to correct procedures.

Part of the evaluation by the judges will be the quality of discussion. Motions should be clearly stated and complete. Debate should be logical, natural, concise, germane, and enthusiastic.

Please speak loud enough so that the judges can hear you.

1. While a motion to provide for an adjourned meeting is pending, demonstrate the proper procedure for withdrawing the motion.
2. Report on—and give approval to—an independent action taken by the president between the time of the previous meeting and today's meeting.
3. Using a main motion of your choice, take the vote by general consent, to which there is an objection. Arising out of this situation is a motion to establish a method of voting other than by voice vote.

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## PARTNERSHIP WITH BUSINESS PROJECT

### 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 report 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 event.

### Website Resources

- Business Report Writing  
<http://unilearning.uow.edu.au/report/4a.html>
- Presentation Skills Tips - SearchNow.com  
<http://www.searchnow.com/?q=presentation%20skills%20tips&dev=c&qid=11552671&caid=su00001&gclid=CJTgkvjwp9UCFRxYDQodEr4Ayg>

### Additional Resource

- *MarketPlace*: FBLA Winning Reports—1<sup>st</sup> Place; FBLA Winning Reports—2<sup>nd</sup> Place



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## PERSONAL FINANCE

### 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/competitive-event/personal-finance-fbla/>

### Web Site Resources

- Business Education Links  
<http://lessonplans.btskinner.com/>
- Forbes Finance  
<http://www.forbes.com/finance/>
- Practical Money Skills  
<http://www.practicalmoneyskills.com>

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## PERSONAL FINANCE SAMPLE QUESTIONS

- 1) Retirement planning should ideally begin \_\_\_\_.
- A) a few years before retirement
  - B) when all debts are paid off
  - C) when kids go off to college
  - D) when the first paycheck is received

**Competency:** Financial Principles Related to Personal Decision Making

- 2) The practice of pressuring consumers to buy a more expensive product than what they had intended is called:
- A) jumping prices
  - B) trading up
  - C) misrepresentation
  - D) inflating prices

**Competency:** Financial Principles Related to Personal Decision Making

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- 3) A type of financial fraud in which people pay to join an organization in exchange for the right to sell memberships to others is called a:
- A) square scheme
  - B) pyramid scheme
  - C) geometric scheme
  - D) circle scheme

**Competency:** Financial Principles Related to Personal Decision Making

- 4) On-the-job training is an example of:
- A) formal education
  - B) natural education
  - C) informal education
  - D) self-education

**Competency:** Earning a Living (Income, Taxes)

- 5) If an hourly worker makes \$15.00 per hour and earns time and a half for overtime, how much is the per hour pay for overtime if the employee works 40 regular hours and 6 overtime hours?
- A) \$25.00
  - B) \$22.50
  - C) \$735.00
  - D) \$135.00

**Competency:** Earning a Living (Income, Taxes)

- 6) Taxable income is used to compute:
- A) exemptions.
  - B) capital gains.
  - C) income tax.
  - D) deductions.

**Competency:** Earning a Living (Income, Taxes)

- 7) The purpose of is Form W-4 is to \_\_\_\_.
- A) to allow the employee to participate in a tax-deferred savings plan
  - B) to document a refund or figure a balance due to the IRS each year
  - C) to allow the employer to withhold federal income taxes from an employee's wages
  - D) to itemize how much money was earned by an employee and how much was withheld and sent to the IRS

**Competency:** Earning a Living (Income, Taxes)

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- 8) When preparing a budget, you need to focus mostly on your:
- A) net income
  - B) gross income
  - C) disposable income
  - D) taxable income

**Competency:** Managing Budgets and Finance (Planning and Money Management)

- 9) A person's \_\_\_\_ is a measure of the amount of money coming in versus the amount going out.
- A) cash flow
  - B) allowance
  - C) income statement
  - D) debt ratio

**Competency:** Managing Budgets and Finance (Planning and Money Management)

- 10) Which one of the following would be a monthly fixed expense for budgeting purposes?
- A) magazine subscription
  - B) electricity bill
  - C) rent
  - D) gifts

**Competency:** Managing Budgets and Finance (Planning and Money Management)

- 11) A budget that shows a surplus means that \_\_\_\_.
- A) more money was spent on entertainment than originally planned
  - B) less was spent than what was earned
  - C) you received a cut in pay
  - D) spent money budgeted for emergencies on car repairs.

**Competency:** Managing Budgets and Finance (Planning and Money Management)

- 12) The time value of money refers to:
- A) increases in an amount of money as a result of interest
  - B) financial decisions that require borrowing funds from a financial institution
  - C) personal opportunity costs such as time lost on an activity
  - D) changes in interest rates due to changes in supply and demand for money In our economy

**Competency:** Saving and Investing

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- 13) Setting funds aside for long-term goals is \_\_\_\_.
- A) marketing
  - B) investing
  - C) planning
  - D) savings

**Competency:** Saving and Investing

- 14) Stocks in young, often small corporations that have higher overall risk than stocks of successful, long-established companies are called:
- A) emerging stocks
  - B) defensive stocks
  - C) blue chip stocks
  - D) growth stocks

**Competency:** Saving and Investing

- 15) The total interest earned on \$100 for three years at 10% (compounded annually) would be roughly:
- A) \$21
  - B) \$131
  - C) \$31
  - D) \$41

**Competency:** Saving and Investing

- 16) An increase in the value of a stock over time is called a(n):
- A) dividend
  - B) yield
  - C) capital gain
  - D) investment

**Competency:** Saving and Investing

- 17) You must file your tax return by this date every year.
- A) April 15
  - B) June 1
  - C) January 1
  - D) December 31

**Competency:** Buying Goods and Services

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- 18) Items purchased on the spur of the moment is referred to as \_\_\_\_.
- A) impulse buying
  - B) sight buying
  - C) quick buying
  - D) on site buying

**Competency:** Buying Goods and Services

- 19) Which one of the following would be a reliable research tool for purchasing a dishwasher?
- A) eBay
  - B) Consumer Reports
  - C) Kelley Blue Book
  - D) Edmunds

**Competency:** Buying Goods and Services

- 20) This form of insurance provides protection against losses from injury to people or property resulting from the products, services, or actions of a business?
- A) personal property insurance
  - B) liability insurance
  - C) warranty
  - D) malpractice insurance

**Competency:** Banking and Insurance

- 21) A general rise in the level of prices for goods and services over time is referred to as \_\_\_\_.
- A) recession.
  - B) inflation.
  - C) liquidity.
  - D) deflation.

**Competency:** Banking and Insurance

- 22) Which one of the following will likely result in lower insurance costs?
- A) purchase an individual plan rather than a group plan
  - B) pay your premiums monthly rather than yearly
  - C) choose a lower deductible
  - D) buy more than one type of insurance from the same company

**Competency:** Banking and Insurance

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- 23) A(n) \_\_\_ should be asked for by your bank if a check is lost or stolen.
- A) overdraft protection
  - B) a stop payment order
  - C) fraud prevention form
  - D) copies of cancelled checks

**Competency:** Banking and Insurance

- 24) Which one of the following are checks for which you pay in advance and, if they are lost or stolen, the company from whom you bought these checks will replace them?
- A) traveler's checks
  - B) outstanding checks
  - C) canceled checks
  - D) negotiable checks

**Competency:** Banking and Insurance

- 25) Whether you have the financial ability to repay your debt goes toward determining this "C" of credit:
- A) character
  - B) commitment
  - C) capital
  - D) capacity

**Competency:** Credit and Debt

- 26) Exercising good credit management means:
- A) using credit for at least 80 percent of your purchases
  - B) following an individual plan for using credit wisely
  - C) always getting someone to cosign your loans
  - D) never using credit under any circumstances

**Competency:** Credit and Debt

- 27) The 25 day time period in which new credit card purchases can be paid off when there is no previous balance, without being charged interest is the \_\_\_.
- A) grace period
  - B) overdrawn period
  - C) rest period
  - D) accumulation period

**Competency:** Credit and Debt

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28) The agencies who provide free credit reports for consumers are:

- A) TransUnion, FTC, FDIC
- B) Equifax, TransUnion, Experian
- C) SEC, FTC, FCRA
- D) Equifax, FirstUnion, Exposure

**Competency:** Credit and Debt

29) Chapter 7 bankruptcy relieves an individual from debts arising from \_\_\_\_.

- A) student loans
- B) consumer credit debt
- C) alimony
- D) child support

**Competency:** Credit and Debt

30) The unpaid portion of a loan is called:

- A) rate
- B) principal
- C) equity
- D) collateral

**Competency:** Credit and Debt

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## PUBLIC SERVICE ANNOUNCEMENT

### Overview

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

All participants present their project at the NLC in a preliminary round.

This event is for an individual or a team of two or three members.

### Website Resources

- Preparing Public Service Announcements  
[http://ctb.ku.edu/en/tablecontents/sub\\_section\\_main\\_1065.aspx](http://ctb.ku.edu/en/tablecontents/sub_section_main_1065.aspx)
- Writing a Public Service Announcements  
<http://www.understandmedia.com/topics/media-production/106-writing-public-service-announcements>

### Topic

The topic for Public Service Announcement changes every year. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.



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## PUBLIC SPEAKING

### Overview

This event recognizes FBLA members who are developing qualities of business leadership by cultivating effective speaking skills.

This is an individual presentation event.

### Procedures

- Review the event guidelines at [www.fbla-pbl.org](http://www.fbla-pbl.org) since guidelines may change from year to year.
- This is a five-minute speech based on one or more 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/>

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## PUBLICATION DESIGN

### Overview

This event provides recognition to FBLA members who can most effectively demonstrate skills in the area of print publication using creativity, and decision-making skills.

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

This event is for an individual or a team of two or three members.

### Website Resources

- Examples of Desktop Publishing Assignments  
<http://www.brighthub.com/multimedia/publishing/articles/63415.aspx>
- Learning Desktop Publishing  
[http://desktoppub.about.com/lr/learning\\_desktop\\_publishing/1650476/1/](http://desktoppub.about.com/lr/learning_desktop_publishing/1650476/1/)
- Adobe InDesign  
[http://www.adobe.com/products/indesign.html?sdid=KKQLR&mv=search&s\\_kwcid=AL!3085!10!79233558761429!20541706026&ef\\_id=WYN6MwAAAHwchlMs:20170823142919:s](http://www.adobe.com/products/indesign.html?sdid=KKQLR&mv=search&s_kwcid=AL!3085!10!79233558761429!20541706026&ef_id=WYN6MwAAAHwchlMs:20170823142919:s)
- Magazine Designing  
<http://www.magazinedesigning.com/>

### Topic

The topic for Publication Design changes every year. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.

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## SALES PRESENTATION

### Overview

This event provides recognition to FBLA members who can effectively deliver a pitch that attempts to persuade someone with a planned sales presentation strategy of a product or service designed to initiate and close a sale.

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

This is an individual event.

### Website Resources

- Business Dictionary  
<http://www.businessdictionary.com/definition/sales-presentation.html>
- The Balance  
<https://www.thebalance.com/delivering-persuasive-presentations-2918584>
- Institute of Sales and Marketing Management  
<https://www.itonlinelearning.com/course/preparing-and-delivering-a-sales-presentation/>

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## SECURITIES & INVESTMENTS

### Overview

Acquiring a high level of familiarization and knowledge of securities and investing is valuable in planning for one's future. This event provides recognition for FBLA members who have an understanding of securities and investments.

This is an individual online test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/securities-investments/>

### Website Resources

- Investor.gov  
<https://investor.gov/introduction-investing>
- InvestorPlace  
<http://investorplace.com/how-to-invest/securities/#.WZ2V1WZK270>
- U.S. Securities and Exchange Commission  
<https://www.sec.gov/investor/students/tips.htm>

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## SECURITIES & INVESTMENTS SAMPLE QUESTIONS

- 1) Someone who owns stock in a company is a
- A) stock broker
  - B) stock runner
  - C) stockholder
  - D) creditor

**Competency:** Investment Fundamentals

- 2) Which savings product requires a minimum balance of \$500, \$1,000, or more?
- A) money market account
  - B) certificate of deposit
  - C) HH bonds
  - D) all of these savings products

**Competency:** Investment Fundamentals

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- 3) Engaging in business dealings that involve some risk in hopes of making profit is
- A) evaluation
  - B) accumulation
  - C) speculation
  - D) appreciation

**Competency:** Investment Fundamentals

- 4) A brokerage account in which a customer can make only cash transactions is the
- A) custodial account
  - B) wrap account
  - C) margin account
  - D) cash account

**Competency:** Investment Wrappers, Taxation, and Trusts

- 5) Loans for homes and land are called
- A) unsecured loans
  - B) mortgages
  - C) short-term loans
  - D) simple interest loans

**Competency:** Investment Products and Funds

- 6) Interest on \_\_\_\_\_ can be deducted on income taxes
- A) department store credit card charges
  - B) mortgages
  - C) car loans
  - D) revolving credit cards

**Competency:** Investment Products and Funds

- 7) \_\_\_\_\_ is a method for spreading individual risk among a large group of people to make losses more affordable for all.
- A) Security investment
  - B) Adjusted value
  - C) Insurance
  - D) Cash value

**Competency:** Investment Products and Funds

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- 8) \_\_\_\_\_ is a type of mutual fund that does **not** have restrictions on the amount of shares the fund will issue and also buy back shares when investors wish to sell.
- A) Bond issue
  - B) Open ended investment
  - C) Treasury bill
  - D) Stock market investment

**Competency:** Investment Products and Funds

- 9) \_\_\_\_\_ are agreed to by the client and the broker as a result of their negotiations, typically available to large institutional transactions and to individual investors who maintain large accounts.
- A) Negotiated commissions
  - B) Mediations
  - C) Load fees
  - D) Quotations

**Competency:** Investment Products and Funds

- 10) The \_\_\_\_\_ allows the exchange of one international currency for another currency.
- A) foreign exchange
  - B) FTC
  - C) NYSE
  - D) over-the-counter market

**Competency:** Stock Market

- 11) Price information about various types of securities, including current price data and statistics on recent price behavior are referred to as
- A) speculation
  - B) mediation
  - C) quotations
  - D) arbitration

**Competency:** Stock Market

- 12) The \_\_\_\_\_ issues and redeems stock certificates and distributes shareholder reports to mutual fund investors.
- A) broker
  - B) chief board of director
  - C) transfer agent
  - D) registrar

**Competency:** Stock Market

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- 13) A brokerage account in which customers with large portfolios pay a flat annual fee that covers the cost of a money manager's services and the commissions on all trades is a
- A) cash account
  - B) margin account
  - C) custodial account
  - D) wrap account

**Competency:** Stock Market

- 14) The legal document disclosing material information concerning an offering of a security and its issuer is the
- A) par value statement
  - B) declaration of dividends
  - C) articles of incorporation
  - D) registration statement

**Competency:** Stock Market

- 15) A market characterized by rising prices and investor optimism is the
- A) bear market
  - B) lion market
  - C) bull market
  - D) elephant market

**Competency:** Stock Market

- 16) The actual interest rate an account pays per year, including compounding is the
- A) average daily rate
  - B) annual percentage rate
  - C) daily interest rate
  - D) simple interest rate

**Competency:** Stock Versus Other Investments

- 17) Insider trading in the stock market is an illegal activity that represents a(n)
- A) ethical issue
  - B) leadership issue
  - C) objective issue
  - D) mission issue

**Competency:** Stock Versus Other Investments

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- 18) The \_\_\_\_\_ measures the total output of the American economy.
- A) Consumer Price Index
  - B) Collateral Mortgage Operation
  - C) Real Estate Mortgage Investment Conduit
  - D) Gross Domestic Product

**Competency:** Stock Versus Other Investments

- 19) The percentage of money earned on an investment in one year is the
- A) annual rate of return
  - B) dividend earnings
  - C) interest rate
  - D) yield

**Competency:** Mutual Funds

- 20) The spreading of risk among many types of investments is called
- A) speculation
  - B) risk avoidance
  - C) diversification
  - D) indemnification

**Competency:** Mutual Funds

- 21) Investment transaction costs include all of the following **except**
- A) bid ask spread
  - B) Interest
  - C) commissions
  - D) hidden costs

**Competency:** Mutual Funds

- 22) Unregistered bonds that pay principal to the bearer at maturity are
- A) savings bonds
  - B) debenture bonds
  - C) revenue bonds
  - D) bearer bonds

**Competency:** Basics of Bonds



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- 23) Something pledged as security for a loan is called
- A) asset
  - B) collateral
  - C) liability
  - D) equity

**Competency:** Basics of Bonds

- 24) \_\_\_\_\_ are municipal bonds whose interest and principal payments are backed by the revenues generated from the project being built by the proceeds of the bonds.
- A) Bearer bonds
  - B) Savings bonds
  - C) Revenue bonds
  - D) Debenture bonds

**Competency:** Basics of Bonds

- 25) Cattle, oil, gold, and metals are all examples of
- A) liabilities
  - B) commodities
  - C) securities
  - D) collectibles

**Competency:** Derivatives

- 26) An investment strategy that includes the systematic purchase of an equal dollar amount of the securities at regular intervals is referred to as
- A) leverage
  - B) direct investment
  - C) dollar cost averaging
  - D) day trader

**Competency:** Derivatives

- 27) \_\_\_\_\_ are customized contracts that are traded in the over-the-counter (OTC) market between private parties.
- A) SWAPS
  - B) Common stocks
  - C) Convertible stocks
  - D) Preferred stocks

**Competency:** Derivatives

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- 28) A statement that must be filed annually with the SEC by all firms having securities listed on a securities exchange or traded in the OTC market is the
- A) Form 10-K
  - B) 1040A
  - C) 1099 INT
  - D) 1040

**Competency:** Financial Services Regulation

- 29) An illegal and unethical practice engaged in by a broker to increase commissions by causing excessive trading clients' accounts is called
- A) churning
  - B) averages
  - C) high balling
  - D) odd lot

**Competency:** Financial Services Regulation

- 30) \_\_\_\_\_ is an incident in which sensitive, protected or confidential data has potentially been viewed, stolen or used by an individual unauthorized to do so.
- A) Data base
  - B) Data breach
  - C) Data merge
  - D) Financial data

**Competency:** Financial Services Regulation

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## SOCIAL MEDIA CAMPAIGN

### Overview

Social media marketing is a form of Internet marketing that utilizes social networking websites as a marketing tool. The goal is to produce content that users will share with their social networks to help a company increase brand exposure and broaden customer reach. This event provides recognition to FBLA members who can most effectively demonstrate skill in the area of social media marketing.

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

This event is for an individual or a team of two or three members.

### Website Resources

- HubSpot  
<https://blog.hubspot.com/marketing/social-media-marketing-resources>
- Medium.Com—Buffer Social  
<https://medium.com/social-media-tips/social-media-resources-roundup-5855f5380f3f>
- Learn SEO and Search Marketing  
<https://moz.com/learn/seo>

### Topic

The topic for Social Media Campaign changes every year. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.

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## SPORTS & ENTERTAINMENT MANAGEMENT

### Overview

This event provides recognition for FBLA members who possess skill in the basic principles of sports and entertainment management.

This event consists of two parts: an objective test and a role play. If competing as a team, the objective test is taken collaboratively by the team. The top fifteen individuals/teams scoring the highest on the objective test will advance to the final round and participate in the role play component. The role play case will be a problem outlining the understanding and awareness of sports and entertainment issues within today's society.

This event is for an individual or a team of two or three members.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/sports-entertainment-management/>

### 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/>

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## SPORTS & ENTERTAINMENT SAMPLE QUESTIONS

- 1) Which one of the following is **not** an aspect of sports and entertainment marketing?
  - A) overseeing marketing projects
  - B) matching clients with sponsors
  - C) developing strategic financial plans
  - D) working with the media

**Competency:** Sports and Entertainment Marketing/Strategic Marketing

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- 2) There are many issues related to branding strategies of products used in sports and entertainment. The one that relates most to the Washington Redskins team name is \_\_\_\_.
- A) Lying
  - B) Racial
  - C) Balance
  - D) Controversial

**Competency:** Sports and Entertainment Marketing/Strategic Marketing

- 3) The five stages of the consumer buying behavior when making marketing decisions would include all but \_\_\_\_.
- A) Informational search
  - B) Need recognition
  - C) Purchase decision
  - D) Brand recognition

**Competency:** Sports and Entertainment Marketing/Strategic Marketing

- 4) The main purpose of having an operating procedure for a facility is to \_\_\_\_.
- A) provide for the number of maintenance and cleaning crew members needed.
  - B) provide consistency in how things are completed
  - C) determine the inventory needed each year
  - D) allow for users to know where the restrooms are

**Competency:** Facility and Event Management

- 5) What strategy is not included in the control of risk?
- A) Reuse
  - B) Transfer
  - C) Accept
  - D) Avoid

**Competency:** Facility and Event Management

- 6) The \_\_\_\_ of the sports and entertainment industry would include what a team believes in and strives to achieve.
- A) statement of cause
  - B) direction
  - C) mission
  - D) strategy

**Competency:** Facility and Event Management

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- 7) Since the state fair only involves three weeks each year, many of the employees are:
- A) full time
  - B) seasonal
  - C) contract workers
  - D) independent contractors

**Competency:** Human Resource Management (Labor Relations)

- 8) The importance of \_\_\_\_ is that it keeps professionals updated with the most relevant training, information, skills, and knowledge to remain competent within their industry.
- A) continuous professional development
  - B) a technical training session
  - C) staff development
  - D) a summer workshop

**Competency:** Human Resource Management (Labor Relations)

- 9) Which team, financially, is the most valuable sports team in the world at 3.25 billion in 2015?
- A) Real Madrid
  - B) New York Yankees
  - C) New York Knicks
  - D) Dallas Cowboys

**Competency:** Promotion, Advertising, and Sponsorship for Sports and Entertainment Industry

- 10) The most important step involved in developing effective advertising is to \_\_\_\_.
- A) right place
  - B) establish an image
  - C) diversify
  - D) determine your target audience

**Competency:** Promotion, Advertising, and Sponsorship for Sports and Entertainment Industry

- 11) What is the greatest value of being involved in seasonal themed events for communities?
- A) Child care
  - B) Food and beverage
  - C) Social
  - D) Fun and games

**Competency:** Promotion, Advertising, and Sponsorship for Sports and Entertainment Industry

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- 12) The total volume of sponsorship spending worldwide for 2016 professional sports was \_\_\_\_.
- A) 25.5 Million
  - B) 526.3 Million
  - C) 480.6 Trillion
  - D) 60.2 Billion

**Competency:** Financing and Economic Input

- 13) The advantages of strategic management would include all but \_\_\_\_?
- A) Discharges board responsibility
  - B) Forces an objective assessment
  - C) Flexibility is limited
  - D) Enables measurability of progress

**Competency:** Planning, Distribution, Marketing, Pricing, and Selling for Sports and Entertainment Events

- 14) The economics term that involves supply, demand, consumption, and price.
- A) Price value
  - B) Consumer consumption
  - C) Supply curve
  - D) Demand curve

**Competency:** Planning, Distribution, Marketing, Pricing, and Selling for Sports and Entertainment Events

- 15) Responding to customer needs by altering the content approach of the sales presentation is called
- A) standardized selling
  - B) adaptive selling
  - C) mass selling
  - D) national selling

**Competency:** Planning, Distribution, Marketing, Pricing, and Selling for Sports and Entertainment Events

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- 16) When representatives from professional teams and management get together in good faith to work out contract agreements it is called:
- A) free agency
  - B) collective bargaining
  - C) salary cap
  - D) lockout

**Competency:** Sports Law

- 17) Pre-season publicity for a traditional powerhouse in college football is:
- A) is usually ignored by the fan base
  - B) not necessary for fans
  - C) a turn off for fans
  - D) extremely important to fans

**Competency:** Communication in Sports and Entertainment (Media)

- 18) Exposure to frequent news account of unethical behavior by politicians, sports and entertainment figures, and even religious leaders may cause youth:
- A) to have a stronger view of the value of ethics
  - B) to develop stronger ethics
  - C) to be turned off by celebrities and sports stars
  - D) to have negative view of the value of ethics

**Competency:** Ethics

- 19) When an organization applies to sponsor an NCAA-licensed bowl game, at a minimum it must pay:
- A) \$50 million
  - B) for both participating teams' travel and participation expenses
  - C) \$25 million
  - D) \$100 million

**Competency:** Licensing

- 20) Recruiting prospective college athletes is regulated by the:
- A) FCC
  - B) federal government
  - C) major college conferences
  - D) NCAA, NAIA, and NJCAA

**Competency:** Sports Governance



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- 21) The best strategy to overcome experience in the sports and entertainment industry is:
- A) sending resumes to as many organizations online as possible
  - B) earning a degree at a well-known university
  - C) counting on recommendations from leaders in the industry
  - D) participation in an internship

**Competency:** Careers

- 22) The collect of information arranged in a logical manner for an MIS is called a:
- A) database
  - B) unit
  - C) byte
  - D) file

**Competency:** Marketing/Management Information Technology and Research

- 23) Assisting in the design and development of something new for customers is referred to as \_\_\_\_.
- A) financing
  - B) promotions
  - C) marketing-information management
  - D) product/service management

**Competency:** Marketing/Management Information Technology and Research

- 24) Maslow's hierarchy model includes the need for spiritual and self-fulfillment referred to as:
- A) esteem needs
  - B) self-actualization needs
  - C) security needs
  - D) physiological needs

**Competency:** Leadership and Managing Groups and Teams in the Sports and Entertainment Industry

- 25) Guiding an employee's work efforts toward achieving the company's goals is referred to as \_\_\_\_.
- A) organizing
  - B) planning
  - C) implementing
  - D) controlling

**Competency:** Leadership and Managing Groups and Teams in the Sports and Entertainment Industry

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- 26) The greatest challenge for strategic planning for sports and entertainment is:
- A) SWOT Analysis
  - B) corporate management
  - C) the external environment
  - D) the internal environment

**Competency:** Strategies and Strategic Planning Tools

- 27) Due to economic conditions, more employees are losing their jobs and organizations are becoming:
- A) multi-level structures
  - B) tiered structures
  - C) pyramid structures
  - D) flattened structures

**Competency:** Strategies and Strategic Planning Tools

- 28) When an event coordinator makes sure there is enough security in place to keep the fans from storming the field they are practicing the management function of:
- A) controlling
  - B) organizing
  - C) implementing
  - D) planning

**Competency:** Functions of Management

- 29) Sports facilities for local high schools are typically funded with \_\_\_\_ taxes.
- A) sales
  - B) property
  - C) state
  - D) federal

**Competency:** Functions of Management

- 30) The event planner secures the venue, the staff, and food and provides specific details about how to do it. This process is referred to as a \_\_\_\_ management function.
- A) organizing
  - B) planning
  - C) controlling
  - D) implementing

**Competency:** Functions of Management

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## SPORTS & ENTERTAINMENT MANAGEMENT CASE STUDY

### PARTICIPANT INSTRUCTIONS

1. You have 20 minutes to review the case.
2. Presentation time is seven minutes. At six minutes, the timekeeper will stand and 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. The judges will play the roles of team owner and team manager for a local professional sports team. You are the community relations team that must explain the importance of public relations created by community service performed by team members and the management team for the sports franchise.
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

- Explain the rationale for community service by professional athletes
- Describe positive public relations
- Explain the importance of marketing for the sports and entertainment industry
- Explain the relationship between community involvement and profits for a sports organization
- Describe strategies to create fan loyalty

### CASE STUDY SITUATION

You have been hired as the community relations team for a professional sports team. The team has been criticized for not being visible enough in the community and not being a positive role model for youth.

Your position requires you to develop four community service projects and a career day for youth in which the team and management will be visibly involved in the community. You will meet with the team owner and president (judges) to discuss your plan of action.

### POSSIBLE QUESTIONS TO ADDRESS

- What community service activities demonstrate a true interest in the community?
- What type of youth camp could the team host to improve our public relations?
- How are community service projects related to the bottom line for our sports franchise?
- What type of advertising campaign is the best to promote our community service?
- How frequently should the team be involved in community service projects?

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## SPREADSHEET APPLICATIONS

### Overview

Spreadsheet skills are necessary to convert data to information in business. This event recognizes FBLA members who demonstrate that they have acquired skills for spreadsheet development in business.

This event consists of two parts: an objective test taken at the NLC and a skills production test that must be submitted online by the third Friday of May to the national center.

This is an individual event.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/spreadsheet-applications/>

### Website Resources

- Spreadsheet Basics  
[http://www.tutorialsforopenoffice.org/tutorial/Spreadsheet\\_Basics.html](http://www.tutorialsforopenoffice.org/tutorial/Spreadsheet_Basics.html)
- Spreadsheet Glossary  
<http://www.spreadsheetguys.com/glossary>

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## SPREADSHEET APPLICATIONS SAMPLE QUESTIONS

- 1) What function would you use to count the number of cells in a range that are **not** empty?  
A) COUNTTEXT  
B) COUNT  
C) COUNTA  
D) COUNTBLANK

**Competency:** Formulas

- 2) Which formula will average the contents of cells L4, L5, L6, L7 and L8?  
A) =L4:L8  
B) =ag(L4:L8)  
C) average(L4:L8)  
D) =average(L4:L8)

**Competency:** Formulas

3)

	A	B	C
1		Sales	Bonus
2	Sharon	\$150,000	
3	Michele	\$140,000	
4	German	\$130,000	
5	Bradley	\$90,000	

Using the spreadsheet pictured above, what function would you use to find the total of all sales for each salesperson?

- A) SUM
- B) TOTAL
- C) ADDITION
- D) COUNT

**Competency:** Formulas

- 4) You can ensure correctness in your formulas by carefully checking them with what?
- A) Range Finder
  - B) the ribbon
  - C) the requirements document
  - D) the edit menu

**Competency:** Formulas

- 5) In Excel, what is it called when you reference cells from different worksheets?
- A) different referencing
  - B) mixed referencing
  - C) 3-D referencing
  - D) worksheet referencing

**Competency:** Formulas

- 6) Which one of the following is the correct result of the auto fill series pattern Sunday, Tuesday?
- A) Saturday, Sunday, Monday
  - B) Monday, Wednesday, Friday
  - C) Wednesday, Thursday, Saturday
  - D) Thursday, Saturday, Monday

**Competency:** Formulas

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- 7) Which file format saves only the text and values that are displayed in the cells of the active worksheet and the columns of data are separated by commas?
- A) XML
  - B) CSV
  - C) HTML
  - D) TXT

**Competency:** Functions

- 8) In Excel, by default numeric values are aligned to which side?
- A) left
  - B) center
  - C) right
  - D) justified

**Competency:** Functions

- 9) Which tool will rotate text so it appears diagonally in a cell?
- A) Orientation alignment tool
  - B) Rotate text
  - C) Rotate and angle
  - D) Vertical text

**Competency:** Functions

- 10) What is the best way to make notes in an Excel document for others to view regarding items to check or change?
- A) add comments
  - B) print out the worksheet and make notes
  - C) add a notes column
  - D) insert a text box

**Competency:** Functions

- 11) Ms. Hardy created a budget with a spreadsheet program. She emailed the budget to the other members of the committee to get their feedback. When they email the budget back to her what feature will show her their ideas?
- A) Share All
  - B) Encrypt
  - C) Track changes
  - D) Save As

**Competency:** Functions

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- 12) Which formula should be used to reference a value in cell G14 on Sheet 4 of a workbook?
- A) =Sheet4\*G14
  - B) Sheet4!=G14
  - C) =G14toSheet4
  - D) =Sheet4!G14

**Competency:** Functions

- 13) What feature will add arrows to a chart?
- A) DataTable
  - B) SmartArt
  - C) ChartArt
  - D) Layout Option

**Competency:** Graphics, Charts, and Reports

- 14) In which direction does Excel rotate a chart when the Increase X Rotation button is clicked?
- A) backward tilt
  - B) clockwise
  - C) counterclockwise
  - D) forward tilt

**Competency:** Graphics, Charts, and Reports

- 15) To move one slice of a pie chart away from the pie creates which one of the following types of charts?
- A) Exploded pie chart
  - B) Symmetrical pie chart
  - C) Exponential pie chart
  - D) Spontaneous pie chart

**Competency:** Graphics, Charts, and Reports

- 16) You are on an interview for a new position at a marketing agency, they see on your resume you have spreadsheet experience and they have not used spreadsheets before. What would **not** be a good suggestion of how they could use spreadsheets?
- A) creating budgets for the company
  - B) typing a letter to different recipients
  - C) keep track of visitors from a trade show
  - D) keeping track of project targets and expenses

**Competency:** Graphics, Charts, and Reports

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- 17) What type of product can be created with spreadsheet software?
- A) A presentation
  - B) A text document
  - C) A desktop publishing product
  - D) A database

**Competency:** Purpose of Spreadsheets

- 18) What is a series of fixed payments also known as?
- A) a mortgage
  - B) a loan
  - C) an annuity
  - D) amortization

**Competency:** Purpose of Spreadsheets

- 19) Which spreadsheet feature allows users to expand and collapse levels of data and drill down to details about the data?
- A) A Straight-Lined Scatter Chart
  - B) A DataReport
  - C) A FileMaker Table
  - D) A PivotTable

**Competency:** Pivot Tables and Advanced Tools

- 20) Though Access is designed to manage this kind of system, Excel also can be used as what kind of tool?
- A) Formula
  - B) Presentation
  - C) Database
  - D) Spreadsheet

**Competency:** Pivot Tables and Advanced Tools

- 21) An embedded chart is:
- A) drawn on the same worksheet as the data
  - B) on a different page in a workbook
  - C) linked from a separate workbook
  - D) opened in a web browser

**Competency:** Pivot Tables and Advanced Tools



- 
- 
- 22) Why would you create an Excel template?
- A) there is no difference between a template and a workbook
  - B) to develop consistency between workbooks
  - C) to become published on the Microsoft Excel website
  - D) you cannot create templates in Excel

**Competency:** Macros and Templates

- 23) To save a chart as a template, click the Save As Template button in which tab?
- A) Insert
  - B) Layout
  - C) Format
  - D) Design

**Competency:** Macros and Templates

- 24) Which file format must a workbook be saved in for future use as a template?
- A) PDF
  - B) TMP
  - C) XPS
  - D) Template

**Competency:** Macros and Templates

- 25) Which feature is used to reorder data in a worksheet?
- A) Select
  - B) Filter
  - C) Format
  - D) Sort

**Competency:** Filters and Extraction of Data

- 26) What is the wild card character that represents one character in a search string?
- A) The question mark ?
  - B) The at symbol @
  - C) The asterisk \*
  - D) The exclamation mark !

**Competency:** Filters and Extraction of Data

- 
- 27) When you link workbooks in Excel, what are you doing?
- A) Combining two or more workbooks with an external open and active reference.
  - B) Combining two worksheets with an icon allowing you to hyperlink to a new file.
  - C) Creating a connection between two or more text boxes that shows overflow of text in a cell.
  - D) Creating a hyperlink to a new workbook.

**Competency:** Filters and Extraction of Data

- 28) Copy Data Validation, Skip Blanks, Keep Source Column Widths, and Copy Chart Formats are all part of which of Excel's features?
- A) Paste Special
  - B) Print
  - C) Insert
  - D) Automatic Formatting

**Competency:** Format and Print Options

- 29) What is the definition of conditional formatting?
- A) formatting a cell based on its value or contents
  - B) formatting based on a table style
  - C) formatting that includes all known variables
  - D) formatting a spreadsheet based on a conditional function

**Competency:** Format and Print Options

- 30) When printing a spreadsheet which feature can be selected from the Print Menu to display the lines of a spreadsheet that display the cells?
- A) Cell borders
  - B) Multi-lines
  - C) Format lines
  - D) Gridlines

**Competency:** Format and Print Options

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## SPREADSHEET APPLICATIONS SAMPLE PRODUCTION PROBLEMS

### 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 to PDF, resize columns so that all data shows on the printouts.

- When printing to PDF, make any necessary adjustments to column size, orientation, margins, and chart/object size to make the documents *fit on one page*.
- Print to PDF 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									
	Runner's	Runner's		Race					Average
3	First Name	Last Name	Gender	Class	Race 1	Place	Race 2	Place	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		

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## 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 before entering number data. 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 to PDF Job 1-A:** Landscape orientation, center spreadsheet vertically and horizontally on the page

7. Filter the data for female runners only.

**Print to PDF Job 1-B:** "Female runners" only spreadsheet

**Print to PDF 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.

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

**Print to PDF 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 to PDF Job 3-A:** Selected data with chart, printed centered on page

**Print to PDF 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 to PDF 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 to PDF Job 5-A:** Print properties set to print two pages per sheet

**Print to PDF Job 5-B:** One sheet printed with both sets of results.

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## VIRTUAL BUSINESS FINANCE CHALLENGE

### Overview

The FBLA Virtual Business Finance Challenge encourages FBLA members to test their financial literacy skills. Participating teams will be making personal finance decisions for a simulated person. The concepts students will be managing include opening bank accounts, paying bills, filing taxes, applying for jobs, enrolling in educational courses, paying for goods, applying for credit cards, determining schedules, budgeting, and more.

At the local level, any number of teams from a school may enter in the fall and spring. The top eight individuals/teams, one from each state in both fall and spring, will advance to the national competition. Check [www.fbla-pbl.org](http://www.fbla-pbl.org) for competition dates.

This event is for an individual or a team of two or three members.

### Website Resources

- Virtual Business Challenge  
<https://knowledgematters.com/highschool/competitions/fbla/>

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## VIRTUAL BUSINESS MANAGEMENT CHALLENGE

### Overview

The FBLA Virtual Business Management Challenge encourages FBLA members to test their skills at managing either a bicycle manufacturing business or a blue jeans manufacturing business. Students will be limited as to which concepts they are able to control during each of the qualifying rounds. What participants control will include various combinations of the following concepts: recruiting/hiring/supervising employees, risk management, organizing floor layouts, bidding on orders and more.

At the local level, any number of teams from a school may enter in the fall and spring. The top eight individuals/teams, one from each state in both fall and spring, will advance to the national competition. Check [www.fbla-pbl.org](http://www.fbla-pbl.org) for competition dates.

This event is for an individual or a team of two or three members.

### Website Resources

- Virtual Business Challenge  
<https://knowledgematters.com/highschool/competitions/fbla/>



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## WEBSITE DESIGN

### 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 website URL is submitted prior to the NLC for judging, and presentation of the website at the NLC in a preliminary round.

This event is for an individual or a team of two or three members.

### 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>
- Copyright Law of the United States  
<http://www.copyright.gov>
- 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/>

### Topic

The topic for Website Design changes every year. Refer to the FBLA Competitive Events section of the website ([www.fbla-pbl.org](http://www.fbla-pbl.org)) to find the current topic for the event.

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## WORD PROCESSING

### 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 the entry level.

This event consists of two parts: an objective test taken at the NLC and a skills production test that must be submitted online by the third Friday of May to the national center.

This is an individual event.

### Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/word-processing/>

### Website Resources

- Word Processing  
<http://wordprocessing.about.com/>
- Word Processing Terms  
[http://www.webopedia.com/Software/Word Processing](http://www.webopedia.com/Software/Word_Processing)

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## WORD PROCESSING SAMPLE QUESTIONS

- 1) What is the difference between the Delete key and Backspace key?
  - A) The delete key deletes text to the right of the cursor and the backspace key deletes text to the left of the cursor.
  - B) The delete key deletes text to the left of the cursor and the backspace key deletes text to the right of the cursor.
  - C) There is not a difference in the two keys.
  - D) Both keys delete text to the left of the cursor.

**Competency:** Basic Keyboarding Terminology and Concepts

- 2) Which of the following would be an appropriate list and order for the word processing cycle?
  - A) Saving, keying in, printing, composing
  - B) Researching, saving, editing
  - C) Keying in, editing, saving, printing
  - D) Keying in, printing, saving, composing

**Competency:** Basic Keyboarding Terminology and Concepts

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- 
- 3) A \_\_\_\_\_ on a short or full menu indicates that it is **not** available for a current selection in a menu.
- A) bright command
  - B) dimmed command
  - C) a command that disappears
  - D) black command

**Competency:** Basic Keyboarding Terminology and Concepts

- 4) What is an ancillary piece of information printed at the bottom of a page?
- A) Footnote
  - B) Header
  - C) Endnote
  - D) Footer

**Competency:** Related Application Knowledge

- 5) What word processing feature should be used to show the steps in a process?
- A) Numbered list
  - B) Outline
  - C) Table of contents
  - D) Bulleted list

**Competency:** Related Application Knowledge

- 6) What word processing feature would be used to add the copyright "c" into a document?
- A) Ctrl + C
  - B) Find and replace
  - C) Add space
  - D) Insert symbol

**Competency:** Related Application Knowledge

- 7) Which would help to guide the eye to the page numbers in a table of contents?
- A) Right tab
  - B) Left tab
  - C) Bar tab
  - D) Leader tab

**Competency:** Related Application Knowledge

- 
- 
- 8) What is an important step in using word processing software to print labels and envelopes?
- A) Finding addresses.
  - B) Using the proper zip code.
  - C) Determining if feature is available.
  - D) Inserting them into the printer properly.

**Competency:** Related Application Knowledge

- 9) In which situation would a thesaurus be most useful?
- A) Compiling data in a table.
  - B) When writing a paper and using the same word over and over.
  - C) Writing a business requesting a donation.
  - D) It is best to not use the thesaurus feature in word processing software.

**Competency:** Related Application Knowledge

- 10) What feature would allow you to key your initials, but show your full name if set up in the software?
- A) Spell Check
  - B) References
  - C) Find and Replace
  - D) AutoCorrect

**Competency:** Related Application Knowledge

- 11) What command or feature removes unwanted parts from a picture?
- A) Crop
  - B) Rotate
  - C) Recolor
  - D) Resize

**Competency:** Advanced Applications

- 12) To what should a word processing document be converted to make it suitable to be viewed as a webpage?
- A) Outline view
  - B) HTML
  - C) Page Layout view
  - D) Draft view

**Competency:** Advanced Applications

- 
- 13) What is a master document?
- A) A one or two page report.
  - B) A container with pointers to individual documents.
  - C) One of many smaller documents in a collection.
  - D) An individual document within a larger document.

**Competency:** Advanced Applications

- 14) Which of the following is NOT a common type included with styles?
- A) Heading
  - B) Column
  - C) Subtitle
  - D) Title

**Competency:** Advanced Applications

- 15) What is the primary file when creating merged documents?
- A) The document containing columns and/or tables.
  - B) The variable information.
  - C) The document in which you are inserting the variable information.
  - D) The identifying information.

**Competency:** Advanced Applications

- 16) What are options that can be added when creating forms using word processing software?
- A) Underline, bold, italics
  - B) Check box, font effects, content control
  - C) Date picker, check box, drop down list
  - D) Date picker, list, underline

**Competency:** Advanced Applications

- 17) \_\_\_\_\_ can be used in Microsoft Word, when in print layout view, to format and enter text, graphics, and other items, by double-clicking a blank area of the document window.
- A) Edit
  - B) Click and Type
  - C) Page numbers
  - D) Headers

**Competency:** Advanced Applications

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- 
- 18) What would be useful when using a shared computer and working on sensitive word processing documents?
- A) Restricting editing
  - B) Marking document as final
  - C) Password protect
  - D) Adding a digital signature

**Competency:** Advanced Applications

- 19) Which of the following can be added to a web page created in word processing software to move words across the screen?
- A) Animated GIF
  - B) Hyperlinks
  - C) Scrolling text
  - D) Table

**Competency:** Advanced Applications

- 20) What is a common use of justified alignment?
- A) Reports
  - B) Newspapers
  - C) Memorandums
  - D) Business letters

**Competency:** Document Formatting Rules and Standards

- 21) What would be the best way to put space between paragraphs?
- A) Add extra hard returns.
  - B) Adjust tracking.
  - C) Use the add space before or after feature in the software.
  - D) Add section breaks and change line spacing for each section.

**Competency:** Document Formatting Rules and Standards

- 22) What feature can be added to a paragraph to best set it apart from the rest of the page?
- A) Underline
  - B) Borders and shading
  - C) Italics
  - D) Heading style

**Competency:** Document Formatting Rules and Standards

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- 23) Which of the following features can be used to add a vertical line in a word processing document?
- A) Column
  - B) Styles
  - C) Format painter
  - D) Font

**Competency:** Document Formatting Rules and Standards

- 24) What should be done to include both landscape and portrait orientation pages in the same document?
- A) Add page breaks.
  - B) Use section breaks.
  - C) They cannot be used in the same document.
  - D) Change the style.

**Competency:** Document Formatting Rules and Standards

- 25) What are uppercase characters set at the same height and weight as surrounding lowercase letters?
- A) Caps lock
  - B) Drop caps
  - C) Small caps
  - D) Initial caps

**Competency:** Document Formatting Rules and Standards

- 26) What would be the correct proofreader mark to add to the following sentence? "amy got a new car!"
- A) Transpose
  - B) Change to upper case.
  - C) Insert punctuation
  - D) Change to lower case.

**Competency:** Grammar, Punctuation, Spelling, and Proofreading

- 27) What mode replaces existing characters to the right of the insertion point with new characters?
- A) Delete
  - B) Overtyping
  - C) Insert
  - D) Backspace

**Competency:** Grammar, Punctuation, Spelling, and Proofreading

- 
- 28) Sarah keyed a report for a class. She finds out her teacher wanted them to use Courier, a monospaced font, and space twice after each period at the end of a sentence. She easily changes the font, but has only spaced once after each sentence. What should she do?
- A) Select the entire document and change the line spacing to double.
  - B) Use the find and replace feature, replacing each period with a period and a space.
  - C) Go through all sentences, adding a space manually.
  - D) Nothing, no one will really be able to tell.

**Competency:** Grammar, Punctuation, Spelling, and Proofreading

- 29) If a document contains comments, what will happen if the document is printed using all default settings?
- A) The comments will print on an additional page.
  - B) The comments will print in the margins of each page.
  - C) The comments will not print.
  - D) The comments will print at their location in the document.

**Competency:** Printing

- 30) When printing address labels, what is used to match software to certain label brands and sizes?
- A) Template
  - B) Style
  - C) Theme
  - D) Mail merge

**Competency:** Printing

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## WORD PROCESSING SAMPLE PRODUCTION TEST PROBLEMS

### JOB 1: Outline

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

#### Homeowners Insurance

- **Four Ways to Manage Risk**
  - Risk avoidance
  - Risk reduction
  - Risk assumption
  - Risk shifting
- **Four Steps in Insurance Planning**
  - Set Insurance Goals
  - Develop a Plan to Reach Your Goals



- Put Your Plan into Action
- Review Your Results
- **Homeowners Insurance**
  - The Basic Homeowners Insurance Protects Against:
    - Fire
    - Lightning
    - Windstorms
    - Hail
    - Volcanic Eruptions
    - Explosions
    - Smoke
    - Theft
    - Vandalism
    - Glass Breakage
    - Riots
  - The Broad Homeowners Insurance Protects Against:
    - All from the basic form
    - Falling objects
    - Damage from ice
    - Damage from snow
    - Damage from sleet
  - Renters Insurance Coverage, Personal Property Only, Nothing Structural

**Print to PDF 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 to PDF Job 2:** Table without gridlines

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### **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 7<sup>th</sup> Street Apt. 3  
New York, NY 10001

Mr. Ricky Hernandez  
1892 8<sup>th</sup> Avenue  
New York, NY 10002

Ms. Andrea Eyer  
182 West 52<sup>nd</sup> 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](mailto: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 to PDF Job 3-A:** Letter with Merge Fields  
**Print to PDF Job 3-B:** Merged Letter to each client  
**Print to PDF 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 to PDF Job 3-D:** Mailing Labels

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## 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 to PDF 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 Alexandra 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@alexandra.com](mailto:cwiller@alexandra.com).

**Print to PDF 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.

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**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 to PDF 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	
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**Print to PDF Job 7: Table of Contents**

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## 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 "Aladdin"  
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 NCB 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

9:00 p.m. Return to Tyson's Corner Shopping Center

**Print to PDF Job 8: Itinerary**

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# **ANSWER KEYS**

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## OBJECTIVE TEST ANSWER KEYS

### Accounting I Answer Key

- |       |       |       |
|-------|-------|-------|
| 1) D  | 11) A | 22) D |
| 2) A  | 12) C | 23) B |
| 3) C  | 13) A | 24) A |
| 4) B  | 14) D | 25) C |
| 5) B  | 15) B | 26) A |
| 6) D  | 16) A | 27) B |
| 7) A  | 17) A | 28) B |
| 8) D  | 18) A | 29) A |
| 9) B  | 19) D | 30) B |
| 10) A | 20) A |       |
|       | 21) A |       |

### Accounting II Answer Key

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) A | 22) D |
| 2) A  | 12) B | 23) A |
| 3) C  | 13) A | 24) C |
| 4) C  | 14) D | 25) A |
| 5) A  | 15) A | 26) C |
| 6) A  | 16) A | 27) A |
| 7) A  | 17) D | 28) A |
| 8) C  | 18) A | 29) A |
| 9) C  | 19) B | 30) C |
| 10) A | 20) A |       |
|       | 21) B |       |

### Advertising Answer Key

- |       |       |       |
|-------|-------|-------|
| 1) B  | 11) C | 22) D |
| 2) A  | 12) D | 23) D |
| 3) C  | 13) A | 24) B |
| 4) D  | 14) B | 25) C |
| 5) B  | 15) C | 26) A |
| 6) B  | 16) A | 27) A |
| 7) C  | 17) B | 28) D |
| 8) D  | 18) D | 29) B |
| 9) A  | 19) A | 30) A |
| 10) C | 20) C |       |
|       | 21) B |       |

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**Agribusiness Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) A  | 11) A | 22) B |
| 2) A  | 12) D | 23) C |
| 3) A  | 13) D | 24) D |
| 4) D  | 14) A | 25) C |
| 5) C  | 15) D | 26) B |
| 6) A  | 16) D | 27) D |
| 7) D  | 17) C | 28) D |
| 8) B  | 18) C | 29) C |
| 9) A  | 19) B | 30) C |
| 10) A | 20) B |       |
|       | 21) A |       |

**Banking & Financial Systems Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) B | 22) B |
| 2) C  | 12) B | 23) C |
| 3) A  | 13) D | 24) C |
| 4) D  | 14) A | 25) D |
| 5) A  | 15) D | 26) B |
| 6) A  | 16) B | 27) B |
| 7) D  | 17) B | 28) D |
| 8) C  | 18) D | 29) C |
| 9) A  | 19) C | 30) C |
| 10) A | 20) A |       |
|       | 21) B |       |

**Business Calculations Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) A  | 11) D | 22) A |
| 2) A  | 12) C | 23) A |
| 3) A  | 13) C | 24) D |
| 4) A  | 14) A | 25) C |
| 5) D  | 15) A | 26) B |
| 6) D  | 16) A | 27) C |
| 7) C  | 17) A | 28) C |
| 8) B  | 18) B | 29) D |
| 9) D  | 19) B | 30) B |
| 10) D | 20) C |       |
|       | 21) A |       |



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**Business Communication Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) D  | 11) C | 22) D |
| 2) A  | 12) C | 23) C |
| 3) B  | 13) C | 24) A |
| 4) A  | 14) B | 25) D |
| 5) C  | 15) A | 26) C |
| 6) A  | 16) A | 27) C |
| 7) C  | 17) D | 28) B |
| 8) A  | 18) B | 29) B |
| 9) A  | 19) D | 30) A |
| 10) B | 20) D |       |
|       | 21) A |       |

**Business Law Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) A  | 11) A | 22) D |
| 2) A  | 12) D | 23) A |
| 3) D  | 13) C | 24) C |
| 4) C  | 14) D | 25) A |
| 5) A  | 15) C | 26) A |
| 6) D  | 16) A | 27) D |
| 7) B  | 17) A | 28) D |
| 8) C  | 18) B | 29) C |
| 9) C  | 19) A | 30) A |
| 10) C | 20) B |       |
|       | 21) B |       |

**Computer Applications Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) D  | 11) A | 22) D |
| 2) B  | 12) A | 23) D |
| 3) D  | 13) B | 24) C |
| 4) A  | 14) A | 25) C |
| 5) B  | 15) C | 26) A |
| 6) A  | 16) A | 27) D |
| 7) D  | 17) D | 28) D |
| 8) D  | 18) D | 29) B |
| 9) B  | 19) A | 30) D |
| 10) A | 20) B |       |
|       | 21) C |       |

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**Computer Problem Solving Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) D  | 11) C | 22) A |
| 2) B  | 12) B | 23) B |
| 3) C  | 13) D | 24) B |
| 4) A  | 14) B | 25) C |
| 5) D  | 15) C | 26) C |
| 6) B  | 16) A | 27) B |
| 7) B  | 17) D | 28) D |
| 8) C  | 18) D | 29) C |
| 9) D  | 19) D | 30) C |
| 10) B | 20) D |       |
|       | 21) D |       |

**Cyber Security Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) D | 22) A |
| 2) D  | 12) B | 23) A |
| 3) D  | 13) A | 24) D |
| 4) C  | 14) B | 25) A |
| 5) A  | 15) A | 26) A |
| 6) D  | 16) B | 27) C |
| 7) B  | 17) D | 28) C |
| 8) C  | 18) A | 29) D |
| 9) C  | 19) C | 30) C |
| 10) D | 20) A |       |
|       | 21) D |       |

**Database Design & Applications Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) D  | 12) A | 23) B |
| 2) A  | 13) A | 24) C |
| 3) B  | 14) B | 25) C |
| 4) A  | 15) B | 26) C |
| 5) D  | 16) A | 27) D |
| 6) B  | 17) C | 28) B |
| 7) D  | 18) C | 29) B |
| 8) B  | 19) B | 30) B |
| 9) C  | 20) A |       |
| 10) D | 21) A |       |
| 11) A | 22) D |       |

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**Economics Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) A  | 11) C | 22) A |
| 2) D  | 12) A | 23) A |
| 3) B  | 13) C | 24) A |
| 4) B  | 14) A | 25) D |
| 5) B  | 15) A | 26) B |
| 6) C  | 16) C | 27) A |
| 7) B  | 17) C | 28) B |
| 8) C  | 18) D | 29) C |
| 9) B  | 19) A | 30) A |
| 10) A | 20) C |       |
|       | 21) A |       |

**Entrepreneurship Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) A | 22) D |
| 2) A  | 12) A | 23) D |
| 3) B  | 13) A | 24) D |
| 4) C  | 14) A | 25) B |
| 5) B  | 15) C | 26) C |
| 6) C  | 16) D | 27) A |
| 7) A  | 17) C | 28) A |
| 8) D  | 18) A | 29) A |
| 9) A  | 19) C | 30) A |
| 10) A | 20) B |       |
|       | 21) C |       |

**Future Business Leader Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) B | 22) C |
| 2) C  | 12) C | 23) D |
| 3) B  | 13) C | 24) C |
| 4) A  | 14) A | 25) B |
| 5) C  | 15) D | 26) A |
| 6) D  | 16) C | 27) D |
| 7) C  | 17) C | 28) A |
| 8) D  | 18) A | 29) C |
| 9) B  | 19) C | 30) C |
| 10) A | 20) A |       |
|       | 21) B |       |

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**Global Business Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) A  | 11) B | 22) A |
| 2) B  | 12) D | 23) A |
| 3) A  | 13) D | 24) D |
| 4) D  | 14) B | 25) A |
| 5) A  | 15) B | 26) B |
| 6) A  | 16) C | 27) C |
| 7) D  | 17) B | 28) C |
| 8) A  | 18) A | 29) A |
| 9) B  | 19) B | 30) C |
| 10) C | 20) C |       |
|       | 21) C |       |

**Health Care Administration Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) B  | 11) C | 22) A |
| 2) D  | 12) D | 23) C |
| 3) C  | 13) C | 24) D |
| 4) D  | 14) C | 25) C |
| 5) D  | 15) D | 26) B |
| 6) D  | 16) C | 27) D |
| 7) B  | 17) A | 28) C |
| 8) D  | 18) B | 29) A |
| 9) B  | 19) D | 30) A |
| 10) C | 20) B |       |
|       | 21) A |       |

**Help Desk Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) A  | 11) B | 22) D |
| 2) B  | 12) C | 23) B |
| 3) C  | 13) B | 24) A |
| 4) A  | 14) B | 25) D |
| 5) C  | 15) B | 26) C |
| 6) A  | 16) B | 27) B |
| 7) A  | 17) D | 28) D |
| 8) B  | 18) B | 29) D |
| 9) A  | 19) A | 30) B |
| 10) A | 20) D |       |
|       | 21) A |       |

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**Hospitality Management Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) B  | 11) A | 22) A |
| 2) D  | 12) B | 23) A |
| 3) D  | 13) C | 24) C |
| 4) A  | 14) B | 25) A |
| 5) A  | 15) B | 26) C |
| 6) B  | 16) A | 27) B |
| 7) D  | 17) C | 28) D |
| 8) B  | 18) D | 29) A |
| 9) D  | 19) D | 30) B |
| 10) C | 20) D |       |
|       | 21) C |       |

**Insurance & Risk Management Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) A  | 11) B | 22) C |
| 2) C  | 12) D | 23) C |
| 3) B  | 13) A | 24) C |
| 4) A  | 14) A | 25) A |
| 5) D  | 15) B | 26) D |
| 6) B  | 16) B | 27) A |
| 7) B  | 17) D | 28) C |
| 8) C  | 18) C | 29) B |
| 9) C  | 19) A | 30) A |
| 10) D | 20) C |       |
|       | 21) B |       |

**Introduction to Business Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) D  | 11) A | 22) D |
| 2) A  | 12) B | 23) B |
| 3) A  | 13) C | 24) A |
| 4) D  | 14) B | 25) D |
| 5) B  | 15) B | 26) A |
| 6) C  | 16) B | 27) C |
| 7) C  | 17) D | 28) C |
| 8) A  | 18) C | 29) A |
| 9) D  | 19) A | 30) A |
| 10) C | 20) A |       |
|       | 21) B |       |

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**Introduction to Business Communication Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) D  | 11) B | 22) A |
| 2) C  | 12) B | 23) B |
| 3) B  | 13) A | 24) C |
| 4) A  | 14) D | 25) D |
| 5) B  | 15) B | 26) C |
| 6) A  | 16) C | 27) D |
| 7) B  | 17) C | 28) D |
| 8) A  | 18) A | 29) B |
| 9) A  | 19) C | 30) B |
| 10) D | 20) C |       |
|       | 21) D |       |

**Introduction to Business Procedures Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) A | 22) B |
| 2) A  | 12) B | 23) B |
| 3) A  | 13) A | 24) B |
| 4) B  | 14) B | 25) B |
| 5) D  | 15) A | 26) A |
| 6) C  | 16) A | 27) A |
| 7) A  | 17) B | 28) D |
| 8) D  | 18) B | 29) D |
| 9) C  | 19) D | 30) A |
| 10) D | 20) B |       |
|       | 21) A |       |

**Introduction to FBLA Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) B  | 11) A | 22) C |
| 2) A  | 12) C | 23) A |
| 3) B  | 13) C | 24) D |
| 4) D  | 14) A | 25) C |
| 5) B  | 15) D | 26) C |
| 6) D  | 16) B | 27) D |
| 7) B  | 17) A | 28) B |
| 8) A  | 18) C | 29) A |
| 9) A  | 19) A | 30) B |
| 10) A | 20) B |       |
|       | 21) A |       |

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**Introduction to Financial Math Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) D | 22) B |
| 2) B  | 12) D | 23) B |
| 3) C  | 13) A | 24) C |
| 4) B  | 14) B | 25) A |
| 5) B  | 15) A | 26) B |
| 6) A  | 16) A | 27) B |
| 7) A  | 17) D | 28) B |
| 8) D  | 18) A | 29) C |
| 9) C  | 19) A | 30) D |
| 10) B | 20) D |       |
|       | 21) B |       |

**Introduction to Information Technology Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) A  | 11) B | 22) D |
| 2) B  | 12) A | 23) A |
| 3) A  | 13) D | 24) C |
| 4) D  | 14) D | 25) D |
| 5) A  | 15) D | 26) B |
| 6) C  | 16) D | 27) D |
| 7) A  | 17) D | 28) A |
| 8) B  | 18) A | 29) B |
| 9) C  | 19) A | 30) B |
| 10) D | 20) A |       |
|       | 21) A |       |

**Introduction to Parliamentary Procedure Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) A  | 11) B | 22) B |
| 2) A  | 12) B | 23) A |
| 3) D  | 13) A | 24) C |
| 4) D  | 14) C | 25) B |
| 5) D  | 15) D | 26) B |
| 6) B  | 16) A | 27) D |
| 7) B  | 17) A | 28) B |
| 8) D  | 18) A | 29) B |
| 9) A  | 19) D | 30) C |
| 10) D | 20) D |       |
|       | 21) C |       |

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**Journalism Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) A | 22) A |
| 2) B  | 12) A | 23) A |
| 3) D  | 13) B | 24) C |
| 4) D  | 14) D | 25) D |
| 5) C  | 15) A | 26) A |
| 6) C  | 16) C | 27) C |
| 7) B  | 17) C | 28) C |
| 8) A  | 18) A | 29) C |
| 9) C  | 19) D | 30) B |
| 10) C | 20) B |       |
|       | 21) D |       |

**Management Decision Making Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) A | 22) B |
| 2) B  | 12) A | 23) B |
| 3) B  | 13) A | 24) D |
| 4) B  | 14) B | 25) D |
| 5) D  | 15) B | 26) B |
| 6) D  | 16) C | 27) B |
| 7) D  | 17) B | 28) D |
| 8) B  | 18) B | 29) D |
| 9) C  | 19) B | 30) B |
| 10) D | 20) C |       |
|       | 21) B |       |

**Management Information Systems Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) A | 22) A |
| 2) B  | 12) B | 23) B |
| 3) B  | 13) C | 24) C |
| 4) D  | 14) C | 25) D |
| 5) D  | 15) B | 26) D |
| 6) B  | 16) D | 27) D |
| 7) C  | 17) A | 28) B |
| 8) A  | 18) A | 29) C |
| 9) C  | 19) C | 30) A |
| 10) D | 20) B |       |
|       | 21) C |       |



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**Marketing Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) B  | 11) A | 22) D |
| 2) A  | 12) B | 23) D |
| 3) C  | 13) D | 24) A |
| 4) A  | 14) C | 25) A |
| 5) A  | 15) B | 26) C |
| 6) C  | 16) B | 27) D |
| 7) A  | 17) A | 28) A |
| 8) C  | 18) B | 29) C |
| 9) C  | 19) B | 30) B |
| 10) C | 20) A |       |
|       | 21) A |       |

**Network Design Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) D  | 11) B | 22) C |
| 2) A  | 12) D | 23) B |
| 3) A  | 13) A | 24) A |
| 4) B  | 14) D | 25) A |
| 5) C  | 15) C | 26) C |
| 6) D  | 16) C | 27) C |
| 7) A  | 17) A | 28) A |
| 8) C  | 18) C | 29) C |
| 9) C  | 19) C | 30) A |
| 10) B | 20) B |       |
|       | 21) B |       |

**Networking Concepts Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) A | 22) A |
| 2) A  | 12) B | 23) B |
| 3) A  | 13) C | 24) B |
| 4) A  | 14) B | 25) C |
| 5) C  | 15) A | 26) A |
| 6) A  | 16) D | 27) B |
| 7) D  | 17) A | 28) D |
| 8) A  | 18) A | 29) D |
| 9) B  | 19) C | 30) C |
| 10) B | 20) C |       |
|       | 21) A |       |

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**Organizational Leadership Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) A | 22) A |
| 2) B  | 12) C | 23) C |
| 3) B  | 13) A | 24) A |
| 4) A  | 14) C | 25) B |
| 5) D  | 15) D | 26) D |
| 6) C  | 16) C | 27) D |
| 7) D  | 17) C | 28) A |
| 8) C  | 18) A | 29) D |
| 9) B  | 19) B | 30) D |
| 10) D | 20) C |       |
|       | 21) C |       |

**Parliamentary Procedure Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) D  | 11) C | 22) B |
| 2) D  | 12) C | 23) D |
| 3) B  | 13) B | 24) C |
| 4) D  | 14) A | 25) B |
| 5) B  | 15) A | 26) D |
| 6) D  | 16) A | 27) D |
| 7) D  | 17) C | 28) C |
| 8) A  | 18) A | 29) C |
| 9) C  | 19) D | 30) A |
| 10) A | 20) C |       |
|       | 21) A |       |

**Personal Finance Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) D  | 11) B | 22) D |
| 2) B  | 12) A | 23) B |
| 3) B  | 13) B | 24) C |
| 4) C  | 14) A | 25) D |
| 5) B  | 15) A | 26) B |
| 6) C  | 16) C | 27) A |
| 7) C  | 17) A | 28) B |
| 8) C  | 18) A | 29) B |
| 9) A  | 19) B | 30) B |
| 10) C | 20) B |       |
|       | 21) B |       |

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**Securities & Investments Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) C | 22) D |
| 2) D  | 12) C | 23) B |
| 3) C  | 13) D | 24) C |
| 4) D  | 14) D | 25) B |
| 5) B  | 15) C | 26) C |
| 6) B  | 16) B | 27) A |
| 7) C  | 17) A | 28) A |
| 8) B  | 18) D | 29) A |
| 9) A  | 19) A | 30) B |
| 10) A | 20) C |       |
|       | 21) B |       |

**Sports and Entertainment Management Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) C | 22) A |
| 2) B  | 12) D | 23) D |
| 3) D  | 13) C | 24) B |
| 4) B  | 14) C | 25) C |
| 5) A  | 15) B | 26) C |
| 6) C  | 16) B | 27) D |
| 7) B  | 17) D | 28) A |
| 8) A  | 18) D | 29) B |
| 9) A  | 19) B | 30) C |
| 10) D | 20) D |       |
|       | 21) D |       |

**Spreadsheet Applications Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) C  | 11) C | 22) B |
| 2) D  | 12) D | 23) D |
| 3) A  | 13) B | 24) D |
| 4) A  | 14) B | 25) D |
| 5) C  | 15) A | 26) A |
| 6) D  | 16) B | 27) A |
| 7) B  | 17) D | 28) A |
| 8) C  | 18) C | 29) A |
| 9) A  | 19) D | 30) D |
| 10) A | 20) C |       |
|       | 21) A |       |

---

**Word Processing Answer Key**

- |       |       |       |
|-------|-------|-------|
| 1) A  | 11) A | 22) B |
| 2) C  | 12) B | 23) A |
| 3) B  | 13) B | 24) B |
| 4) A  | 14) B | 25) C |
| 5) A  | 15) C | 26) B |
| 6) D  | 16) C | 27) B |
| 7) D  | 17) B | 28) B |
| 8) D  | 18) C | 29) C |
| 9) B  | 19) C | 30) A |
| 10) D | 20) B |       |
|       | 21) C |       |

## COMPUTER APPLICATIONS PRODUCTION ANSWER KEY

### JOB 1-A : Report Created from Table—Alpha Last Name

#### Job 1-A, Your Name, School, State

Customer ID	First Name	Last Name	Address	City	State	Zip	E-mail Address	Phone Number	Amount Paid	Amount Due
SA70	Shay	Adams	9753 Riding Place	Corolla	NC	27927	sadams@wtd.net	(252) 555-3579	\$650.00	\$350.00
MT75	Michael	Taylor	5791 Lane Dr.	Charlotte	NC	28277	mtaylor@wtd.net	(704) 555-1975	\$200.00	\$75.00
JR41	Juan	Rivera	1470 Tall Oaks Dr.	Corolla	NC	27927	jriviera@wtd.net	(252) 555-0741	\$1,900.00	\$0.00
HK31	Hassan	Kahn	1357 Sprce St.	Duck	NC	27949	hkahn@wtd.net	(252) 555-7581	\$1,500.00	\$435.00
DN10	Dwight	Norris	123 Main St.	Charlotte	NC	28277	dnorris@wtd.net	(704) 555-3210	\$485.00	\$200.00
AM65	Art	Miller	5678 Elm St.	Charlotte	NC	28277	amiller@wtd.net	(704) 555-8765	\$345.00	\$500.00
AB23	Ana	Black	3289 Beach Dr.	Corolla	NC	27927	ablack@wtd.net	(252) 555-9823	\$0.00	\$925.00

Friday, April 15, 2011

Page

### JOB 1-B : Report Created From Query

#### Job 1-B, Your Name, School, State

First Name	Last Name	Customer ID	Amount Paid	Amount Due
Hassan	Kahn	HK31	\$1,500.00	\$435.00
Shay	Adams	SA70	\$650.00	\$350.00
Art	Miller	AM65	\$345.00	\$500.00
Ana	Black	AB23	\$0.00	\$925.00

Friday, April 15, 2011

Page 1 of 1

### JOB 1-C: Report Created from Query

Job 1-A, Your Name, School, State    Job 1-B, Your Name, School, State    Job 1-C, Your Name, School, State

#### Job 1-C, Your Name, School, State

First Name	Last Name	City	Phone Number
Shay	Adams	Corolla	(252) 555-3579
Juan	Rivera	Corolla	(252) 555-0741
Ana	Black	Corolla	(252) 555-9823

Friday, April 15, 2011

Page 1 of 1

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**JOB 2-A: Mail Merge Letter**

*FIELDS MAY VARY WITH NAMES*

Current Date

«AddressBlock»

Dear «First\_Name»

We would like to thank you for your business this year. It has been a very productive and successful year at WTD Industries. We have created new products and expanded our service options. I appreciation for your business this past year, we would like to offer you 10 percent off your next purchase.

We look forward to serving you in the future.

Sincerely

William T. Stephens  
President, WTD Industries

xx

**JOB 2-B : Source Document**

*Will vary—must contain the following names in the source document. They are **not** asked to print out individual letters just provide the source document created*

Ana Black  
3289 Beach Dr.  
Corolla, NC 27927

Hassan Kahn  
1357 Sprce St.  
Duck, NC 27949

Art Miller  
5678 Elm St.  
Charlotte, NC 28277

Juan Rivera  
1470 Tall Oaks Dr.  
Corolla, NC 27927

Dwight Norris  
123 Main St.  
Charlotte, NC 28277

Shay Adams  
9753 Riding Place  
Corolla, NC 27927

**JOB 3: Table**  
Centered vertically

**TOP 5 GROSSING MOVIES OF ALL TIME**

Rank	Title	Year	Director	Worldwide Box Office Draw
1	Avatar	2009	James Cameron	2,781,505,847
2	Titanic	1997	James Cameron	1,835,300,000
3	The Lord of the Rings: The Return of the King	2003	Peter Jackson	1,129,219,252
4	Pirates of the Caribbean: Dead Man's Chest	2006	Gore Verbinski	1,065,896,541
5	Toy Story 3	2010	Lee Unkrich	1,062,984,497
Total				\$7,874,906,137.00

**JOB 4-A1: Spreadsheet with Charts–Landscape, one page**

<b>WTD Event Planners</b>						
<b>Expense</b>	<b>4th Quarter Expenses</b>			<b>Total</b>	<b>Average</b>	
	<b>October</b>	<b>November</b>	<b>December</b>			
Advertising	\$ 2,800.00	\$ 3,500.00	\$ 3,200.00	\$ 9,500.00	\$ 3,166.67	
Insurance	500.00	500.00	500.00	1,500.00	500.00	
Miscellaneous	430.00	650.00	725.00	1,805.00	601.67	
Office						
Supplies	376.00	450.00	410.00	1,236.00	412.00	
Payroll Tax	1,400.00	1,450.00	1,485.00	4,335.00	1,445.00	
Rent	5,000.00	5,000.00	5,000.00	15,000.00	5,000.00	
Travel	4,800.00	4,000.00	4,200.00	13,000.00	4,333.33	
Utilities	1,250.00	1,400.00	1,375.00	4,025.00	1,341.67	
Salaries	12,000.00	12,250.00	12,400.00	36,650.00	12,216.67	
<b>Total</b>	<b>\$ 28,556.00</b>	<b>\$ 29,200.00</b>	<b>\$ 29,295.00</b>			

**JOB 4-A2: Spreadsheet with Formulas–Landscape, one page**

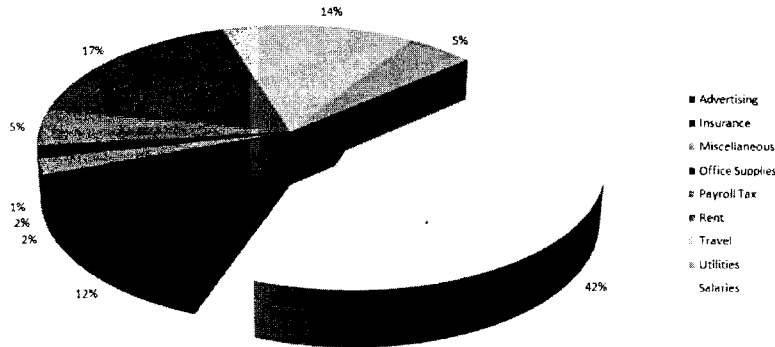
**WTD Event Planners**

**4th Quarter Expenses**

Expense	October	November	December	Total	Average
Advertising	2800	3500	3200	=SUM(B4:D4)	=AVERAGE(B4:D4)
Insurance	500	500	500	=SUM(B5:D5)	=AVERAGE(B5:D5)
Miscellaneous	430	650	725	=SUM(B6:D6)	=AVERAGE(B6:D6)
Office Supplies	376	450	410	=SUM(B7:D7)	=AVERAGE(B7:D7)
Payroll Tax	1400	1450	1485	=SUM(B8:D8)	=AVERAGE(B8:D8)
Rent	5000	5000	5000	=SUM(B9:D9)	=AVERAGE(B9:D9)
Travel	4800	4000	4200	=SUM(B10:D10)	=AVERAGE(B10:D10)
Utilities	1250	1400	1375	=SUM(B11:D11)	=AVERAGE(B11:D11)
Salaries	12000	12250	12400	=SUM(B12:D12)	=AVERAGE(B12:D12)
<b>Total</b>	=SUM(B4:B12)	=SUM(C4:C12)	=SUM(D4:D12)		

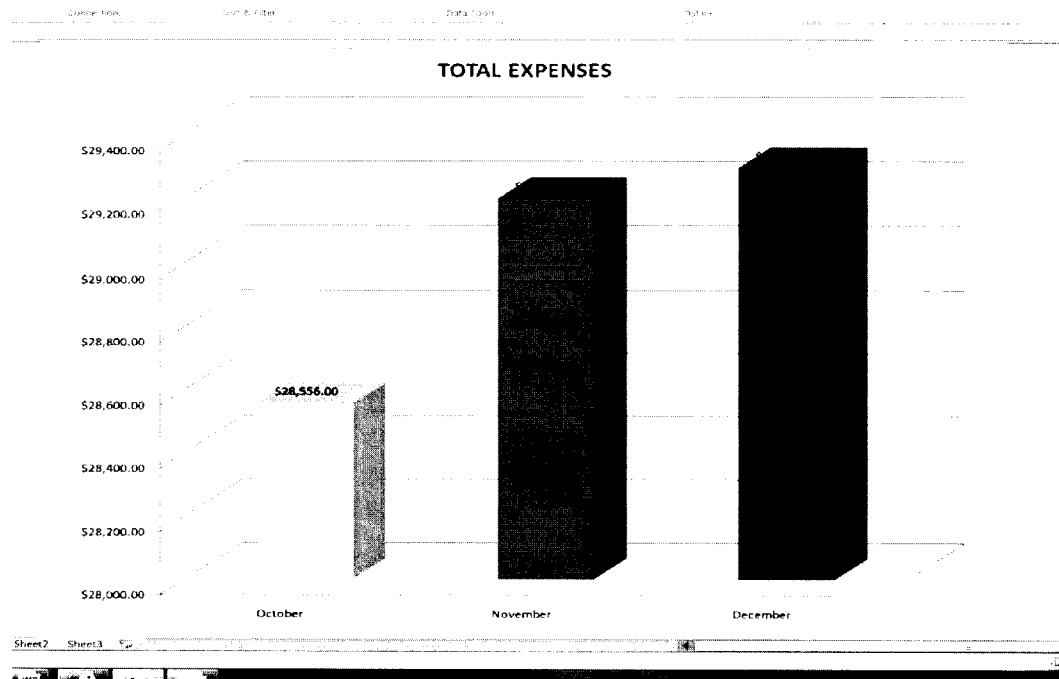
**JOB 4-B1: 3-D Pie Chart**

**November Expenses**





# JOB 4-B2: 3-D Column Chart



**JOB 5-A: Amortization Schedule**

Amount Borrowed      \$ 10,000.00  
 Interest Rate            6.50%  
 Number of Payments    36  
 Monthly Payment        \$306.49

Payment	Beginning Balance	Payment	Interest	Principal	Balance
1	10,000.00	306.49	54.17	252.32	9,747.60
2	9,747.68	306.49	52.80	253.69	9,493.99
3	9,493.99	306.49	51.43	255.06	9,238.92
4	9,238.92	306.49	50.04	256.45	8,982.48
5	8,982.48	306.49	48.66	257.83	8,724.64
6	8,724.64	306.49	47.26	259.23	8,465.41
7	8,465.41	306.49	45.85	260.64	8,204.77
8	8,204.77	306.49	44.44	262.05	7,942.73
9	7,942.73	306.49	43.02	263.47	7,679.26
10	7,679.26	306.49	41.60	264.89	7,414.37
11	7,414.37	306.49	40.16	266.33	7,148.04
12	7,148.04	306.49	38.72	267.77	6,880.27
13	6,880.27	306.49	37.27	269.22	6,611.04
14	6,611.04	306.49	35.81	270.68	6,340.36
15	6,340.36	306.49	34.34	272.15	6,068.22
16	6,068.22	306.49	32.87	273.62	5,794.60
17	5,794.60	306.49	31.39	275.10	5,519.49
18	5,519.49	306.49	29.90	276.59	5,242.90
19	5,242.90	306.49	28.40	278.09	4,964.81
20	4,964.81	306.49	26.89	279.60	4,685.21
21	4,685.21	306.49	25.38	281.11	4,404.10
22	4,404.10	306.49	23.86	282.63	4,121.47
23	4,121.47	306.49	22.32	284.17	3,837.30
24	3,837.30	306.49	20.79	285.70	3,551.60
25	3,551.60	306.49	19.24	287.25	3,264.34
26	3,264.34	306.49	17.68	288.81	2,975.54
27	2,975.54	306.49	16.12	290.37	2,685.16
28	2,685.16	306.49	14.54	291.95	2,393.22
29	2,393.22	306.49	12.96	293.53	2,099.69
30	2,099.69	306.49	11.37	295.12	1,804.57
31	1,804.57	306.49	9.77	296.72	1,507.86
32	1,507.86	306.49	8.17	298.32	1,209.54
33	1,209.54	306.49	6.55	299.94	909.60
34	909.60	306.49	4.93	301.56	608.04
35	608.04	306.49	3.29	303.20	304.84
36	304.84	306.49	1.65	304.84	(0.00)

## JOB 5-B: Amortization Schedule Formulas

Amount Borrowed	10000
Interest Rate	0.065
Number of Payments	36
Monthly Payment	=PMT(C2/12,C3,-C1)

Payment	Beginning Balance	Payment	Interest	Principal	Balance
1	=C1	=\$C\$4	=IPMT(\$C\$2/12,A7,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A7,\$C\$3,-\$C\$1)	=B7-E7
2	=B7-E7	=\$C\$4	=IPMT(\$C\$2/12,A8,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A8,\$C\$3,-\$C\$1)	=B8-E8
3	=B8-E8	=\$C\$4	=IPMT(\$C\$2/12,A9,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A9,\$C\$3,-\$C\$1)	=B9-E9
4	=B9-E9	=\$C\$4	=IPMT(\$C\$2/12,A10,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A10,\$C\$3,-\$C\$1)	=B10-E10
5	=B10-E10	=\$C\$4	=IPMT(\$C\$2/12,A11,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A11,\$C\$3,-\$C\$1)	=B11-E11
6	=B11-E11	=\$C\$4	=IPMT(\$C\$2/12,A12,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A12,\$C\$3,-\$C\$1)	=B12-E12
7	=B12-E12	=\$C\$4	=IPMT(\$C\$2/12,A13,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A13,\$C\$3,-\$C\$1)	=B13-E13
8	=B13-E13	=\$C\$4	=IPMT(\$C\$2/12,A14,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A14,\$C\$3,-\$C\$1)	=B14-E14
9	=B14-E14	=\$C\$4	=IPMT(\$C\$2/12,A15,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A15,\$C\$3,-\$C\$1)	=B15-E15
10	=B15-E15	=\$C\$4	=IPMT(\$C\$2/12,A16,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A16,\$C\$3,-\$C\$1)	=B16-E16
11	=B16-E16	=\$C\$4	=IPMT(\$C\$2/12,A17,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A17,\$C\$3,-\$C\$1)	=B17-E17
12	=B17-E17	=\$C\$4	=IPMT(\$C\$2/12,A18,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A18,\$C\$3,-\$C\$1)	=B18-E18
13	=B18-E18	=\$C\$4	=IPMT(\$C\$2/12,A19,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A19,\$C\$3,-\$C\$1)	=B19-E19
14	=B19-E19	=\$C\$4	=IPMT(\$C\$2/12,A20,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A20,\$C\$3,-\$C\$1)	=B20-E20
15	=B20-E20	=\$C\$4	=IPMT(\$C\$2/12,A21,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A21,\$C\$3,-\$C\$1)	=B21-E21
16	=B21-E21	=\$C\$4	=IPMT(\$C\$2/12,A22,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A22,\$C\$3,-\$C\$1)	=B22-E22
17	=B22-E22	=\$C\$4	=IPMT(\$C\$2/12,A23,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A23,\$C\$3,-\$C\$1)	=B23-E23
18	=B23-E23	=\$C\$4	=IPMT(\$C\$2/12,A24,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A24,\$C\$3,-\$C\$1)	=B24-E24
19	=B24-E24	=\$C\$4	=IPMT(\$C\$2/12,A25,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A25,\$C\$3,-\$C\$1)	=B25-E25
20	=B25-E25	=\$C\$4	=IPMT(\$C\$2/12,A26,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A26,\$C\$3,-\$C\$1)	=B26-E26
21	=B26-E26	=\$C\$4	=IPMT(\$C\$2/12,A27,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A27,\$C\$3,-\$C\$1)	=B27-E27
22	=B27-E27	=\$C\$4	=IPMT(\$C\$2/12,A28,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A28,\$C\$3,-\$C\$1)	=B28-E28
23	=B28-E28	=\$C\$4	=IPMT(\$C\$2/12,A29,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A29,\$C\$3,-\$C\$1)	=B29-E29
24	=B29-E29	=\$C\$4	=IPMT(\$C\$2/12,A30,\$C\$3,-\$C\$1)	=PPMT(\$C\$2/12,A30,\$C\$3,-\$C\$1)	=B30-E30

25	=B30-E30	=\$C\$4	=IPMT(\$C\$2/12,A31,\$C\$3,- \$C\$1)	=PPMT(\$C\$2/12,A31,\$C\$3,- \$C\$1)	=B31- E31
26	=B31-E31	=\$C\$4	=IPMT(\$C\$2/12,A32,\$C\$3,- \$C\$1)	=PPMT(\$C\$2/12,A32,\$C\$3,- \$C\$1)	=B32- E32
27	=B32-E32	=\$C\$4	=IPMT(\$C\$2/12,A33,\$C\$3,- \$C\$1)	=PPMT(\$C\$2/12,A33,\$C\$3,- \$C\$1)	=B33- E33
28	=B33-E33	=\$C\$4	=IPMT(\$C\$2/12,A34,\$C\$3,- \$C\$1)	=PPMT(\$C\$2/12,A34,\$C\$3,- \$C\$1)	=B34- E34
29	=B34-E34	=\$C\$4	=IPMT(\$C\$2/12,A35,\$C\$3,- \$C\$1)	=PPMT(\$C\$2/12,A35,\$C\$3,- \$C\$1)	=B35- E35
30	=B35-E35	=\$C\$4	=IPMT(\$C\$2/12,A36,\$C\$3,- \$C\$1)	=PPMT(\$C\$2/12,A36,\$C\$3,- \$C\$1)	=B36- E36
31	=B36-E36	=\$C\$4	=IPMT(\$C\$2/12,A37,\$C\$3,- \$C\$1)	=PPMT(\$C\$2/12,A37,\$C\$3,- \$C\$1)	=B37- E37
32	=B37-E37	=\$C\$4	=IPMT(\$C\$2/12,A38,\$C\$3,- \$C\$1)	=PPMT(\$C\$2/12,A38,\$C\$3,- \$C\$1)	=B38- E38
33	=B38-E38	=\$C\$4	=IPMT(\$C\$2/12,A39,\$C\$3,- \$C\$1)	=PPMT(\$C\$2/12,A39,\$C\$3,- \$C\$1)	=B39- E39
34	=B39-E39	=\$C\$4	=IPMT(\$C\$2/12,A40,\$C\$3,- \$C\$1)	=PPMT(\$C\$2/12,A40,\$C\$3,- \$C\$1)	=B40- E40
35	=B40-E40	=\$C\$4	=IPMT(\$C\$2/12,A41,\$C\$3,- \$C\$1)	=PPMT(\$C\$2/12,A41,\$C\$3,- \$C\$1)	=B41- E41
36	=B41-E41	=\$C\$4	=IPMT(\$C\$2/12,A42,\$C\$3,- \$C\$1)	=PPMT(\$C\$2/12,A42,\$C\$3,- \$C\$1)	=B42- E42

## JOB 6: PowerPoint


There should be six slides to a page – they will have a variety of frames and colors. In order for the judges to view the answer key was printed in black and white

	<h3>POETRY TERMS</h3> <p>Your Name, School, State &amp; Job 6</p>
--	---

<b>POETRY TERMS</b>	
Simile	Metaphor
Personification	Alliteration
Onomatopoeia	Rhyme


**SIMILE**

- Compares two unlike things using "like" or "as".
- His temper was as ferocious as a lion
- Her lips were like a ruby




**METAPHOR**

- Compares two unlike things by saying one is the other
- The sun is a ball bouncing through the sky




**PERSONIFICATION**

- Gives human characteristics to non-human things
- The leaves shivering in the sun



**ALLITERATION**

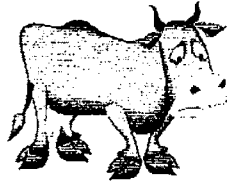
- Repetition of beginning consonant sounds
- Creamy and Crunchy
- Seven silly salesmen saw six swans swimming
- She sells seashells by the seashore



### ONOMATOPOEIA

• Words that imitate sounds

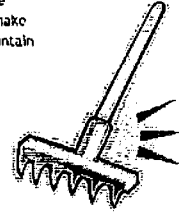
- Buzz
- Hiss
- Moo
- Grr
- Meow



### RHYME

• Repetition of sounds at the ends of words

- Simple, Pimple
- Take, Rake, Snake
- Mountain, Fountain



---

## DATABASE DESIGN & APPLICATION PRODUCTION ANSWER KEY

### JOB 1: Create a Database from Design

Recommended Answer JOB 1: There should be three tables. The example answer below has tables for movie, actor, and casting which are expected though there may be some variation in how students name tables and fields.

The image shows three screenshots of Microsoft Access design views for tables named actor, casting, and movie. Each screenshot shows a list of fields and their data types.

Table	Field Name	Data Type
actor	actorID	AutoNumber
	Name	Text
casting	castID	AutoNumber
	movieID	Number
	actorID	Number
movie	movieID	AutoNumber
	MovieTitle	Text
	score	Number
	votes	Number
	year	Number

## JOB 2: Populate Database with Data

Movies data should show titles, scores, votes, and year for six movies.

movieID	MovieTitle	score	votes	year
1	Almost Famous	8.60	3639	2000
2	American Beauty	8.80	32547	1999
3	Pulp Fiction	8.60	43993	1994
4	Schindler's List	8.80	34251	1993
5	Shawshank Redemp	9.00	44974	1994
6	Usual Suspects, The	8.70	35027	1995

Actors data should show names for 20 actors (something like the example); Kevin Spacey should be listed just once

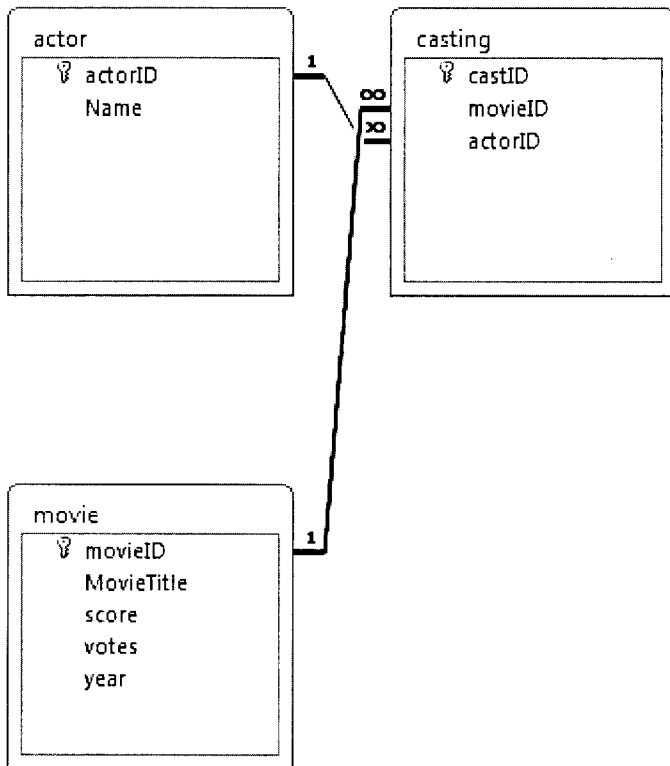
actorID	Name
1	Kate Hudson
2	Billy Crudup
3	Anna Paquin
4	Scott Bakula
5	Kevin Spacey

## JOB 3: Vote Score Table & Database Requirements

Casting data should show 21 castings (something like the example) but each casting should contain just a key for movie and a key for actor.

castID	movieID	actorID
1	1	1
2	1	2
3	1	3
4	2	4
5	2	5





#### JOB 4: Database Relationships

Field:	[MovieTitle]	[year]
Table:	movie	movie
Sort:		
Show:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Criteria:		
or:		

#### JOB 5: Query Movie and Year Released

```
SELECT movie.[MovieTitle], movie.[year]
FROM movie;
```

MovieTitle	year
Almost Famous	2000
American Beauty	1999
Pulp Fiction	1994
Schindler's List	1993
Shawshank Redemption, The	1994
Usual Suspects, The	1995

## JOB 6: Simple Query—Movies Released in 1994

Field:	<b>MovieTitle</b>	year	[year]
Table:	movie Query	movie Query	movie Query
Sort:			
Show:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Criteria:			1994
or:			

```
SELECT [movie Query].[MovieTitle], [movie Query].[year]
FROM [movie Query]
WHERE year=1994;
```

movie Query1994	
MovieTitle	year
<b>Pulp Fiction</b>	1994
Shawshank Rec	1994

## JOB 7: Criteria-based Query

Field:	MovieTitle	Name	year	score	▼
Table:	movie	actor	movie	movie	
Sort:					
Show:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Criteria:					
or:					

```
SELECT movie.MovieTitle, actor.Name, movie.year, movie.score
FROM movie INNER JOIN (actor INNER JOIN casting ON actor.actorID = casting.actorID) ON
movie.movieID = casting.movieID;
```

MovieTitle	Name	year	score
Almost Famous	Kate Hudson	2000	8.60
Almost Famous	Billy Crudup	2000	8.60
Almost Famous	Anna Paquin	2000	8.60
American Beauty	Scott Bakula	1999	8.80
American Beauty	Kevin Spacey	1999	8.80
American Beauty	Annette Bening	1999	8.80
American Beauty	Allison Janney	1999	8.80
Pulp Fiction	Samuel L. Jackson	1994	8.60
Pulp Fiction	Bruce Willis	1994	8.60
Pulp Fiction	Amanda Plummer	1994	8.60
Pulp Fiction	Christopher Walkin	1994	8.60
Pulp Fiction	John Travolta	1994	8.60
Pulp Fiction	Harvey Keitel	1994	8.60
Pulp Fiction	Eric Stoltz	1994	8.60
Schindler's List	Liam Neeson	1993	8.80
Shawshank Redemption, The	Bob Gunton	1994	9.00
Shawshank Redemption, The	Mark Rolston	1994	9.00
Shawshank Redemption, The	Morgan Freeman	1994	9.00
Usual Suspects, The	Chazz Palminteri	1995	8.70
Usual Suspects, The	Kevin Spacey	1995	8.70
Usual Suspects, The	Benicio Del Toro	1995	8.70

\*

## JOB 8: Multi-table Query

Field:	Expr1: movie.[votes]	movieID	MovieTitle	[movie].[votes]/[movie].[score]
Table:	movie	movie	movie	movie
Sort:				
Show:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Criteria:				>1000
or:				

```
SELECT movie.[votes]/movie.[score] AS Expr1, movie.movieID, movie.MovieTitle
FROM movie
WHERE ((([movie].[votes]/[movie].[score])>1000));
```

Expr1000	movieID	MovieTitle
3698.52272727273	2	American Beauty
5115.46511627907	3	Pulp Fiction
3892.15909090909	4	Schindler's List
4997.11111111111	5	Shawshank Redem
4026.09195402299	6	Usual Suspects, The

## JOB 9: Calculating Query

Field:	Name	MovieTitle	Year	Name
Table:	actor	movie	movie	actor
Total:	Expression	Expression	Expression	Where
Sort:				
Show:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Criteria:				In (SELECT actor.Name
or:				

```

SELECT actor.Name, movie.MovieTitle, movie.Year
FROM movie INNER JOIN (actor INNER JOIN casting ON actor.actorID = casting.actorID) ON
movie.movieID = casting.movieID
WHERE actor.Name IN
(SELECT actor.Name
FROM actor INNER JOIN casting ON actor.actorID = casting.actorID
GROUP BY actor.Name
HAVING (((Count(actor.Name))>=2));)
    
```

movie Query

Name
Kevin Spacey

OR

Query1 Job 9 Query

Name	MovieTitle	Year
Kevin Spacey	American Beau	1999
Kevin Spacey	Usual Suspects	1995

## JOB 10: Multi-table Calculating Query

Simply an example ... format may vary but details should be as follows.



### Gold Star Actors

M

Name	MovieTitle	Year
Kevin Spacey	American Beauty	1999
Kevin Spacey	Usual Suspects, The	1995

## SPREADSHEET APPLICATIONS PRODUCTION ANSWER KEY

### JOB 1-A: Spreadsheet with Formulas and Filters (30 Points)

Landscape orientation, center spreadsheet vertically and horizontally

#### 5K Road Runners Race Tracking--2011

Runner's First Name	Runner's Last Name	Gender	Race Class	Race 1 Place	Race 2 Place	Average Pace
Lisa	Brown	F	SILVER	24:26.0	21:30.0	07:24.5
Karen	Cook	F	SILVER	22:00.0	2 19:50.0	06:44.8
Tonia	Jones	F	SILVER	26:50.0	24:30.0	08:16.8
Angela	Jones	F	SILVER	29:14.0	27:30.0	09:09.0
Becky	Long	F	SILVER	23:14.0	3 20:00.0	06:58.4
Sierra	Murphy	F	SILVER	34:02.0	33:30.0	10:53.5
Cassey	Parker	F	SILVER	28:02.0	26:00.0	08:42.9
Alexis	Rogers	F	SILVER	31:38.0	30:30.0	10:01.3
Amy	Rogers	F	SILVER	21:50.0	1 19:45.0	06:42.4
Emily	Spencer	F	SILVER	30:26.0	29:00.0	09:35.2
Bethany	Williams	F	SILVER	32:50.0	32:00.0	10:27.4
Eliza	Young	F	SILVER	25:38.0	23:00.0	07:50.6

Gold Class Rank      06:00.0

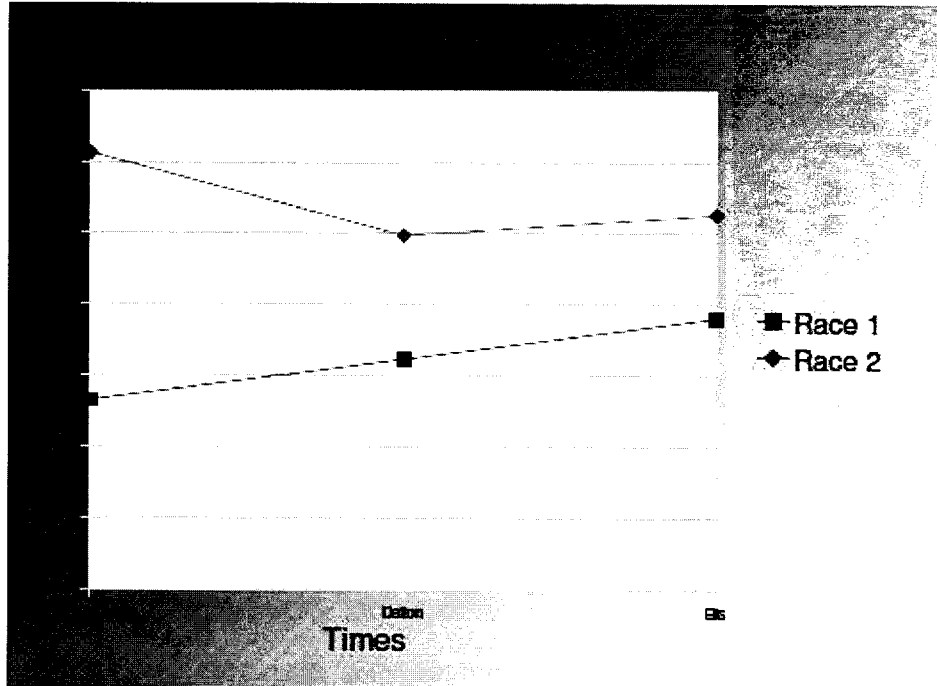
### JOB 1-B: Spreadsheet with Female Runners Only

#### 5K Road Runners Race Tracking--2011

Runner's First Name	Runner's Last Name	Race Class	Average Pace
Lisa	Brown	=IF(I5<\$B\$29;"GOLD";"SILVER")	=(E5+G5)/6.2
Karen	Cook	=IF(I7<\$B\$29;"GOLD";"SILVER")	=(E7+G7)/6.2
Tonia	Jones	=IF(I13<\$B\$29;"GOLD";"SILVER")	=(E13+G13)/6.2
Angela	Jones	=IF(I14<\$B\$29;"GOLD";"SILVER")	=(E14+G14)/6.2
Becky	Long	=IF(I17<\$B\$29;"GOLD";"SILVER")	=(E17+G17)/6.2
Sierra	Murphy	=IF(I18<\$B\$29;"GOLD";"SILVER")	=(E18+G18)/6.2
Cassey	Parker	=IF(I21<\$B\$29;"GOLD";"SILVER")	=(E21+G21)/6.2
Alexis	Rogers	=IF(I22<\$B\$29;"GOLD";"SILVER")	=(E22+G22)/6.2
Amy	Rogers	=IF(I23<\$B\$29;"GOLD";"SILVER")	=(E23+G23)/6.2
Emily	Spencer	=IF(I24<\$B\$29;"GOLD";"SILVER")	=(E24+G24)/6.2
Bethany	Williams	=IF(I26<\$B\$29;"GOLD";"SILVER")	=(E26+G26)/6.2
Eliza	Young	=IF(I27<\$B\$29;"GOLD";"SILVER")	=(E27+G27)/6.2

Gold Class Rank      06:00.0

**JOB 2: Line Chart (15 Points)**



**JOB 3-A: Advanced Function and Pie Chart (15 Points)**

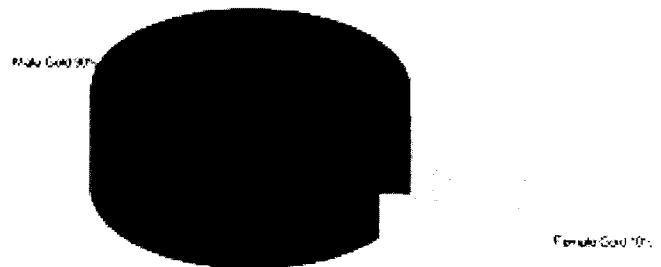
Selected data with chart, printed centered on page

**Gold Class Rank**      06:00.0

Male Gold                    9

Female Gold                 1

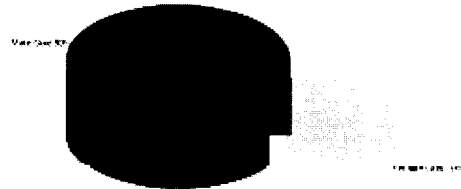
Gold Class Rank Athletes



**JOB 3-B: Show formulas; adjust columns, entire formula must be visible in column B**

Gold Class Rank 06:00.0  
 Male Gold =SUMPRODUCT(D4:D27="GOLD";C4:C27="M")  
 Female Gold =SUMPRODUCT(D4:D27="GOLD";C4:C27="F")

Gold Class Rank Athletes



**JOB 4: Subtotals (15 Points)**

**5K Road Runners Race Tracking--2011**

Runner's First Name	Runner's Last Name	Gender	Race Class	Race 1 Place	Race 2 Place	Average Pace
Tonia	Jones	F	SILVER	26:50.0	24:30.0	08:16.8
Sierra	Murphy	F	SILVER	34:02.0	33:30.0	10:53.5
Cassey	Parker	F	SILVER	28:02.0	26:00.0	08:42.9
Angela	Jones	F	SILVER	29:14.0	27:30.0	09:09.0
Becky	Long	F	SILVER	23:14.0	3 20:00.0	3 06:58.4
Alexis	Rogers	F	SILVER	31:38.0	30:30.0	10:01.3
Bethany	Williams	F	SILVER	32:50.0	32:00.0	10:27.4
Eliza	Young	F	SILVER	25:38.0	23:00.0	07:50.6
Amy	Rogers	F	GOLD	19:00.0	1 18:00.0	1 05:58.1
Lisa	Brown	F	SILVER	24:26.0	21:30.0	07:24.5
Karen	Cook	F	SILVER	22:00.0	2 19:50.0	2 06:44.8
Emily	Spencer	F	SILVER	30:26.0	29:00.0	09:35.2
		<b>12</b>				
David	Hull	M	GOLD	18:00.0	18:40.0	05:54.8
Carson	Cox	M	SILVER	18:20.0	19:20.0	06:04.5
James	Dalton	M	SILVER	18:30.0	19:00.0	06:02.9
Kobe	Brown	M	GOLD	18:10.0	19:00.0	05:59.7
Tony	West	M	GOLD	17:30.0	17:40.0	05:40.3
Kevin	Carter	M	GOLD	17:40.0	18:00.0	05:45.2
Timothy	Evans	M	GOLD	17:50.0	18:20.0	05:50.0
Bruce	Koots	M	GOLD	17:10.0	3 17:00.0	3 05:30.6
Dawn	King	M	GOLD	16:50.0	1 16:20.0	1 05:21.0
Wayne	North	M	GOLD	17:20.0	17:20.0	05:35.5
Richard	Nelson	M	GOLD	17:00.0	2 16:40.0	2 05:25.8
<b>Dan</b>	<b>Ells</b>	<b>M</b>	<b>SILVER</b>	<b>18:40.0</b>	<b>19:05.0</b>	<b>06:05.3</b>
		<b>22</b>				
		<b>24</b>				



---

**JOB 5: Pivot Table/Data Pilot (25 Points)**

**Filter**

<b>Gender</b>	
	08:30.3
<b>M</b>	05:45.3
<b>Total Result</b>	07:08.3

---

## WORD PROCESSING PRODUCTION ANSWER KEY

**JOB 1: Outline**  
**2" Top Margin**

### HOMEOWNERS INSURANCE

- FOUR WAYS TO MANAGE RISK
  - Risk avoidance
  - Risk reduction
  - Risk assumption
  - Risk shifting
- FOUR STEPS IN INSURANCE PLANNING
  - Set Insurance Goals
  - Develop a Plan to Reach Your Goals
  - Put Your Plan into Action
  - Review Your Results
- HOMEOWNERS INSURANCE
  - The Basic Homeowners Insurance Protects Against:
    - Fire
    - Lightning
    - Windstorms
    - Hail
    - Volcanic Eruptions
    - Explosions
    - Smoke
    - Theft
    - Vandalism
    - Glass Breakage
    - Riots
  - The Broad Homeowners Insurance Protects Against:
    - All from the basic form
    - Falling objects
    - Damage from ice
    - Damage from snow
    - Damage from sleet
  - Renters Insurance Coverage, Personal Property Only, Nothing Structural

---

**JOB 2: Table Without Gridlines**  
Center vertically and horizontally

**TILLSDALE INDUSTRIES**  
**Financial Department**

<u>Department</u>	<u>2010 Budget</u>	<u>Percent Decrease</u>	<u>2011 Budget</u>
Administrative	250,000	5%	237,500
Marketing	325,000	15%	276,250
Research	550,000	10%	495,000
Distribution	<u>100,000</u>	<u>5%</u>	<u>95,000</u>
Total	\$1,225,000	35.00%	\$1,103,750

**JOB 3: Mail Merge Letter**  
*Fields will vary*

**JOB 3-A: Letter with Merge Fields**

Current Date

«AddressBlock» MAY VARY

Dear «First\_Name»

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 the 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 email me ([tadams@yoga.net](mailto: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.

Sincerely

Twee Adams  
xx

Enclosure

---

**JOB 3-B: Four letters – only showing first one**

August 31, 2017

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

Dear John

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 the 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 email me ([tadams@yoga.net](mailto: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.

Sincerely

Twee Adams

xx

Enclosure

**JOB 3-C: Source Documents**

Spreadsheet/document showing mailing addresses. MAY VARY.

**JOB 3-D: Mailing Labels (5 Points)**

MR JOHN HILL

342 7TH STREET APT. 3

NEW YORK NY 10001

MRS. MARIA REYES

845 UNITED NATIONS PLAZA

NEW YORK NY 10017

MR RICKY HERNANDEZ

1892 8TH AVENUE

NEW YORK NY 10002

MS ANDREA EYER

182 W 52ND STREET APT 129

NEW YORK NY 10003

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**JOB 4: Agenda**  
**2" Top Margin**

**WTD INDUSTRIES**  
**Annual Investors Meeting**  
**July 17, 2011**

1. Opening of the Meeting—William T. Stephens, CEO
2. Election of Persons to Confirm the Minutes and Supervise the Counting of Votes
3. Recording the Legality of the Meeting
4. Recording the Attendance at the Meeting and Adoption of the List of Votes
5. Financial Reports
  - Presentation of the Annual Accounts
  - Report of the Board of Directors
  - Auditor's Report for the Year 2010
6. Adoption of the Annual Accounts
7. Election of Members and Chairman of the Board of Directors
8. Election of Auditor
9. Board of Directors' Proposal to Amend the Articles of Association
10. Authorizing the Board of Directors to Decide on Share Issues
11. Closing of the Meeting

---

**JOB 5: Letter Second Page**  
**1" Top Margin**

Alexsandra Corporation  
Page 2  
August 31, 2017

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@alexandra.com](mailto:cwiller@alexandra.com).

Sincerely

Charles W. Miller  
CFO

xx

**JOB 6: References**  
**Alpha Order, 2" Top**

**REFERENCES**

Barth, R., *"Restructuring Schools: Some Questions for Teachers and Principals"* Phi Delta Kappan 1991: Volume 73, Issue 2, 123–128.

DuFour, Richard *"Schools as Learning Communities"* Educational Leadership Magazine May 2004: Volume 61, Number 8, Pages 6-11

Eaker, Robert, DuFour, Richard, and DuFour, Rebecca *"Getting Started: Reculturing Schools to Become Professional Learning Communities"* Bloomington, Indiana: National Educational Service, 2002

Hord, Dr. Shirley M. *"Professional Learning Communities: Communities of Continuous Inquiry and Improvement"* 1997 <<http://www.sedl.org/pubs/change34/>>

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**JOB 7: Table of Contents**  
**2" Top Margin**

**TABLE OF CONTENTS**

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Responsibilities and Rights of Students

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    Expulsion.....23

Student Activities

    Student Government .....28

    Clubs and Organizations .....30

    Athletics.....35

---

**JOB 8: Itinerary**  
**2" Top Margin**

**ITINERARY**

**Mr. Tyler Stephens**

**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 "Aladdin"
- 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



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**FBLA COMPETITIVE EVENTS STUDY GUIDE 2017-2020**

**FEEDBACK FORM**

We would like to hear from you. Please let us know your thoughts on this edition. Give us suggestions on what is missing, additional resources, websites to include, and so forth. The form can also be found at <https://fblapbl.wufoo.com/forms/q1cs7svq0vlexzg/>.

**Comments/Suggestions:**

**Additional websites as resources for Competitive Events:**  
*(include the URL and the competitive event the URL reinforces)*

**If you believe a question and answer don't match, please let us know:**  
*(give event and page)*

**Additional Comments:**

**Contact Information:** *(optional)*

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

School: \_\_\_\_\_

*Send to:*

Education Director  
[education@fbla.org](mailto:education@fbla.org)  
1912 Association Drive  
Reston, VA 20191-1591

