

1. Sean wants to put his competitor out of business, so he calls the competitor's customers and convinces them to break their contracts and do business elsewhere. This is an example of a(n)

- (A) ethical business strategy.
- (B) typical business transaction.
- (C) business tort.
- (D) trade regulation.

2. Brandi invents a new machine for her manufacturing plant, and she wants to be sure that competing manufacturing plants can't use the same machine. Brandi needs to obtain a

- (A) trademark
- (B) patent
- (C) copyright
- (D) cease and desist letter.

3. A company that is being sued is given the opportunity to present evidence to defend itself. This is an aspect of

- (A) legal procedure.
- (B) legislative history.
- (C) personal rights.
- (D) business rules.

4. When Arthur travels out of the country, he picks up some souvenirs. When he tries to bring them back home with him, he discovers that he has to pay a tax on them. Arthur must pay the

- (A) customs duty.
- (B) travel tax.
- (C) travel duty.
- (D) souvenir tax.

5. Trina is preparing a report for her boss on the importance of diversity in the workplace. Which of the following sources would be the best for her to use:

- (A) A personal blog post on LinkedIn
- (B) Wikipedia article
- (C) Academic journal article
- (D) A college student's thesis paper

6. What should you do first when someone gives you a set of written instructions to follow?

- (A) Read the instructions in their entirety.
- (B) Comprehend what the instructions are telling you.
- (C) Reference the instructions when you get stuck.
- (D) Skim the instructions for a general overview.

7. While attending a presentation, Jimmy indicates to the speaker that he would like to ask a question. Before stating his question, Jimmy briefly sums up the speaker's lecture. Which communication technique is Jimmy using?

- (A) Nonverbal
- (B) Paraphrasing
- (C) Probing
- (D) Gestures

8. Cynthia and Gerald are proposing a new project to their boss. When the boss questions Gerald about something he says, what should Gerald do?

- (A) Explain to the boss that Cynthia wrote their project proposal
- (B) Ask for clarity on the question and make sure he answers it fully
- (C) Answer a different question that Gerald definitely knows the answer to
- (D) Act defensive because the boss doesn't understand the project

9. Tarion is leading a group discussion on new safety strategies in the workplace. How might he lead the discussion to encourage collaborative participation?

- (A) Let a small group dominate the discussion
- (B) Ask open-ended questions
- (C) Dominate the conversation himself
- (D) Assume everyone has the same opinion

10. June is in charge of operations at BZ Corporation. She attends a meeting to hear the latest projections from the CEO so she can brief her department on the new material. What is one note-taking strategy that will make her efforts more effective?

- (A) Recording every sentence
- (B) Abbreviating words and sentences
- (C) Spelling every word correctly
- (D) Using a pencil instead of a pen or computer

11. Natalia just finished her first draft of a grant proposal for the Feed the Hungry Foundation. The first step that she needs to take before revising and editing the document is to

- A take some time away from the document.
- B create an outline of the proposal's content.
- C correct grammatical errors in the draft.
- D determine the general purpose of the paper.

12. Gerry's Burger Barn produces a spoof video on social media that shows its burgers are "so good that cows eat them." The video goes viral and is shown on different sites on the Internet, which was not Gerry's original intent. This would most likely cause a(n) _____ risk.

- A employment
- B legal
- C reputational
- D security

13. Pat is presenting the yearly financial figures to the board of the YG Corporation. To make the figures more appealing and easier to follow, Pat might want to use a _____ to present the information.

- A calculator
- B bar chart
- C heat map
- D geographic data map

14. Many employers are now encouraging employees to become activists of the company on social media. One possible impact this could have on the company is

- A decreased sales leads.
- B increased marketing expenses.
- C decreased productivity.
- D decreased online presence.

15. Which of the following would most likely be viewed by an employer as an acceptable use of your personal social media site for business purposes:

- A Chatting with a coworker online about your plans after work
- B Posting company news to help gain employees or clients
- C Talking to your significant other about what's going on in the office
- D Posting photos of coworkers and customers

16. Sonya pulls together her management team to determine different approaches to a problem that the company is facing. The team develops as many solutions as possible, making sure not to judge the correctness or feasibility of the ideas. Which step is this in the group problem-solving process?

- (A) Brainstorming
- (B) Developing action plans
- (C) Defining the problem
- (D) Assessing the consequences

17. Which of the following is an important task for a business that is building positive customer relations:

- (A) Researching and developing new products
- (B) Expanding facilities
- (C) Identifying the target market
- (D) Soliciting investments

18. Julie is a salesperson who's trying to develop rapport with her customers. When she meets a new customer, what's the first thing she should do?

- (A) Make promises and tell the customer what s/he wants to hear.
- (B) Get down to business immediately and ask the customer about his/her budget.
- (C) Get the customer to relate to her by engaging in pleasant small talk.
- (D) Give the customer a catalog that shows her company's products.

19. Difficult customers who believe that they know more than you or could do your job better are often referred to as

- (A) slow/methodical.
- (B) leave-me-alone.
- (C) domineering/superior.
- (D) dishonest.

20. Which of the following is an example of a during-the-sale touch point:

- (A) Rebates
- (B) Customer satisfaction surveys
- (C) The physical aspects of the business
- (D) Word-of-mouth advertising

21. Most customers prefer _____ to shopping around.

- (A) having others make their buying decisions
- (B) comparing prices
- (C) avoiding malls
- (D) relationship buying

22. A company decides to spend \$5000 on new office furniture instead of putting that money toward the marketing budget. What is the opportunity cost of this decision?

- (A) Office furniture
- (B) Lost benefits of additional marketing
- (C) \$5000
- (D) Lost benefits of new furniture

23. Last week, you bought a carton of eggs for \$2.50. When you return to the store today, you see that they now cost \$3.00. What is today's market price of the carton of eggs?

- (A) \$5.50
- (B) \$2.50
- (C) \$.50
- (D) \$3.00

24. You use a streaming television service that allows you to watch shows for free, as long as you watch several advertisements as well. If you want to watch a show without advertisements, you have to pay money. What type of business model is this?

- (A) Upgradeable
- (B) Franchise
- (C) Manufacturer
- (D) Freemium

25. When a large company closes down its manufacturing facility in a small town to move the facility overseas where labor and taxes are cheaper, what is one likely consequence?

- (A) Increased customer loyalty
- (B) Negative public image
- (C) Happier employees
- (D) Government fines

26. Kelsey takes the risk of opening her own bakery because she wants to make a profit. Kelsey's desire is known as the profit

- (A) rule
- (B) motive
- (C) dilemma
- (D) limit

27. Hannah is a farmer who receives tax breaks from the government for her corn crop. She benefits from government

- (A) monopolies
- (B) disposable income.
- (C) environmental conservation
- (D) subsidies

28. When Charlyne buys gasoline for her car, she is surprised that she doesn't have to pay any tax in addition to the price of the gasoline. Why is this?

- (A) Charlyne must pay the tax later on her own.
- (B) Charlyne is paying an excise tax that is already included in the purchase price.
- (C) Charlyne is paying a property tax that is already included in the purchase price.
- (D) The flat tax means that Charlyne doesn't have to pay taxes on gasoline.

29. A manager divides a large job into smaller units so that each individual on her staff can do one task to accomplish the job faster and easier. The manager is making use of

- (A) job rotation.
- (B) specialization by trade or profession
- (C) increased job depth
- (D) division of labor.

30. When Lora hires her first employee at her bakery, she's able to produce 12 cupcakes. With a second employee, she can produce another 24 cupcakes. A third employee adds another 36 cupcakes, but when she hires her fourth employee, the bakery can only produce an additional 24 cupcakes. Lora's example illustrates the law of

- (A) diminishing returns.
- (B) total revenue.
- (C) marginal cost.
- (D) perfect competition.

31. Which of the following is a true statement regarding inflation and lending:

- (A) Lenders do not consider inflation when offering loans.
- (B) Inflation affects home loans more than other types of loans
- (C) Higher inflation makes loans easier to get.
- (D) Inflation benefits borrowers over lenders.

32. If the economy is sluggish, what might a central bank do to encourage spending and investing?

- (A) Double interest rates
- (B) Lower interest rates
- (C) Eliminate interest rates
- (D) Disregard interest rates

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laws in other countries are things businesses must consider due to

- (A) monetization
- (B) entrepreneurship
- (C) globalization
- (D) communication

34. Jackson travels to many other countries for work. Before he visits a new country, he always researches the customs and language of the country to avoid offending his clients. Jackson is paying attention to _____ considerations.

- (A) technological
- (B) cultural
- (C) nancial
- (D) economic

35. New jobs, new products, and support for the local economy are all contributions that _____ make to society.

- (A) politicians
- (B) entrepreneurs
- (C) entry-level employees
- (D) managers

36. Gia's department gets several new interns who are recent college graduates. Gia assumes that they will not do a good job because she knows that young people are not hard workers. Gia is engaging in

- (A) respectfulness
- (B) stereotyping
- (C) adaptability
- (D) researched beliefs

37. Trey acts on opportunities at his job and solves problems before they occur. Trey is

- (A) empathetic
- (B) reactive
- (C) adaptable
- (D) proactive

38. When Ross misses a deadline at work, he's quick to blame everyone, including his boss, for not reminding him about the deadline. He also blames his coworkers for not helping him finish the project on time. Ross needs to

- (A) When Ross misses a deadline at work, he's quick to blame everyone, including his boss, for not reminding him about the deadline. He also blames his coworkers for not helping him finish the project on time. Ross needs to
- (B) create better excuses for missing the deadline
- (C) accept personal responsibility for his actions
- (D) tell his boss that he needs a deadline extension.

39. Isaac is having a tough time adjusting to his new job duties, so he asks his boss for help in dealing with the changes. His boss tells him the first step in handling a workplace change is understanding that change is

- (A) unavoidable
- (B) unnecessary
- (C) intimidating
- (D) negative

40. Liam feels sorry for a coworker who was fired, but he doesn't understand how she feels. What trait is Liam showing?

- (A) Empathy
- (B) Sympathy
- (C) Tact
- (D) Codependence

41. Rowan's coworker tells her that he's looking for another job. He asks Rowan to keep their conversation confidential. Rowan should

- (A) tell only her boss about the conversation
- (B) not tell anyone about the conversation.
- (C) tell customers about Rowan's job search
- (D) share the information only with trusted colleagues.

42. Greg attempts to help a customer at his store purchase a sofa, but after looking at all the available models, the customer decides not to make a purchase. Greg asks the customer why he doesn't want to buy and the customer explains that he can find similar sofas for a better price at other stores. By talking to the customer, Greg solicited _____ that can help the store determine future pricing

- (A) feedback
- (B) compliments
- (C) blame
- (D) advice

43. You think some changes should be made to your department, but first you have to convince your boss to agree with you. Which of the following actions should you take to sell your boss on your ideas:

- (A) Send your boss an email instead of discussing things in person.
- (B) Spend most of your time talking, rather than listening.
- (C) Talk to your boss in person about your ideas.
- (D) Take it personally if your boss rejects your ideas.

44. Just as Ryan is leaving work to get dinner with friends, his coworker asks for help with a project that needs to be finished immediately. Ryan agrees to help his coworker, even though this means he'll be late to meet his friends. Ryan is behaving

- (A) passively
- (B) aggressively
- (C) assertively
- (D) forcefully

45. Which of the following statements is true of office politics:

- (A) Taking part in office gossip is a good strategy.
- (B) Office politics are best ignored.
- (C) You can only control your own behavior.
- (D) Being aggressive is the best way to win.

46. Which of the following decision-making techniques requires close collaboration among group members:

- (A) Consensus building
- (B) Voting
- (C) Minority rule
- (D) Majority rule

47. A team of employees is working on a big presentation for a national conference, and their manager wants to motivate them to do a great job. The manager should

- A avoid communicating with the team
- B avoid communicating with the team
- C let team members work on unchallenging tasks
- D let team members work on unchallenging tasks

48. In times of crisis, business leaders are needed to

- A encourage overwhelmed employees.
- B provide a new vision for an organization.
- C lead change.
- D get the business o the ground.

49. Which of the following is a true statement about coaches:

- A They are also known as teachers.
- B They decide on goals for their coachees.
- C They focus on performance instead of knowledge.
- D They are usually judgmental.

50. Julian just started a new job, and he wants to adapt to the company's culture. Which of the following should he do on his first day:

- A Meet and talk to as many new coworkers as he can.
- B Tell coworkers about the culture at his previous job.
- C Spend as much time on his computer as possible.
- D Remember that corporate culture is the same at all companies.

51. Cornell wants to start his own business, but he isn't exactly sure what product or service he wants to pursue at the moment. The first step of the entrepreneurial process that Cornell should focus on is

- A verification.
- B a feasibility study.
- C illumination.
- D idea generation.

52. In an ancient society, townspeople used cows to pay for the things they needed. The cows are an example of _____ money.

- A commodity
- B representative
- C fiat
- D paper

53. Chandra wants to develop a personal budget. What is the first step she should take?

- (A) allocating income
- (B) estimating her income
- (C) determining regular expenditures
- (D) establishing her goals

54. Lalita receives a check as a birthday gift. Before she deposits it in the bank, she signs her name on the back of the check in black ink. Lalita is _____ the check.

- (A) registering
- (B) endorsing
- (C) writing
- (D) withdrawing

55. Each month, Maggie checks her bank statement against her own record of her deposits and withdrawals. Maggie is _____ her bank statement.

- (A) disputing
- (B) challenging
- (C) reconciling
- (D) creating

56. Rosie is in the process of choosing a financial-services provider, but she has so many options that she feels overwhelmed. What is the first step she should take?

- (A) Ask herself, "What kinds of financial services do I want?"
- (B) Ask the financial-services provider for references.
- (C) Ask the financial-services provider how much s/he charges.
- (D) Find out what licenses the financial-services provider holds.

57. Aria wants to invest her money, but she doesn't want to take much risk. She also wants to be able to access her money at any time. Which type of investment should she consider?

- (A) A savings account
- (B) A certificate of deposit (CD)
- (C) Stocks
- (D) Collectibles

58. Balraj has insurance to protect himself if his house is damaged by a natural disaster or an accident. He's using insurance to protect himself against

- (A) deductibles.
- (B) opportunity.
- (C) poverty.
- (D) risk.

59. Which of the following is an advantage of using technology in accounting:

- A Using technology makes accounting more efficient.
- B Technology may make information less secure.
- C Employees require training to use the technology.
- D Technology eliminates accounting mistakes.

60. Cash flow statements estimate when, where, and how much

- A money flows into and out of the business.
- B staff is hired and red by a business.
- C inflation will increase in the future.
- D the economy will fluctuate in the coming years.

61. Which of the following is true of corporate fundraising:

- A Internet fundraising is exempt from regulations.
- B Fundraising laws apply only to fundraising events.
- C Nonprofits do not have to follow fundraising laws.
- D All business must comply with fundraising laws.

62. Becca just opened a restaurant, and she needs to make sure she has enough money to cover her expenses and make a profit. Becca needs to develop a(n)

- A insurance policy.
- B marketing department.
- C contract.
- D budget.

63. Stu, who runs the human resources department, requires all new employees to select five webinars to attend in their first year. This is an example of using technology for

- A data storage.
- B recruiting.
- C performance management.
- D training.

64. Which of the following is part of the product/service management function:

- A Deciding on the products that a business will produce or order
- B Getting products from producers to customers
- C Informing customers about new and improved products
- D Conducting research to nd out as much as possible about customers

65. Why is goal setting important for every company?

- A It is legally required.
- B It helps companies measure progress.
- C It guarantees customer satisfaction.
- D It is a corporate formality.

66. Simon is creating a report for his boss and comes across a passage he wants to use in the report: "Time stands still for nobody, and yet we all think it revolves around us." He changes the passage to "We all think time revolves around us, but it doesn't stand still for anybody" and references the source in the document. Simon is

- A quoting.
- B paraphrasing.
- C summarizing.
- D plagiarizing.

67. Which of the following is a downside of electronic information storage:

- A Files take up too much storage space.
- B Too much information can lead to overload.
- C Information can be more quickly sorted.
- D It's more costly to store information electronically.

68. Which of the following could cause a legal issue associated with information management:

- A Using a secure network to store data
- B Requiring a passcode to unlock work stations
- C Shutting down your computer before leaving the office
- D Accidentally emailing a client's personal information to others

69. The Blue Shark Company needs a way to allow employees to share messages and less securely. They should create a(n)

- A intranet.
- B internet.
- C Facebook page.
- D public website

70. A website that ends in .gov would most likely have _____ information than a website that ends in .com.

- A more trustworthy
- B less trustworthy
- C more recent
- D less recent

71. Alexa wants to create and post a basic web page for her food truck. The first step she should take is to choose

- (A) the background colors.
- (B) a template.
- (C) a website-building platform.
- (D) the font size.

72. To perform a proper data analysis, the researcher should be

- (A) unbiased
- (B) untrained
- (C) judgemental
- (D) inconsistent

73. A company wants to know how to better advertise to specific segments of customers, so it groups its customer data based on their incomes. This company is using the _____ method of data mining.

- (A) neural networks
- (B) decision tree
- (C) clustering
- (D) huddling

74. Businesses can use data mining to

- (A) show why information is valuable.
- (B) see patterns within data.
- (C) eliminate the need to understand data.
- (D) make decisions for them.

75. The Alphabet Corporation is putting rules into place for updating its customer database on a regular basis. One of the basic rules for maintaining customer records is to

- (A) allow all employees to update the database.
- (B) only access the database yearly.
- (C) restrict access to the database.
- (D) ignore the dates that customer information was added to the database.

76. A restaurant's owner notices that people in the community are starting to eat healthier food instead of the burgers and fries that the restaurant serves. So, the restaurant owner decides to start offering healthier menu options along with the old menu items. The restaurant owner is looking at _____ to find business opportunities.

- (A) Theories
- (B) Regulations
- (C) Economic policies
- (D) Trends

77. Ted's Tater Chips is conducting market research to decide what new flavor of chips it wants to release next year. They receive the following data about the current taste preferences of a large test group:

- (A) 40% prefer spicy chips
- (B) 40% prefer sweet chips
- (C) 10% prefer sour chips
- (D) 10% prefer regular chips

78. Shia manages the day-to-day activities needed to produce and distribute smartphones for a worldwide company. Shia's job title is most likely a(n)

- (A) marketing manager
- (B) sales manager
- (C) operations manager
- (D) quality inspector

79. Jimmy works in a warehouse as a forklift operator and has told his supervisor numerous times about a safety issue that could cause serious physical harm if it's not fixed. Jimmy's supervisor has yet to fix the problem. Jimmy's next step should be to

- (A) file a complaint with OSHA.
- (B) try to x the problem, even though it's dangerous.
- (C) ask his coworkers to help him fix the dangerous problem.
- (D) call a repairman and pay for the repairs himself.

80. Before working on any piece of machinery or equipment, you should

- (A) look it up on the Internet.
- (B) read the operating manual.
- (C) rely on the warning stickers.
- (D) ask a coworker how it works.

81. The Rustin Corporation has a policy that employees should never let anyone use their work computers without supervision. Which of the following scenarios complies with the policy:

- (A) Collaborating with another employee on your work computer
- (B) Letting your family play video games on your work computer at home
- (C) Giving a coworker your password to finish a project when you leave the office
- (D) Swapping computers with a coworker to access a specific program or application

82. Brianna is performing a project audit for her company. The first thing she should do to ensure a successful audit is

- (A) conduct all necessary research.
- (B) understand the success criteria of the project.
- (C) conduct all interviews.
- (D) develop a "lessons learned" report.

83. Joanna is a purchaser for 193 Inc. and forgets to purchase a large order of shipping materials. What will most likely happen as a result of this mistake?

- (A) inventory will go down
- (B) productivity will increase
- (C) The client's order will be delayed.
- (D) Orders will increase.

84. Coral owns a gymnastic studio that teaches children and young adults to do gymnastics. Coral's business produces

- (A) intangible outputs
- (B) tangible outputs
- (C) industrial services
- (D) retail goods

85. Fido Company manufactures dog toys. Throughout the day, an inspector randomly checks a few dog toys to make sure there are no defects. The inspector is responsible for

- (A) regulatory compliance.
- (B) quality assurance.
- (C) inventory control.
- (D) quality control.

86. When combined, which costs equal all of the expenses incurred by a company?

- (A) Overhead and direct costs
- (B) Salaries and rent
- (C) Direct labor and materials
- (D) Products and services costs

87. Your employer, The Work Group, does not allow nonemployees in its facility, nor does it permit nonemployees to use company equipment. Which of the following scenarios would comply with The Work Group's policy:

- A Letting your brother do his homework on your laptop after work
- B Bringing a family member to see the office after work
- C Taking your laptop home to finish a project
- D Allowing a friend to visit you at work to help you with a project after hours

88. Akua is in charge of supervising the entire process of getting products into the marketplace, otherwise known as the ow of goods. Akua's job title is most likely

- A Chief Financial Officer.
- B Line Supervisor.
- C Supply Chain Manager.
- D Inventory Manager.

89. If you work for a business that wants to maintain patient confidentiality, how should you dispose of old papers that include patient information?

- A Black out any identifiable information and throw the documents away
- B Ask a coworker to destroy the papers for you
- C Shred the documents
- D Recycle the documents

90. Which of the following is a short-term goal:

- A A culinary student wants to open her own restaurant.
- B A student wants to earn a bachelor's degree.
- C A new employee wants to become president of the company.
- D A salesperson wants to get five new clients this week.

91. One way companies can help improve their employees' work/life balance is by

- A offering employees the ability to work from home.
- B cutting personal days and time off.
- C maintaining constant contact with employees after hours.
- D creating rigid hours that employees must be in the office.

92. Flexible people tend to be more comfortable with

- A risk
- B failure
- C visual arts
- D doubt

93. Which of the following is a basic right of all employees in the workplace:

- (A) Paid time off for jury duty
- (B) Email and Internet privacy at work
- (C) Overtime pay
- (D) Equal pay for men and women

94. Entrepreneurs typically work

- (A) on their businesses
- (B) in their businesses
- (C) relatively few hours
- (D) to employ under 500 employees.

95. What is one thing that all potential employees should do when filling out a job application?

- (A) Leave questions blank.
- (B) Provide specific salary requirements.
- (C) Keep applications consistent with their résumés
- (D) Fill the application out as fast as possible.

96. Virgil is looking to gain work experience in graphic design, but he has not been able to secure a part- or full-time position with a company. He decides to bid on jobs online that will pay him a small wage per project he completes. Virgil is _____ to gain valuable work experience.

- (A) freelancing
- (B) volunteering
- (C) interning
- (D) being an apprentice

97. Cara wants a promotion and has told her boss she is looking to move forward in her career. One way she can show this to her boss is to

- (A) ask for more work.
- (B) take credit for others' work.
- (C) give her easier tasks to others.
- (D) complain that she is doing more than others.

98. An employee tells a joke in the office that directly discriminates against females. This could be a potential _____ violation.

- (A) safety
- (B) privacy
- (C) equal opportunity
- (D) HIPAA

99. S.M.A.R.T. goals are a very effective method of motivating employees and increasing productivity. A S.M.A.R.T. goal is said to be specific, measurable, attainable, relevant, and

- (A) tested
- (B) trusted
- (C) timely
- (D) terrific

100. Which of the following is an example of a material resource:

- (A) A marketing-research study
- (B) A piece of manufacturing equipment
- (C) A bank loan
- (D) A long-term employee

101. Macon Industries writes a purchase order for bolts, washers, and nails and sends the order to the Stanton Company to process. In this situation, the purchase order is a(n)

- (A) letter of intent.
- (B) open order.
- (C) accounts-receivable document.
- (D) sales contract.

102. BTA Enterprises used overly aggressive advertising tactics to discredit the MZT Company, its primary competitor. As a result, the MZT Company's sales and stock values have plummeted over the past few months. This situation is an example of

- (A) a criminal offense.
- (B) negligence.
- (C) misappropriation.
- (D) an intentional tort.

103. Serena is responsible for making business decisions on Logan's behalf, which includes looking out for his best interests. In this situation, Serena is the _____, and Logan is the _____.

- (A) advocate; agent
- (B) agent; principal
- (C) principal; executor
- (D) executor; advocate

104. A good way to determine the most relevant information in a textbook is by

- (A) taking detailed notes on each example provided in the textbook.
- (B) reading the review questions at the end of each chapter or section.
- (C) scanning the glossary that is located in the back of the textbook.
- (D) memorizing each section's titles and subtitles.

105. An employee must complete a voucher and have it signed by his/her manager to obtain petty cash from the business. This is an example of a

- (A) benchmark.
- (B) policy.
- (C) procedure.
- (D) consignment.

106. Adnan wants to be sure that he understands everything his boss is saying in their meeting. He looks directly at his boss, nods occasionally, asks clarifying questions, and paraphrases his boss's comments. Adnan is engaging in

- (A) passive speaking.
- (B) active speaking.
- (C) passive listening.
- (D) active listening.

107. Which of the following is an open question:

- (A) Is your presentation finished?
- (B) Are you ready for your presentation?
- (C) What is your presentation about?
- (D) Do you need a projector for your presentation?

108. At the annual staff meeting, the company's sales manager announces that the bonus system is being suspended due to poor performance and profits. What communication style is the manager using?

- (A) Grapevine
- (B) Casual
- (C) Formal
- (D) Indirect

109. Loretta says the following to a group of researchers to whom she is speaking:

“To back up my theory, studies presented in the Wickham Journal of Health and Well being reveal that the survival rate for this particular disease increases by 38% when patients follow treatment option A.”

- (A) stating a well-known fact.
- (B) providing supporting information.
- (C) using emotional appeals.
- (D) communicating a goal.

110. What method of note-taking involves using headings and subheadings to record the relationships and content in a well-organized, multi-level structure?

- (A) Shorthand
- (B) Sentence
- (C) Mapping
- (D) Outline

111. A property developer plans to build a small strip mall on the south side of town. Several community members are unhappy with the plan, and ask the property developer to speak to the group about the mall and to describe what the mall will look like. What visual aid would be the most appropriate for the property developer to use in this situation?

- (A) Aerial photograph of the town
- (B) Simple line drawing of the area near the proposed building site
- (C) Three-dimensional model of the mall
- (D) Video that shows mall supporters making statements about the initiative

112. In an email message to her manager, Pamela wrote, “Can u get the sales #s to me 2day 4 my report? If so, that would b gr8.” What rule of professional email etiquette did Pamela fail to follow?

- (A) She used emoticons.
- (B) She used initialisms.
- (C) She used incorrect punctuation.
- (D) She used “run-on” sentences.

113. Which of the following is an example of an informational message geared toward an external audience:

- (A) An employee handbook
- (B) A print advertisement
- (C) An inventory report
- (D) An office calendar

114. Which of the following is an example of a simple report that businesspeople write:

- (A) Weekly status report
- (B) Marketing plan
- (C) Instruction manual
- (D) Customer survey

115. The sales manager sends an email to the distribution center manager to ask if a specific shipment has been received. What type of communication is occurring in this situation?

- (A) Upward
- (B) Horizontal
- (C) Downward
- (D) Personal

116. In which of the following situations is it best to communicate by holding a face-to-face meeting:

- (A) An employee needs to obtain a price list from a vendor.
- (B) A manager conducts an employee's annual performance review.
- (C) A manager wants an employee to submit his/her timesheet for approval.
- (D) An employee needs to ask for an expense form for reimbursement.

117. Abram works in a business's customer relations department. Which of the following is most likely to be his job title:

- (A) Consumer safety officer
- (B) Public relations specialist
- (C) Shipping and receiving clerk
- (D) Customer service representative

118. Kayla replies to Mrs. Patterson by saying, "The ProSpin GX2 blender is currently on backorder, but we expect to have another shipment in our warehouse by the end of this week." What is Kayla doing?

- (A) Describing a product's features
- (B) Responding to a customer's inquiry
- (C) Determining the customer's buying motive
- (D) Using a merchandising approach

119. Which of the following skills is essential for dealing with difficult customers effectively:

- (A) Marketing
- (B) Listening
- (C) Selling
- (D) Goal setting

120. When a business is successful in carrying out its brand promise, it provides its customers with

- (A) above-average product quality.
- (B) consistent experiences.
- (C) a variety of messages.
- (D) a single touch point.

121. If a business sells its customer list to other organizations without obtaining its customers' consent, the business is likely to

- (A) offer deep discounts to gain back its customers' loyalty.
- (B) take legal action against the other organizations.
- (C) lose its customers' trust.
- (D) damage others' reputations.

122. Which of the following is an example of a business creating possession utility:

- (A) The Penny-Wise Discount Store chain opens a new distribution center in upstate New York.
- (B) Patty's Pancake Palace extends its business hours to 2:00 p.m.
- (C) Iggy's Ice Cream Company develops 15 flavors of frozen yogurt.
- (D) Frederick's Furniture Store offers installment credit plans to its customers.

123. An auto manufacturer has the production capabilities to manufacture 10,000 of the model H60 Speedster sports cars each year. The auto manufacturer charges a price that only 10,000 people are willing and able to pay. What function of relative price does this situation exemplify?

- (A) Offering incentives
- (B) Informing
- (C) Rationing
- (D) Ceiling prices

124. What tends to happen when a business lacks unity of command in its organizational structure?

- (A) Job scope decreases
- (B) Productivity increases
- (C) Innovation increases
- (D) Efficiency decreases

125. Country X recently lifted an embargo on Country Z, which provides businesses in both countries additional opportunities to engage in international trade. This is an example of a _____ factor that affects the business environment.

- (A) social
- (B) political
- (C) demographic
- (D) technological

126. Which of the following is a true statement about a communist command economy:

- (A) Individuals can invest in the economy.
- (B) Businesses control the means of production.
- (C) The government sets the wages that workers earn.
- (D) Businesses set their own production quotas.

127. Which of the following is an example of an operational risk:

- (A) A corporation must comply with new environmental regulations.
- (B) A fire damages products that are stored in a company's warehouse.
- (C) A business's manufacturing equipment breaks down.
- (D) A company's primary competitor develops and markets a new product.

128. Which of the following is an item that is subject to an excise tax:

- (A) Carton of eggs
- (B) Ski boat
- (C) Prescription medication
- (D) Business computer

129. When employees carry out similar tasks in a lot of different ways, a business can often improve its productivity by

- (A) creating an open work environment.
- (B) updating basic operating equipment.
- (C) expanding its product line.
- (D) implementing standardized processes.

130. As a strategy to get a labor union to make concessions during a collective-bargaining process, MTD Manufacturing decides to stop manufacturing and temporarily close the business. What tactic is the business using?

- (A) Arbitration
- (B) Boycott
- (C) Lockout
- (D) Mediation

131. When a fire or natural disaster limits commodities, it is referred to as

- (A) deflation.
- (B) inflation.
- (C) demand pull.
- (D) supply shock.

132. When ATMs were invented, they took the place of many bank tellers. This is an example of _____ unemployment.

- (A) technological
- (B) cyclical
- (C) frictional
- (D) seasonal

133. What type of currency system is most likely to benefit a small country that relies heavily on exports to support its economy?

- (A) Pegged
- (B) Free floating
- (C) Speculative
- (D) Decentralized

134. Because Sweden is a society that places a great deal of importance and value on caring for others and maintaining a high quality of life, it is considered a(n) _____ culture.

- (A) individualist
- (B) feminine
- (C) rule-oriented
- (D) status-oriented

135. Max says, "I'm good at drawing, but Nicole is better at it." Max is not assessing his personal strengths and weaknesses objectively because he is

- (A) obtaining input from others.
- (B) making false generalizations.
- (C) failing to acknowledge his talents.
- (D) comparing himself to others.

136. Sasha wants to show initiative at her job. Which of the following actions should she take:

- (A) Avoid doing more than she is supposed to do
- (B) Wait to take action until her boss asks her to do so
- (C) Sign up for a seminar that will teach her a new skill
- (D) Leave unpleasant job duties for her coworkers

137. When Anna witnessed her coworker Brenda bullying another coworker Sam at work, she calmly told Brenda that her behavior was inappropriate and that she should treat Sam with the common courtesy and respect that everyone deserves. In this situation, Anna was

- (A) recognizing another person's contributions.
- (B) exhibiting cultural sensitivity.
- (C) exerting her authority.
- (D) demonstrating integrity.

138. During a performance review, Eric became confused when his manager told him that he needed to perform his work more efficiently. To clarify his manager's statement, he should

- (A) inform his manager that he is doing the best he can with the few resources available to him.
- (B) admit to his manager that he makes many mistakes because he hurries to finish his work.
- (C) tell his manager that his heavy workload is the reason for his lack of efficiency.
- (D) politely ask his manager to provide specific situations in which he wasn't working efficiently.

139. Ryan's manager has accepted a position with another company, and his new manager is Madelyn, who is transferring from the firm's California location. What type of change is Ryan experiencing?

- (A) Organizational
- (B) Personal
- (C) Process
- (D) Incremental

140. Which of the following statements is true of empathy:

- (A) It involves making judgments about people.
- (B) It's a trait you are either born with or not.
- (C) It is the same as sympathy.
- (D) It is possible for anyone to develop it.

141. Which of the following is an example of unethical behavior in the workplace that involves confidential information:

- (A) A manager tells her staff that she will be on maternity leave from April through June.
- (B) An accounts-receivable employee provides his/her manager with an aging-accounts report.
- (C) A manager advises a subordinate that s/he is being laid off due to the company's financial problems.
- (D) An employee tells a coworker how much the sales manager earned in bonuses last year.

142. Martin is trying to persuade the company's managers to produce a new item despite its initial costs. He tells the managers that the company can expect to increase its sales by 35% within two years. What technique is Martin using to persuade others?

- (A) Providing examples
- (B) Establishing credibility
- (C) Speaking with confidence
- (D) Emphasizing benefits

143. Jasmine needs to hold a staff meeting in the conference room at the same time that Jason needs the conference room to meet with a new client. The reason for conflict in this situation is

- (A) limited resources.
- (B) unclear boundaries.
- (C) inconsistent behavior.
- (D) desire for authority.

144. Administering employee surveys is one way employers can _____ employee stress.

- (A) reduce
- (B) identify
- (C) create
- (D) ignore

145. During a staff meeting, Matthew says, "In closing, I want to congratulate Shelby, who has been instrumental in landing the Feldman account. This account has the potential to greatly impact our company's sales." Matthew is motivating an employee by

- (A) supporting her ideas.
- (B) providing her with a monetary reward.
- (C) giving her new job responsibilities.
- (D) acknowledging her efforts.

146. Which of the following is a typical behavior for a person with a high achievement orientation:

- (A) Impatience
- (B) Persistence
- (C) Ruthlessness
- (D) Irresponsibility

147. When giving feedback to coachees, it's important that your criticism be

- A results-based.
- B constructive.
- C nonspecific.
- D negative.

148. During a casual conversation at work, Paul tells Meredith that he plans to vote for the Democratic candidate for mayor. He tells Meredith that the Republican candidate lacks moral values and doesn't have the ability to do a good job. Meredith responds by telling Paul that she is a volunteer for the Republican candidate's campaign and that she is offended by Paul's comments. What can Paul learn from this situation?

- A He should not make inappropriate comments about gender.
- B Good-natured teasing often lightens the mood.
- C People can change their minds by being open to others' opinions.
- D It's best to avoid controversial topics in the workplace.

149. An important aspect of building positive political relationships in the workplace is

- A expressing bias.
- B keeping informed.
- C being passive.
- D offering criticism.

150. Each pay period, Kendra has her employer automatically deposit her paycheck in her checking account so the funds are available for use when she needs them. In this situation, money is functioning as a(n)

- A form of cash.
- B unit of measure.
- C medium of exchange.
- D store of value.

151. Lydia and Robert purchased a sofa, chairs, end tables, and a coffee table from Rooms-R-Us Furniture Store. They arranged with the store to make a payment of \$ 242.00 on the 15th day of each month until the furniture is paid off. What type of credit account did Lydia and Robert use to make their purchase?

- A Budget
- B Installment
- C Regular
- D Revolving

152. If Fiona has a fatal accident or gets a terminal disease, she wants to make sure that her children's financial needs are met until they finish college. What type of insurance should Fiona purchase?

- (A) Worker's compensation
- (B) Life
- (C) Liability
- (D) Property

153. If William wants to determine the dollar amount that he has earned before taxes and other deductions for the pay period, he should look at the _____ on his paycheck stub.

- (A) gross wages
- (B) net pay
- (C) year-to-date gross earnings
- (D) year-to-date net income

154. While reviewing his credit report, Isaiah saw an inaccurate entry regarding a bank loan that he had obtained. The first step that Isaiah should take to correct the mistake is to

- (A) file a claim with the federal banking agency.
- (B) contact the bank.
- (C) file a complaint with the local business association.
- (D) contact the appropriate credit bureau.

155. If Camille wants to open a savings account to save money for her dream vacation, she should place her money in a deposit-taking institution, such as a(n)

- (A) savings and loan bank or investment bank.
- (B) retail bank or credit union.
- (C) investment bank or mortgage company.
- (D) mortgage company or credit union.

156. Which of the following investments gives the investor part ownership of a corporation:

- (A) Money market account
- (B) Stock
- (C) Real estate
- (D) Collectibles

157. What must Preston Enterprises pay to the insurance company to maintain its business liability insurance?

- (A) Commission
- (B) Premiums
- (C) Fine
- (D) Stipend

158. What dimension of risk involves measuring the likelihood that an event will occur?

- (A) Quantifying
- (B) Impact
- (C) Scoring
- (D) Probability

159. Ethical accounting practices involve presenting a business's financial information in a

- (A) systematic and biased manner.
- (B) format that can be interpreted in many ways.
- (C) clear and impartial way.
- (D) way that enables managers to manipulate data.

160. A primary source of a business's cash inflows is

- (A) cost of goods.
- (B) product sales.
- (C) loan payments.
- (D) payroll deductions.

161. Which of the following are categorized as operating expenses on a business's income statement:

- (A) Unsold goods, rent, and raw materials
- (B) Payroll, raw materials, and unsold goods
- (C) Rent, payroll, and insurance
- (D) Insurance, unsold goods, and payroll

162. The RDJ Company plans to sell stock and take out loans to build new manufacturing facilities in Taiwan and Peru over a three-year period. In this situation, the company is

- (A) using its working capital to expand.
- (B) tightening its cash conversion cycle.
- (C) making a capital investment decision.
- (D) solving a financial problem.

163. As Ross develops his departmental budget, he must demonstrate the need for every expense and not rely on historical data. What method of budgeting is Ross using?

- (A) Relational
- (B) Rolling
- (C) Zero-based
- (D) Master

164. When Emily posts an advertisement for a job opening on an employment website, she is using technology for _____ purposes.

- (A) training
- (B) selection
- (C) performance-management
- (D) recruitment

165. Introducing new employees to their coworkers, reviewing company policies, and giving a tour of the business facility are components of a company's

- (A) orientation program.
- (B) training simulation.
- (C) evaluation system.
- (D) selection process.

166. When a company is concerned about the way that it is packaging and labeling its goods, it is focusing on the _____ function of marketing.

- (A) promotion
- (B) marketing-information management
- (C) product/service management
- (D) selling

167. What type of company is most likely to focus on achieving stability as its primary goal?

- (A) Old
- (B) New
- (C) Small
- (D) Large

168. A well-known author and professor of literature wrote the following blog entry: "While some might find Margo Green's latest book entertaining, the plot is weak and unrealistic, and the characters lack depth and complexity." This is an example of

- (A) data.
- (B) a fact.
- (C) a theory.
- (D) criticism.

169. When evaluating the reliability of a journal article that addresses a complex issue or topic, it is important to consider the author's

- (A) expertise and knowledge.
- (B) age and expertise.
- (C) gender and age.
- (D) knowledge and gender.

170. Cocoa Bean Coffee Café posts the following statement on its website: "Cocoa Bean Coffee Café does not share its customers' names, email addresses, and telephone numbers with others without obtaining customers' consent." This is an example of a business exhibiting _____ behavior in relation to _____.

- (A) judicious; production procedures
- (B) cautious; product promotion
- (C) questionable; marketing research
- (D) ethical; information management

171. What technological component manages the computer's software and hardware?

- (A) Operating system
- (B) Power supply
- (C) Navigation key
- (D) Modem

172. Jamal needs to obtain a report from a vendor six months from now. He uses the calendar function in his email program to write a note that will automatically remind him to request the report on a specific date in the future. What is Jamal doing?

- (A) Acquiring information by reviewing Internet articles and papers
- (B) Using cloud applications to store important work documents
- (C) Managing his productivity by using scheduling applications
- (D) Using project management software to track personal activities

173. Employees should use the find-and-replace function in a word-processing program to

- (A) track the changes made to the document.
- (B) change a phrase that appears several times in a long document to another phrase.
- (C) verify that the document is free of spelling and punctuation errors.
- (D) change the default language in the document to another language.

174. When using presentation software to develop a slideshow presentation, it is best to

- (A) avoid the use of decorative fonts.
- (B) limit the presentation to twelve or fewer slides.
- (C) include flashy background designs.
- (D) use a lot of clipart to add interest.

175. To write text for your web page, you need to use _____ software.

- (A) web-editing
- (B) computer-aided design (CAD)
- (C) defragmentation
- (D) keylogger

176. While reviewing sales orders, Lorelei determines that 25% of the company's camping products were sold through its mail-order catalog last year. Based on the information provided, what is Lorelei doing?

- (A) Performing a SWOT analysis by reviewing sales promotions
- (B) Identifying the company's competitive edge
- (C) Using customer records to identify purchasing habits
- (D) Analyzing financial data to determine profitability

177. Which of the following is an economic factor that affects business trends:

- (A) The business cycle
- (B) Lifestyle changes
- (C) An aging population
- (D) Emergence of social media

178. Bedazzled Jewelry Store's sales revenue increased by 28% during the two-week period that it ran a television commercial, which advertised discounts on its bracelets and necklaces. Based on the information provided, what can the jewelry store conclude?

- (A) The promotion boosted short-term sales.
- (B) The store sold more necklaces than bracelets.
- (C) It is important to order additional inventory for an advertised sale to avoid stock-outs.
- (D) The store's sales revenues will continue to increase over time.

179. Xavier works for a manufacturing company. He ensures that the company has the appropriate level of raw materials needed for the production process. In what part of business operations does Xavier work?

- (A) Inventory control
- (B) Scheduling
- (C) Quality assurance
- (D) Output creation

180. To ensure that a business is following local safety ordinances, a government agency may

- (A) install security devices on the premises.
- (B) require the business to pay a fine.
- (C) inspect the building for hazards.
- (D) conduct preventative maintenance

181. At work, Hazel tripped over a box and fell down. Although Hazel wasn't seriously injured, her manager must

- (A) seek medical assistance from the fire department.
- (B) report the accident to the local health commission.
- (C) restock the company's first-aid kit.
- (D) complete an accident-report form.

182. A business should obtain a patent when it

- (A) develops an innovative product.
- (B) designs a new logo.
- (C) publishes an informative article.
- (D) has an extensive customer list.

183. For her new project at work, Juliette needs team members who are available to work on the project for 12 hours a week for the next eight weeks. What component of human resources is Juliette considering?

- (A) Aptitude
- (B) Interdependence
- (C) Time
- (D) Attitude

184. Which of the following questions should be answered when evaluating the results of a project:

- (A) Were the project goals achieved?
- (B) What equipment was used to complete the project?
- (C) Who were the project's stakeholders?
- (D) What was the purpose of the statement of work?

185. Ada purchases jewelry and clothing from many different manufacturers and sells the items to customers in her boutique. What kind of buyer is Ada?

- (A) Wholesale
- (B) Retail
- (C) Business use
- (D) Transformational

186. Colin sends a purchase order to the company's paper supplier to obtain an additional five cases of copy paper. What is Colin doing?

- (A) Submitting an expense form
- (B) Preparing a backorder
- (C) Requesting an invoice
- (D) Placing a reorder

187. During the vendor-selection process, the BWH Company asks potential vendors if they can process purchase requisitions so that the shipments arrive to the company's warehouse within five days. In this situation, BWH Company is most concerned with the

- (A) pricing structure.
- (B) product's quality.
- (C) order cycle.
- (D) shipping method.

188. A quality culture in the workplace requires

- (A) the implementation of strict rules and policies.
- (B) commitment from all employees.
- (C) a competitive attitude among coworkers.
- (D) resistance to innovation and change.

189. When Sergio operates the company's fork lift, he handles it carefully so that he doesn't break it. Sergio is helping the company control expenses by

- (A) treating others in a professional manner.
- (B) respecting the company's property.
- (C) following company sales policies.
- (D) performing his work quickly.

190. By maintaining the building's exterior and planting attractive landscaping, a business is most likely to

- (A) attract customers.
- (B) reduce expenses.
- (C) have fewer equipment failures.
- (D) employ friendly employees.

191. Throwing out junk mail and unnecessary documents on a regular basis will help you

- (A) delegate your workload.
- (B) ensure that you meet your deadlines.
- (C) maintain an organized workspace.
- (D) prioritize routine work activities.

192. A product originally marketed as wallpaper cleaner is now sold as a modeling compound that children use for art and craft projects. This is an example of

- (A) planned obsolescence.
- (B) paradigm innovation.
- (C) creative destruction.
- (D) positioning innovation.

193. The manager asked a few staff members for their opinions about what color to paint the office reception area. What decision-making style did the manager use in this situation?

- (A) Autocratic
- (B) Minimum input
- (C) Moderate input
- (D) Laissez faire

194. Rafael had a problem with a special computer program that he uses at work. He asked his manager and coworkers for advice and did some online research to find out if other companies had experienced the same issue. Soon, Rafael came up with an idea to solve the problem, which also helped his coworkers who use the same computer program. Rafael met his employer's expectations by

- (A) demonstrating initiative.
- (B) meeting a deadline.
- (C) adhering to company policies.
- (D) treating customers with respect.

195. Marissa's new business venture failed because she did not want to work the long hours required to get the business up and running. Marissa lacked

- (A) financial resources.
- (B) personal commitment.
- (C) self-confidence.
- (D) problem-solving skills.

196. During a job interview, Kaitlin said, "In the past three years, I acquired 22 new accounts for my current employer, which increased sales in my territory by 18%." What is Kaitlin doing?

- (A) Communicating her professional accomplishments
- (B) Demonstrating her work-related technical skills
- (C) Requesting information about the job position
- (D) Discussing the job tasks that she likes to do

197. Jack just had a job interview with the Hammond Company. What can Jack do to reinforce his interest in the position?

- (A) Send an email to the company's president
- (B) Write a follow-up letter and send it to the interviewer
- (C) Call the company's human resources department to obtain salary information
- (D) Use social media to express his excitement about the job

198. Paulette is a member of her college alumni group and participates in the group's activities on a regular basis. During one event, Paulette's friend Dillon told her about a management position that recently became available with his company and encouraged her to apply for the position. This is an example of

- (A) personal volunteerism.
- (B) professional outsourcing.
- (C) job networking.
- (D) employee acquisition.

199. Because Priya is knowledgeable, dependable, and has the ability to share her vision and inspire those around her, she received a promotion at work. Priya possesses

- (A) leadership skills.
- (B) technical skills.
- (C) an outgoing personality.
- (D) an objective attitude.

200. Which of the following is an example of a businessperson obtaining professional development:

- (A) Theo attends a seminar about product-standard changes that are affecting his industry.
- (B) Zoe reviews online publications to obtain information for a report that she is writing.
- (C) Nick asks his manager if he should attend a company meeting that is being held next month.
- (D) Talia organizes a community-service event that her employer sponsors every year.

201. What requirement of a legally enforceable contract requires that both of the parties who are entering into the contract are sane, sober, and of legal age?

- (A) Capacity
- (B) Consideration
- (C) Genuineness of assent
- (D) Legality of purpose

202. What type of law focuses on protecting natural resources?

- (A) Securities
- (B) Constitutional
- (C) Cyber
- (D) Environmental

203. To sell sweatshirts, jackets, and T-shirts imprinted with ABC University's logo, the Collegiate Sportswear Company pays royalties to the university. What type of business ownership does this situation exemplify

- (A) General partnership
- (B) Business-format franchise
- (C) Multi-level marketing
- (D) Licensing agreement

204. What often helps researchers quickly locate relevant information in a long research report?

- (A) Reading the bibliography
- (B) Evaluating the author's expertise
- (C) Developing the appendices
- (D) Examining the table of contents

205. The following statement appears in the Conrad and Associates employee handbook: "After three years of service employees receive three weeks of paid vacation." This statement is an example of a business

- (A) policy.
- (B) procedure.
- (C) process.
- (D) program.

206. Which of the following is the most businesslike way of placing a telephone on hold: What can you do to make sure that you understand what the speaker just said?

- (A) Maintain eye contact with the speaker
- (B) Paraphrase the speaker's message
- (C) Focus on details rather than the big picture.
- (D) Anticipate what the speaker will say next.

207. Which of the following is the most businesslike way of placing a telephone on hold:

- A Can you hold on for a few minutes?
- B Please hold until Ms. Jacobs is available
- C May I put you on hold for a moment, Mr. Wilkins?
- D That line is busy right now. Please hold.

208. During a manager's meeting, Jon says, "In relation to Marilee's previous remark, our department has a similar problem. Perhaps we should form an internal committee to address these issues." In this situation, Jon is contributing to a group discussion by

- A building on someone else's comment
- B helping the group summarize what's been said.
- C pointing out missing information.
- D establishing ground rules for the meeting.

209. Rachel says to the audience, "now that you have some insight about the nature of the problem, I'll discuss the methodology that our firm used to conduct the research." This statement is an example of a(n)

- A Gesture
- B Introduction
- C Transition
- D Conclusion

210. What type of graphic is best to use when you want to illustrate a sequence of events in chronological order?

- A Venn Diagram
- B Pie Chart
- C Timeline
- D Bar chart

211. Deanna just finished writing an article that will be published in an industry related magazine. Before she submits the article to the publisher Deanna should

- A determine if the topic will be of interest to the audience.
- B develop a comprehensive outline of key points.
- C proofread it and correct grammatical errors.
- D prepare the table of contents and glossary of terms.

212. Which of the following is a true statement about writing professional email messages:

- (A) Because email is an informal communication method, greetings are unnecessary
- (B) It is appropriate to use all capital letters when the message is urgent
- (C) The subject line should concisely describe the topic of the message
- (D) It is acceptable to use texting acronyms because most business people understand them

213. Which of the following is a technique used in a persuasive letter to gain the reader's attention and encourage them to read the rest of the message

- (A) Including a link to the business's website
- (B) Asking a question in the introduction
- (C) Placing the call to action in the last paragraph
- (D) Providing statistics in the body of the letter

214. Jane writes a short summary to advise her manager that she is working on the second phase of the project. What type of simple report is Jane preparing?

- (A) Feasibility
- (B) Progress
- (C) Analytical
- (D) Proposal

215. Isabella's manager sends an email requesting that Isabella contact a customer about an issue with an order. This is an example of ____ communication.

- (A) upward
- (B) lateral
- (C) downward
- (D) horizontal

216. What form of communication is best for a manager to use if he wants to obtain immediate feedback from employees and gauge their nonverbal cues?

- (A) Audio conference
- (B) Face-to-face meeting
- (C) Online chat room
- (D) Intranet message board

217. Which of the following is a true statement about positive customer relations:

- (A) Customer relations focus on selling activities
- (B) Satisfied customers are loyal customers
- (C) It requires businesses to be proactive
- (D) Price is the primary factor that affects customer loyalty

218. Carly tells a customer "I can understand why you are upset. Let's set up a time for our service technician come to your home to fix your new washing machine." Carly is reinforcing a service orientation by

- (A) Being enthusiastic about a new product
- (B) Presenting a solution to a problem
- (C) Supporting a customer's buying decision
- (D) Apologising for installing the washing machine incorrectly

219. Three weeks ago, Mrs. Anderson ordered a blue sweater for her niece's birthday, which was last Tuesday. When the sweater arrived yesterday, Mrs. Anderson called the store to communicate her dissatisfaction with the business. Mrs. Anderson told the store's customer-service representative that she wanted to return the sweater because her order did not arrive on time, so she had to buy another gift for her niece's birthday party. Mrs. Anderson's complaint involved

- (A) The shipment of an incorrect item
- (B) Undisclosed service changes
- (C) Poor delivery service
- (D) Damaged merchandise

220. What should a successful brand promise be able to do

- (A) Convey a high quality image
- (B) Clarify the company's process
- (C) Customise the product for each customer
- (D) Communicate an appealing benefit

221. Nathan manufacturing is evaluating computer software programs to help the company better manage its interactions with the customers. Nathan wants software applications that have the ability to track orders. Customer contact frequency and sales leads. What type of software would best meet the company's needs?

- (A) Sales force automation
- (B) Project management
- (C) Firmware
- (D) Hypermedia

222. One characteristic of an economic set is that it is

- (A) Tangible
- (B) Scarce
- (C) Immobile
- (D) Impractical

223. A pizza place decides to offer a new gluten free pizza crust to appeal to customers who can't eat gluten which type of unity had the restaurant created.

- (A) Possession
- (B) Time
- (C) Place
- (D) Form

224. A gas station sells close to the same amount of gas every month. Even if the price of gasoline goes up or down this is because demand for gas is

- (A) Inelastic
- (B) elastic
- (C) discretionary
- (D) inessential

225. Madelyn works in the marketing department isn't Lieberman industries. She often works on projects with employees who work in the product development finance and purchasing departments. What type of organisational structure does Lieberman industries have?

- (A) Functional
- (B) Divisional
- (C) Matrix
- (D) Proprietary

226. Which of the following is an example of the limits to economic freedom

- (A) Francesca wants to start her own company so she becomes an entrepreneur
- (B) Patrick decides to sell his car to his younger brother for \$10000
- (C) A company wants to purchase an office building but another company purchases it
- (D) Shown competed with several other applicants for the job position she wants

227. Which of the following is an example me of two business that are indirect competitors

- (A) Regal Movie Theater and Logan's steakhouse
- (B) Macy's Department Store and J.C. Penney
- (C) Apple and Microsoft
- (D) Dairy Queen and Graeter's Ice Cream

228. Cubans company always pays her on time offers benefits and provides her with an office she feels safe and comfortable in. Vivian enjoys her job and is able to be more productive because her company puts an emphasis on

- (A) Quality of work life
- (B) Specialisation
- (C) Communication
- (D) Participative decision making

229. Which of the following products carry tax

- (A) Chocolate
- (B) Cigarettes
- (C) Soap
- (D) Milk

230. A primary advantage of labor specialisation for the company is

- (A) Greater employee turnover
- (B) Higher employee income
- (C) Simplified worker training
- (D) Increased job interdependency

231. Brandi just moved from Omaha to Pittsburgh to be closer to her sister. She hasn't found a job yet. This is an example of ____ unemployment.

- (A) classical
- (B) frictional
- (C) technological
- (D) structural

232. Interest rates are more likely to ____ during a period of economic ____.

- (A) Decrease; expansion
- (B) Increase; contraction
- (C) Decrease; recession
- (D) Increase; depression

233. What type of government policy involves manipulating the business cycle by raising or lowering taxes?

- (A) Monetary
- (B) Fiscal
- (C) Welfare
- (D) Trade

234. Mexico limits the amount of refined sugar that it allows into the country from other nations. What type of trade barrier does this exemplify?

- (A) Quota
- (B) Tariff
- (C) Subsidy
- (D) Product standards

235. If an individual is willing to help others, s/he is exhibiting a characteristic of emotional intelligence that relates to

- (A) Relationship management.
- (B) Self-awareness
- (C) Self-management
- (D) Social awareness

236. As Olivia starts her new job today, she is calm and feels that she will be able to handle her new responsibilities and challenges. Olivia is exhibiting

- (A) Self-reliance
- (B) Self-importance
- (C) Self-confidence
- (D) Self-motivation

237. When Lauren is at work she believes that it is important to focus on doing her job to the best of her ability and not waste the company's time or money therefore she always makes personal phone calls send texts and socialites with her coworkers during her lung break. Lauren is demonstrating

- (A) Empathy
- (B) Integrity
- (C) Flexibility
- (D) Humility

238. Why do positive people enjoy better personal relationships

- (A) They are kind and considerate
- (B) They're usually in a bad mood
- (C) They usually put themselves first
- (D) They typically have good personal hygiene habits

239. While at work Gabby asks Charlotte a very personal question that makes Charlotte feel very uncomfortable. In this situation Gabby is being disrespectful of Charlotte's

- (A) Culture
- (B) Opinion
- (C) decision
- (D) privacy

240. To avoid resentment and bad feelings among coworkers employees should not discuss

- (A) Their workloads
- (B) Company profits
- (C) Their salaries
- (D) Vacation policies

241. Leslie wanted to persuade her manager to let her attend a professional development workshop next Wednesday. She asked her manager to let her attend a professional development workshop next Wednesday. She asked her manager about the workshop right before an important meeting when her manager was feeling frazzled. As a result the manager said "not right now" in this situation Leslie was unsuccessful in persuading her manager to let he go to the workshop because of

- (A) Poor timing
- (B) Lack of credibility
- (C) Flawed logic
- (D) Ineffective language

242. During a business negotiation John sat quietly and nodded his head as he listened to Liza but he did not respond to Liza's last comment what negotiation strategy did John use in this situation

- (A) Bargaining
- (B) Good cop bad cop
- (C) Limited authority
- (D) Silence

243. Jocelyn says "Randy is you don't start pulling your own weight on this project you will make us all look bad". What rule of conflict resolution did Jocelyn break?

- (A) Focusing on Randy's personality rather than his behaviour
- (B) Interrupting Randy while he was trying to state his opinion
- (C) Using "you" statements rather than "I" statements
- (D) Allowing someone to use verbally abusive language

244. Which of the following is a proactive way for an employee to cope with risks associated with job burnout

- (A) Focus in a few repetitive tasks
- (B) Work longer hours to improve performance
- (C) ask for new duties or responsibilities
- (D) Reorganise workspace

245. Employees from different departments participate in a group to solve problems related to the company's production processes. This is an example of

- (A) Standing committee
- (B) Short term committee
- (C) Quality circle
- (D) Product team

246. When Nilesh started a new job he trained alongside another employee for a few weeks so the he could get the hand of his job duties. The time that Nilesh spent training with the other employee is an example of a

- (A) Resource issue
- (B) Transition period
- (C) Government regulation
- (D) Emergency

247. Nate has a knack for getting others to see his way. He wants to lead a change at work so he started by putting together a presentation for his boss showing why the change is necessary. Which characteristic of an effective change leader is Nate demonstrating in this situation

- (A) Avoids conflict
- (B) Independent
- (C) Loves to learn new things
- (D) Persuasive

248. To build collaborative relationships with coworkers it is necessary for each person to

- (A) Change his personal opinions
- (B) Develop a competitive spirit
- (C) Possess the same skills and attitudes
- (D) Be willing to share information

249. Ben is a new employee with SEC. To understand the role of office politics in his new company Ben should

- (A) Observe other employees to learn about the company's organizational culture
- (B) Compliment managers excessively so they will share vital company information
- (C) Provide management with a list if suggestions for corporate improvement
- (D) Align himself quickly with a group of coworkers to work for change

250. Marshalls employer pays him for the work that he performs while on the job. This is an example of

- (A) Earned income
- (B) Passive revenue
- (C) Capital gains
- (D) Transfer payments

251. Last month Monica used her old navy credit card to purchase \$200 worth of clothing and accessories when Monica received the bill it stated that she had to make a minimum payment of \$20. This is an example of a _____ credit card

- (A) Revolving
- (B) Installment
- (C) Budget
- (D) Service

252. Which or the following is an investment option that provides tax advantages to parents who want to help their children cover their future college expenses

- (A) Bank checking account
- (B) Education saving account
- (C) Retirement savings plan
- (D) Corporate stock options

253. What type of services do property taxes typically fund?

- (A) National security program's and local road repairs
- (B) Local fire departments and local law enforcement agencies
- (C) State education program's and federal correctional facilities
- (D) State colleges and state social welfare initiatives

254. Limiting number of credit cards that you have will help you

- (A) Manage your spending
- (B) Purchase most of the items you want
- (C) Waive the transaction fees for each cards
- (D) Exceed your credit limits

255. James wants to borrow \$2500 to buy a car. Which of the following is a financial institution that is more likely to lend James the money

- (A) Investment
- (B) Retail bank
- (C) Mortgage company
- (D) Financial holding company

256. Which of the following are examples of ownership investments

- (A) Stocks and bonds
- (B) Savings accounts and stocks
- (C) Collectibles and real estate
- (D) Certificates of deposits and bonds

257. Jack broke his left leg in a snowboarding accident and won't be able to work for three months. What type of insurance will help jack cover his living expenses while he is recovering from his accidents

- (A) Disability
- (B) Health
- (C) Liability
- (D) Term life

258. When a business covers it's windows with plywood to protect for approaching hurricane winds it is _____ risk

- (A) Transferring
- (B) Accepting
- (C) Avoiding
- (D) Mitigating

259. To ensure that financial information is reported in a consistent way businesses must

- (A) Develop productivity benchmarks
- (B) Follow accounting standards
- (C) Implement operating guidelines
- (D) Establish processing requirements

260. Which of the following is categorised as owners equity on a company's balance sheet

- (A) Inventory
- (B) Accounts receivable
- (C) Retained earnings
- (D) Captain equipment

261. Which of the following is true of income statements

- (A) They are also known as ratio statements
- (B) They forecast the business's future
- (C) They are used primarily by a business's costumers
- (D) They typically have at least five categories

262. Pauli works in his company's finance department. And his job is making sure that customer pay their bills in time. Pauli is in charge of

- (A) Equity
- (B) Accounts payable
- (C) Accounts receivable
- (D) Captain investment decisions

263. It is important for a company to develop a budget because it

- A Serves as the company's business plan for success
- B Ensures that the company will succeed in the marketplace
- C Focuses in the company's income rather than its expenses
- D Provides the company with benchmarks for performance

264. After Taylor puts in her two weeks notice at her job her human resources manager schedules a time to sit down and talk about why she's leaving and how the company can improve. This is considered a ____ interview

- A Exit
- B Recruiting
- C Orientation
- D On boarding

265. A primary reason for developing an employee orientation program is to

- A Help new employees learn about the company
- B Reduce the need for on the job training
- C Assign a mentor to help each experienced employee
- D Evaluate the employees work performance

266. Consumers make buying decisions based on

- A Laws
- B Technical support
- C Perception
- D Objective reality

267. Which do the following is an action that can help a business safeguard it's reputation

- A Delivering products with unpredictable quality
- B Fixing mistakes consistently and quickly
- C Using high pressure sales techniques
- D Implementing minimal touch points to connect with customers

268. Amy says "I think the primary reason that last years sales were higher than this years sales is because Jansen electronics has taken a portion of our market share" this is an example of

- A An opinion
- B A fact
- C Historical data
- D Comparative criticism

269. While conducting online research for a report, Pete reads an article written by a person who is not a well-known expert in the field to verify that the information in the article is accurate?

- A Determine if the opinions expressed in the article are logical
- B Interview an expert in the field to verify the information
- C Compare notes with a friend or coworker
- D Review the information in the authors list of citations

270. Companies are required to manage financial information in specific ways to

- A Prioritize information in order of importance
- B Enable employees to work remotely
- C Comply with government regulations
- D Lessen the effects

271. What techniques can help businesses reduce risks associated with software piracy and unauthorized peer to peer file sharing via the internet?

- A Rerouting
- B Virtualization
- C Encryption
- D Multicasting

272. Matthew sends several emails to his coworkers customers and vendors everyday. What email application will save Matthew time by automatically placing his name business address and phone number at the end of each message?

- A Clipboard
- B Subject
- C Attachment
- D Signature

273. Aaron is conducting an online search for an article entitled HOW TO MAKE GOOD DECISIONS AS A TEAM. The authors name is Les Mekeown. Which of the following queries will provide Aaron the fewest and most accurate results?

- A How to make decisions as a team OR Les Mekewon
- B "How to make good decisions as a team" "Les Mckewon"
- C Make decisions-team
- D (Make decisions team) + mckeown

274. A user can identify each cell in a spreadsheet by its unique Column ___ and row ___

- A Letter and number
- B Group and range
- C Number and letter
- D range and group

275. The primary purpose of groupware computer applications is to enable multiple employees the ability to

- (A) Create budgets for different business functions
- (B) Develop different formulas to manipulate financial data
- (C) Save documents in a variety of versions and formats
- (D) Obtain the same information from a central point of access

276. If a business has two records for one customer in its database it should consolidate all of the information into one record and

- (A) Delete the other record
- (B) Reformat the second record
- (C) Monthly sales report
- (D) Payroll record

277. To determine the amount of money that MWN manufacturing pays it's employees for working overtime the company should review its

- (A) Vendor invoices
- (B) Accounts receivable transactions
- (C) Monthly sales reports
- (D) Payroll records

278. To gather information for an environmental scan Greenburg Industries gathers 12 of its loyal customers to get insight about Their needs wants and preferences what method is the business using obtain information

- (A) Conference call
- (B) Personal interview
- (C) Online survey
- (D) Focus group

279. Businesses use supply relationship management computer software to

- (A) Process journals transactions
- (B) Make sourcing decisions
- (C) Coordinate pricing strategies
- (D) Manage clients sales data

280. Because Trevor works with woodworking machinery that often releases debris into the air his employe requires home to wear _____ when he is operating the equipment

- (A) Steel toed boots
- (B) Loose clothing
- (C) A heat resistant apron
- (D) Protective eye goggles

281. One way that businesses can reduce the risk of credit card fraud at the point of sale is by

- A Establishing credit limits for card usage
- B Reviewing sales receipts during closing procedures
- C Conducting a financial audit
- D Verifying the cardholders identification

282. A business should seek legal protection for its intellectual property to discourage

- A Employees from creating unique processes
- B Competitors from developing new products
- C Customers from filing frivolous lawsuits
- D Others from using it without permission

283. A project that involves adding a new cardiac surgical center to Manchester hospitals primary facility is nearly complete. Now the hospital plans to extend its cardiac rehabilitation area and add a heart Heath education center. This is an example of _____ project

- A Derivative
- B Breakthrough
- C Platform
- D Organic

284. The final deliverable of your project is choosing a name for your company's new product. Which of the following tasks is most likely outside the projects scope

- A Generating potential names for future product
- B Conducting a focus group to test potential names
- C Seeing how potential names look in different fonts
- D Brainstorming for names with members of the project team

285. Which if the following is primary factor that helps a business determine when it should place another order for a regularly stock item.

- A Reorder point
- B Profit margin
- C Buyers preferences
- D Accounts receivable

286. Which of the following is an example of a labor intensive conversion process

- A Operating an automated car wash
- B Watching an informational video
- C Painting an office building
- D Drinking a glass of milk

287. As a quality control philosophy the goal of lean operations is to eliminate waste which helps the business

- (A) Increase profits
- (B) Stimulate demand
- (C) Maximize lag time
- (D) Expand inventory

288. The MSE company encourages it's employees to perform and manage their own work within guidelines express their creativity to facilitate innovation and problem solving and collaborate with coworkers to improve work processes. What characteristic of a quality work culture does this situation exemplify

- (A) Unstructured leadership
- (B) Work specialization
- (C) Ethical work habits
- (D) Employee empowerment

289. Every year Kruger industries pays \$150 to the government to renew its operating license. This is an example of an

- (A) Semi variable expense
- (B) Variable cost
- (C) Fixed cost
- (D) Unaccountable expense

290. Staunton transportation company owns a fleet is delivery trucks. The company can minimize costa associated with expensive truck repairs and replacements by

- (A) Implementing a preventative maintenance schedule
- (B) Preparing an operating budget
- (C) Maintaining an inventory log
- (D) Assessing the company's capital investment decisions

291. When you keep your work space organized you are less likely to

- (A) Forget important phone numbers
- (B) Misuse office equipment
- (C) Misplace important documents
- (D) Discard unnecessary paperwork

292. Chad is buying a new car. Although the first car is a great deal and a more practical choice he just the look of the second car. As a result he decided to purchase the second car. His design is based which of the following internal factors

- (A) Framing
- (B) Experience
- (C) Emotion
- (D) Insight or intuition

293. Jason likes to ask questions and learn new things. What personal trait of creativity does Jason have

- (A) curiosity
- (B) Independence
- (C) Open minded ness
- (D) Determination

294. Lily makes sure that she arrives at work on time and meets her worn deadlines consistently and accurately. Lily is meeting her employers expectations by

- (A) Showing empathy
- (B) Exhibiting a positive attitude
- (C) Being dependable
- (D) Demonstrating self understanding

295. Advertising falls under which of the following categories in marketing

- (A) Marketing research
- (B) Merchandising
- (C) Professional selling
- (D) Marketing communications

296. Lucy is starting a jewelry making business. She knows that she needs to invest a lot of her money and time into getting her business up and running and is willing to do so without knowing exactly how things will turn out. What characteristic of entrepreneurship is Lucy exhibiting

- (A) Risk taking
- (B) Innovation
- (C) Enthusiasm
- (D) Problem solving

297. When writing a letter of application for a job you should

- (A) Provide detailed information about your work experience
- (B) Close the letter by asking about the company's pay and benefits
- (C) Highlight the skills that you have that match the employers needs
- (D) Use a standard format to make it easier to apply for variety jobs

298. Landon recently joined his community's young professionals club to connect with other businesses. During the organizations last meeting Landon spoke with Leah who works for the ChemLab Leah told Landon about a position in the company's inventory control department and encourage him to check it out. In this situation Landon is engaging in ____ activities

- (A) Interviewing
- (B) Social media
- (C) Selling
- (D) Business networking

299. Ryan is a college student who is interested in becoming a teacher. Every Tuesday afternoon spends his free time tutoring second grade students in reading and math at a local elementary school. What technique is Ryan using to obtain work experience?

- (A) Informational interview
- (B) Volunteering
- (C) Job shadowing
- (D) Internship

300. By reading trade journals business professionals can learn about

- (A) Organizational sales performance
- (B) Corporate changes
- (C) Internal policies
- (D) Industry trends

301. Which of the following statements is true of legally binding contracts:

- (A) *They are not valid unless written.*
- (B) *They clearly outline both sides of an agreement.*
- (C) Breaking one results in a lawsuit and possibly jail time.
- (D) They are enforceable for legal and illegal acts.

302. Which of the following is an example of a policy that's influenced by environmental law:

- (A) In many places, seatbelts are required by the government.
- (B) Drinking water must meet state, provincial, and federal quality standards.
- (C) Medicine must be approved to be marketed to the public.
- (D) Drivers must obey posted speed limits.

303. Which of the following statements is true of corporation:

- (A) The function independently of their owners.
- (B) They cannot sue or be sued.
- (C) Owners are liable for the corporation's actions.
- (D) They have limited life spans.

304. Tyrone is writing a research paper for his business class. What question should Tyrone ask as he looks for a valid source?

- (A) Is this material interesting and easy to read?
- (B) Is the information in this source up to date?
- (C) Does this source provide relevant graphic aids?
- (D) Do I agree with the viewpoint of this author?

305. Which of the following statements regarding company policies is true:

- (A) Company policies and procedures are the same thing.
- (B) Company policies identify general company rules.
- (C) Company policies describe emergency measures.
- (D) Company policies identify very specific employee actions.

306. Asking questions is important because it

- (A) gives you a chance to voice your opinion.
- (B) can clear up misunderstandings.
- (C) helps you become a passive participant in the conversation.
- (D) helps your brain process speech more quickly.

307. Which of the following is a correct interpretation of a common nonverbal cue:

- (A) Clenched fists can signal intelligence and awareness.
- (B) Crossed arms can signal friendliness and availability.
- (C) Fidgeting can signal nervousness or impatience.
- (D) Eye contact can signal anger or irritation.

308. To evaluate any idea objectively, it is important to consider.

- (A) personal opinions.
- (B) potential problems.
- (C) market research.
- (D) competitors' activities.

309. One way to effectively contribute to a group discussion when you don't know much about the topic being discussed is to

- A quickly form an opinion to share with the group
- B bring up different topic that you know more about.
- C let the more informed group member handle the conversation.
- D ask questions to clarify what someone else is saying.

310. Elizabeth is giving a speech about Abraham Lincoln. She starts with his early political life, moves on to his time as president, and then ends with his death. What common organizational pattern is she using for her speech?

- A Chronological
- B Topical
- C Spatial
- D Cause-and-effect

311. Alma is preparing a presentation about her department's budget to make to the company president. She wants to use a visual representation of the budget that shows part in relation to the whole. Alma should consider using a

- A pie chart.
- B table.
- C line graph.
- D bar graph.

312. Maria, a human resources manager, wants to send a message to everyone in her office about an upcoming change in the company's insurance policy. She should deliver this message

- A in a memo.
- B verbally.
- C through a letter.
- D with an informal e-mail.

313. Rosa is writing a business letter to Alex Smith, whom she has never met. Which of the following salutations should Rosa use:

- A Dear Alex:
- B Dear Mr. Smith:
- C To Whom it May Concern:
- D Dear Alex Smith:

314. Jerald works for a cancer charity, and he's in a hurry of writing a letter asking for donations. He's determined his objective (raising money), and he has a list of potential donors to whom to send letters. He wants to grab the reader's attention in the first line of his letter, so he should

- (A) tell a joke to break the ice.
- (B) ask the reader a provocative question.
- (C) say something general so it applies to more people.
- (D) explain the history of the charity.

315. An effective executive summary

- (A) is written for people who won't read the whole document.
- (B) includes every point from the business report.
- (C) uses technical terminology to show the writer's expertise.
- (D) features complex compound sentences.

316. To participate effectively in a staff meeting, you should

- (A) answer e-mails during show points so you don't waste any company time.
- (B) bring up any personal concern so that they can be discussed with the group.
- (C) read important documents and do research ahead of time so you're prepared.
- (D) share your opinion on each topic discussed so your manager knows you're paying attention.

317. What should you do if a customer is being difficult or demanding?

- (A) Promise to give the customer a significant discount.
- (B) Ignore him/her, and focus on another customer.
- (C) Tell the customer that his/her attitude is inappropriate.
- (D) Continue to treat him/her with courtesy and respect.

318. When doing business with clients from another culture, you should always be sure to

- (A) take the opportunity to tell the other person how you do things in your culture.
- (B) research the culture and history of the people with whom you're doing business.
- (C) use humor to ease tension and make everyone more comfortable.
- (D) always speak English since it's considered the international language of business.

319. How can you reassure difficult customers?

- (A) Offer to let them speak to your manager.
- (B) Let them have what they want.
- (C) Carefully explain why they're wrong.
- (D) Show that you're on their side.

320. Elizabeth has many ways of interacting with her favorite store. She can visit it in person and speak to an employee, check out the store's website online, receive one of its e-mail newsletters, or look at its Facebook page. The way Elizabeth interacts with the store are.

- (A) touch points.
- (B) contact spots.
- (C) brand interactions.
- (D) customer exchanges.

321. Alison likes to shop at a certain grocery store. She could possibly find better prices at other stores, but she feels comfortable with this one. Rather than shopping around, Alison prefers

- (A) business process management.
- (B) relationship buying.
- (C) advocacy.
- (D) corporate culture.

322. Although there are many grocery stores near her, Sara always shops at a particular one. This is because the bagger at her preferred store help the customers carry groceries out to their car. By offering to help customers carry their groceries, the store is increasing _____ utility.

- (A) form
- (B) task
- (C) place
- (D) time

323. Rob was planning to go on a cruise. However, when prices went up significantly, he decided to delay his trip. This is an example of what type of demand?

- (A) Necessary
- (B) Inelastic
- (C) Utility
- (D) Elastic

324. A manufacturer wants to ensure that each product it makes meets a certain standards so that customer complains and product returns will be kept at minimal levels. Meeting this goal depends on the part of operations known as

- (A) inventory management.
- (B) strategic management.
- (C) purchasing.
- (D) quality control.

325. A clothing company keeps track of fashion trends so that it knows which styles will sell next season. Which of the following is the company most likely to use to collect information about these trends:

- (A) Cultural intelligence
- (B) Lobbying
- (C) Environmental scanning
- (D) Social responsibility

326. Carol is a helpful, facilitative manager. She doesn't insist on rigid job descriptions for her employees, and she focuses more on outcomes that she does on traditional business functions. Carol is a/n _____

- (A) reactive
- (B) proactive
- (C) innovative
- (D) competitive

327. Which of the following characteristics is true of a private enterprise system:

- (A) Property and income are distributed equally.
- (B) Unemployment and poverty are eliminated.
- (C) The government owns and controls the economic resources.
- (D) Businesses are free to choose what they wish to produce.

328. Which of the following risks can be covered by insurance:

- (A) Changing customer needs
- (B) Obsolescence
- (C) Interest rate fluctuations
- (D) A car accident

329. The Food and Drug Administration, of FDA, tests foods, cosmetics, and drugs to prevent the sale of unsafe items. What type of government control is this?

- (A) Monopoly
- (B) Licensing
- (C) Regulatory
- (D) Wage/Price

330. How do unions benefit businesses?

- (A) Unions can help businesses save time by recruiting employees.
- (B) Unionized companies pay higher wages.
- (C) Unions sometimes take control of personnel matters such as promotions.
- (D) Unions give employees more bargaining power.

331. Which of the following activities is part of the primary stage of production:

- (A) Manufacturing
- (B) Fishing
- (C) Construction
- (D) Banking

332. Which of the following is a typical result of price instability:

- (A) Wealth is redistributed in a way that is often productive to the economy.
- (B) It becomes difficult for consumers to plan ahead.
- (C) Long-term government projects are easier to arrange.
- (D) Businesses often hire more employees.

333. Determine if the following statement about business cycles is true or false: A trough can be seen as a good sign for the economy.

- (A) True. Hitting rock-bottom can imply that recovery is on the way.
- (B) True. The economy is at its healthiest in the trough phase.
- (C) False. After a trough, the economy usually continues to decline.
- (D) False. Hitting rock-bottom means that recovery is a long way off.

334. Weather societies tend to place high value on using verbal communication and saying what you mean. Which type of culture does this illustrate?

- (A) High-context
- (B) Low-context
- (C) Individualist
- (D) Collectivist

335. Which of the following is true of emotional intelligence:

- (A) It means you're an emotional person.
- (B) It helps you manage your emotions.
- (C) it's also known as "book smarts."
- (D) It's not a good predictor of future success.

336. When assessing your personal strengths and weaknesses, it's very important to

- (A) try to hide your weaknesses.
- (B) compare yourself to other people.
- (C) be as hard on yourself as possible.
- (D) get input from other people.

337. Which of the following is a good way to show initiative at work:

- A Using free time to surf the web
- B Dressing in appropriate clothing
- C Volunteering to stay late to finish a project
- D Being friendly and courteous to coworkers

338. Anna really wants to go shopping with her friend Bethany on Tuesday, but she's scheduled to work. Bethany tells her, "Just call in sick. No one will know!" Anna considers it, but she decided to go work and honor her commitment. Which element of responsibility does this illustrate?

- A Courage
- B Fairness
- C Compassion/Respect
- D Accountability

339. Optimists are often more responsible than pessimists because optimists

- A don't blame others for their mistakes.
- B don't accept responsibility for their own actions.
- C make excuses and point fingers.
- D don't make mistakes.

340. When giving constructive criticism, it's important to do so in a _____ manner.

- A public
- B nonthreatening
- C forceful
- D humorous

341. If you "find your own way," work hard, and receive credit for your own accomplishments, you are illustrating

- A collectivism.
- B ethnocentrism.
- C cultural sensitivity.
- D individualism.

342. John and his coworker get along well, and they frequently talk about their personal lives while eating lunch together at the office. Which of the following topics is appropriate for John to bring up with his coworkers:

- A The church service he'd like his coworkers to attend
- B The details of his divorce proceedings
- C The job he'd like to have in 5 years
- D What he watched on TV last night

343. During a negotiation with a big client, Kevin makes sure he understands what the client says. He repeats the client's statements and asks for clarification when he's confused. When the client speaks, Kevin doesn't try to figure out what he'll say next, he concentrates on the client's words. Kevin is practicing

- (A) active listening.
- (B) role playing.
- (C) bargaining.
- (D) directed attention.

344. Julie comes to work every day in sweatpants, even though everyone else in her office dresses up. Her boss thinks this is inappropriate. What's driving this conflict?

- (A) Unclear boundaries for behavior
- (B) Authority
- (C) Opposing/Competing situations
- (D) Exclusion

345. If you and your teammates cooperate with each other and you feel like you're "all in this together," you benefit from shared

- (A) accountability
- (B) competition.
- (C) innovation.
- (D) reflection.

346. In a consensus-building group, the facilitator is the person who

- (A) takes notes.
- (B) is in charge of the group.
- (C) keeps the discussion on track.
- (D) makes sure everyone has equal time to speak.

347. The first step towards becoming a leader is

- (A) believing you can do it.
- (B) being a role model.
- (C) becoming a manager.
- (D) demonstrating empathy.

348. Maggie owns an auto repair business, She'd like to be the best auto repair shop in the city. Is this a goal or a vision?

- (A) A vision, It's long term, overarching, and inspirational.
- (B) A vision. It's specific, measurable, and time bound.
- (C) A goal. It's long term, overarching, and inspirational.
- (D) A goal. It's specific, measurable, and time bound.

349. If you like rules, directions, and close supervision, you would probably would best with which of the following types of managers:

- (A) Interdependent
- (B) Democratic
- (C) Laissez-faire
- (D) Authoritarian

350. Jorge is considering whether to invest \$100 at his bank, but first, he wants to know what his \$100 will be worth in a year. To figure this out, Jorge needs to know the

- (A) interest rate.
- (B) present value.
- (C) time value of money.
- (D) investment rate.

351. dan buys a sofa from a local furniture store that advertises "90 days same as cash." She's able to have the sofa delivered to her house immediately without paying anything. However, if she doesn't pay for the sofa within 90 day period, she'll be subject to finance charge, Jordan bought the sofa using a _____ credit account.

- (A) revolving
- (B) budget
- (C) regular
- (D) installment

352. Which of the following is a measurable goal:

- (A) I want to save \$3,000 for a new truck.
- (B) I'd like to spend less money on clothing.
- (C) I want to pay off some of my credit card debt soon.
- (D) I'm thinking of buying a house next year.

353. What is one way you can prevent identity theft?

- (A) Only give out personal information when the other person initiated the contact.
- (B) Memorize you social security number, and keep your card at home.
- (C) Throw away all credit cards statements, receipts, and credit offers.
- (D) Only give out personal information to someone who says s/he works for a legitimate company.

354. Lin earns \$35,000 of taxable income a year. Sh's unmarried, has no dependents, and doesn't earn any money from interest. Which tax form should she file?

- (A) 1040EZ
- (B) 1040A
- (C) 1040
- (D) Lin doesn't need to file taxes because of her income level.
- (E) Taxes are a continuing joke. If you pay them you're uninformed.

355. Which of the following statements is true of good investment brokers:

- (A) They are responsible for making sure the investor makes money.
- (B) Most of them are research analysts.
- (C) They are an investor's personal link to the stock exchange.
- (D) They control an investor's money.

356. Sheila decides to invest some of her money. She doesn't like to take big risks, and she wants to be able to access all of her money at all times. She also doesn't mind not earning much interest, Sheila should invest her money in a

- (A) stock.
- (B) saving account,
- (C) certificate of deposit (CD).
- (D) money market account (MMA).

357. When Dan buy a new company truck for his small business, he decides to purchase an extended warranty. What type of risk management is Dan engaging in?

- (A) Acceptance
- (B) Avoidance
- (C) Mitigation
- (D) Transference

358. Which of the following is a true statement about bookkeeping:

- (A) It is carried out monthly basis.
- (B) It includes balancing the books and posting to ledgers.
- (C) Most of it is done by hand.
- (D) Certified accountants are responsible for carrying out each step.

359. Marina works in the accounting department of a large company. Her boss is pressuring her NOT to record all of the company's revenue in the business's financial records. If she follows his instructions, the company will appear to a smaller income and won't have to pay as much in tax. He tells Mariana that this is a normal thing to do, but Mariana's pretty sure it's wrong. Is this practice legal?

- A No; this practice is known as sales skimming.
- B Yes; this is a common business practice.
- C No; this practice is known as money laundering.
- D Yes; if Mariana's boss requires her to do something, she should do it.

360. A graphic design firm decides to rent a new office. The cost of renting this building is considered a/n

- A owner equity.
- B operating expense.
- C cost of goods.
- D asset.

361. When Casey looks at her small business's income statement, she's excited to see that her profit is much more than she expected. However, she soon realizes that she's looking at the total profit before all other expenses have been deducted. Casey is looking at her

- A Operating expenses.
- B net income.
- C revenue.
- D gross profit.

362. Michael is financial manager at his company. He needs to decide which project the company should invest in, so he estimates each potential project's value to the business. What process is Michael using?

- A Working capital management
- B Capital budgeting
- C Capital structure
- D The cash conversion cycle

363. When Matt developed the yearly budget for his department, his boss required him to demonstrate the need for every expense instead of relying on a last year's budget. Matt developed a _____ budget.

- A zero-based
- B rolling
- C percentage-increase
- D master

364. Which of the following is human resource staffing activity:

- (A) Recruiting qualified workers
- (B) Revising a training program
- (C) Ensuring legal compliance
- (D) Negotiating benefit packages

365. Lucian, a business owner, hired a new employee. What is one thing she should be sure to do on the employee's first day?

- (A) Assign the new employee a mentor who can answer any questions s/he may have.
- (B) Start the new employee on work right away so that s/he becomes accustomed to his/her job duties.
- (C) Provide the new employee with all the details of every project s/he will be working on.
- (D) Let the employee work on trivial tasks for a few days so that s/he can ease into working.

366. Which marketing function helps businesses answer questions like, "Who are our customers?" and "Where are they located?"

- (A) Marketing-information management.
- (B) Product/service management.
- (C) Pricing.
- (D) Promotion.

367. Donald owns a small photography business. He wants to project a warm, friendly image to the public, so he makes sure his website, marketing efforts, and employees are all welcoming and approachable. Donald is concerned with:

- (A) expanding.
- (B) supporting a cause.
- (C) branding.
- (D) increasing sales.

368. Heath is writing a report about a controversial issue-the death penalty. Which of the following sources is a good choice for Heather's research:

- (A) A blog post from a professor of economics at Harvard.
- (B) A press release from a group of anime-death penalty activists.
- (C) An article from a 1995 edition of the *New York Times*.
- (D) An article from the current issue of *Time magazine*.

369. Irene has always kept and filed every piece of paperwork she receives. When she needs to find a specific document for her boss, Irene wastes hours looking through her filing cabinets before she finally finds it. What should Irene do to make her filing more efficient?

- (A) Hire a new employee to handle her files.
- (B) Store all of her documents virtually online.
- (C) Create a system and keep only what she needs.
- (D) Purge her old documents, throwing everything away.

370. In an effective information management system, all information is

- (A) abstract.
- (B) accessible to everyone.
- (C) quantitative in nature.
- (D) accurate.

371. Which of the following is a negative effect that technology has on business.

- (A) Businesses often cut employee-assistance programs.
- (B) Less emphasis is place on research and development.
- (C) It's more difficult to enter new and foreign markets.
- (D) Some technologies can create pollution.

372. Although Jillian enjoys her job, she's having some trouble getting along with certain coworkers. She wants o e-mail her boss about the problem, but she's afraid her boss may misinterpret the e-mail or see her as a negative person. Jillian wants to use proper e-mail etiquette, so she should

- (A) use emoticons in her e-mail so she won't seem like she's complaining.
- (B) talk to her boss in person instead of sending an e-mail.
- (C) write a lengthy e-mail to make sure her boss won;t misunderstand her.
- (D) be informal and make jokes so she won't appear too negative.

373. At home, Bill used Firefox to view web pages. At work, he uses Google Chrome to look at the sam page, These software programs that "translate" HTML-encoded files into websites that bill can read are empales of

- (A) uniform recourse locators.
- (B) browsers.
- (C) listservs.
- (D) search engines.

374. Which of the following statements is true of spreadsheets:

- (A) A row is where a column and call intersect.
- (B) "Row" and "column" are interchangeable terms.
- (C) A column is horizontal, while a row is vertical.
- (D) A cell is where a column and row intersect.

375. To create a web site that people will want to visit, you should use

- (A) a Flash intro that will grab the viewers' attention.
- (B) lots of sound and images to make the site more fun.
- (C) intuitive navigation so your viewers can browse easily.
- (D) several different fonts to keep visual interest.

376. Alana works in human resources. She is responsible for maintaining information about each company employee's hiring, evaluations, promotions, and reprimands. Alana is responsible for maintaining the company's _____ records.

- (A) asset
- (B) personnel
- (C) payroll
- (D) promotional

377. Identify the protocol component in the following URL (Uniform Resource Locator):

http://www.usatoday.com/money/media/2011-02-18apple18_st_N.htm

- (A) www.usatoday.com
- (B) http
- (C) money/media
- (D) htm

378. Which of the following elements is a part of a business's external environment?

- (A) Tax code.
- (B) Research and development.
- (C) Marketing.
- (D) Personnel.

379. At Joe's manufacturing plant, quality is build into their entire operating system, From the deign stage onward, they check their product constantly to make sure there aren't any costly reworks after its already made. Joe's company practices quality

- (A) operations.
- (B) inspection.
- (C) conformance.
- (D) assurance.

380. Which of the following is a workplace hazard:

- (A) An employee falls off a ladder while painting a house.
- (B) A restaurant kitchen has a slippery sport where someone spilled oil.
- (C) A receptionist is diagnosed with carpal tunnel syndrome.
- (D) A landscaper develops heat stroke.

381. Tom, an employee at a manufacturing plant, injures himself when a scrap of metal files out of a machine and into his eye. Mindy, his manager, must handle the situation. What should she do first?

- A Adress Tom's medical needs and get him to a doctor.
- B Discipline Tom for now wearing safety googles as instructed.
- C File an accident report and interview witnesses.
- D Check the machine to see if it's malfunctioning.

382. Which of the following is an example of intellectual property:

- A A business owner buys new computers for the office.
- B An inventor obtains a patent for a new product.
- C A restaurant kitchen is stocked with food.
- D A manufacturing company buys a new machine.

383. A publishing company is reading a 10th anniversary edition of a popular cookbook The new edition features an updated foreword and a dew new recipes, but otherwise it's the same as the col cookbook. This cookbook is a(n) _____ project.

- A R&D
- B platform
- C breakthrough
- D derivative

384. Which of the following is the best example of the types of recourse it takes to complete a project successfully:

- A Food
- B Materials
- C Encouragement
- D Energy

385. Purchasing's ultimate goal and purpose is always to obtain the right goods and services from the right suppliers at the right price.To reach this goal, purchasing specialists must be sure to

- A get the best price from suppliers, even if it damages relationships.
- B purchase as much as possible when goods are needed.
- C locate back-up sources of goods and services.
- D select the supplier with the lowest bid.

386. Maurice, a coffee shop owner, is choosing a new vendor to supply his shop with napkins, cups, and other paper products. He has several vendors to choose from, and he's not sure which to pick. For the best results, Maurice should choose the supplier who

- (A) has the most advanced technology.
- (B) has the lowest prices.
- (C) views relationships as partnerships.
- (D) has the best reputation in the community.

387. Kristina recently started her own candle company. After figuring out what kind of candles she wants to make and what they will look like, she has shifted her attention to how the candles will be produced and in what amounts. Kristina is engaging in

- (A) dispatching.
- (B) product placement.
- (C) production planning.
- (D) purchasing.

388. Mel works in the quality department of a manufacturing plant. When there's a problem with the production line, she writes the problem down on a piece of paper. Then, she writes down all the factors that are involved. After that, she writes down all of the possible reasons for the factors that led to the problem. Mel is using a quality tool known as a

- (A) cause-and-effect diagram.
- (B) check sheet
- (C) histogram
- (D) scatter diagram

389. What can you do to help your company control its expenses?

- (A) Follow company policies and procedures
- (B) Focus strictly on how much you can get done
- (C) Handle sales transactions as quickly as possible
- (D) Carry out research and development activities

390. When dealing with equipment maintenance, it's important to always remember that

- (A) it's less costly to fix a problem than prevent one
- (B) warrants are generally unnecessary and should be avoided
- (C) regular equipment checks can find problems while they're small.
- (D) you should keep equipment running while doing maintenance.

391. Sonya just started a new job at an office with a “corporate casual” dress code. However, her boss tells her that Fridays are “dress down” days. On Wednesday, Sonya starts to get nervous when she realizes she doesn’t know what she should wear on Friday. What should Sonya do?

- A Ask her boss or coworkers what is appropriate to wear.
- B Wear what she thinks will be appropriate and then gage her coworkers’ reactions.
- C Dress the way she did on “dress down” days at her last job
- D Focus on her work—the dress code is unimportant.

392. Jerry works in a large department store. His goal for this weekend is to get 10 customers to sign up for the store credit card. Which of the following best describes Jerry’s goal

- A Performance-based and long-term
- B Learning-based and short term
- C Performance-based and short term
- D Learning-based and long term

393. Which of the following should you ask yourself when defining a problem:

- A Am I making assumptions about the situation?
- B What are the possible positive and negative consequences?
- C Is this situation worthy of my time and attention?
- D What are all the possible solutions?

394. After Ben wrote his article for the company newsletter, he looks at his “in box” and sees the budget report that he has been dreading to work on. Since the budget report is due later in the week, he moves it to the bottom of the pile, and starts researching a more enjoyable project that is due in two months. What is Ben doing?

- A Multi-tasking
- B Procrastinating
- C Prioritizing
- D Organizing

395. Tony works for a large insurance company. His job is to support the company president, schedule his/ her appointments, and answer his/her phone calls. Tony works in

- A marketing communications.
- B operations management.
- C administrative services.
- D human resource management.

396. Which of the following characteristics are necessary for entrepreneurs to be successful:

- (A) Timidity and organization
- (B) Determination and aggression
- (C) Optimism and risk-aversion
- (D) Creativity and innovation

397. Which of the following choices best completes this sentence: An effective letter of application is

- (A) addressed to a specific person in the company.
- (B) a summary of the information on your résumé.
- (C) a form letter.
- (D) at least one page long.

398. Lauren is looking for a new job, so she attends as many networking fairs as she can. Since she often meets new people, she has prepared a 30-second speech that describes her qualifications, her skills, and her background. This short personal description is Lauren's

- (A) job hunting speech
- (B) personal brand speech
- (C) networking pitch
- (D) elevator pitch.

399. Juan is a neurosurgeon at a hospital. When he tells people he's a doctor, he's referring to his

- (A) promotion
- (B) job
- (C) career.
- (D) occupation.

400. Shinju has been in her position for awhile, and she'd like to get a promotion. The last time Shinju talked to her boss about it, her boss said that Shinju will need more training before he'd consider promoting her. What should Shinju do to get ahead?

- (A) Talk to coworkers and tell them she wants a promotion
- (B) Wait for her boss to assign her more training
- (C) Take a class to learn new skills in her industry
- (D) Defend herself and tell her boss she has enough training already