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| **Unit 2 & 3 Study Guide** |

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| **Instructions** |
| **Instructions:**  **Please read each question carefully.** There is only one response for each question.  This test is random.  Therefore, your neighbors question order is different from yours. **Upon completion continue with Unit 4.  Work quietly and independently.** |

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| **1.** | What do ***most*** businesses use to store information for future use? |
|  |
|  | |  |  | | --- | --- | | **A.** | CD-ROMs | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | computer systems | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | display screens | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | scanners | |
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| **2.** | Businesses evaluate the quality and source of the information they obtain to make sure the information is: |
|  |
|  | |  |  | | --- | --- | | **A.** | random. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | scientific. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | technical. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | useful. | |
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| **3.** | One way for businesses to obtain needed information efficiently is to: |
|  |
|  | |  |  | | --- | --- | | **A.** | contact a competitor. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | schedule an interview. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | read a book. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | access a database. | |
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| **4.** | The reason businesses obtain information usually is to apply it in order to: |
|  |
|  | |  |  | | --- | --- | | **A.** | determine a need. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | develop a database. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | accomplish a task. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | evaluate a source. | |
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| **5.** | Which is the ***most*** efficient tool for gathering the external information that businesses need? |
|  |
|  | |  |  | | --- | --- | | **A.** | library | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | Internet | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | software | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | textbooks | |
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| --- | --- |
| **6.** | Why is it important for businesses to store information for future use? |
|  |
|  | |  |  | | --- | --- | | **A.** | to make it accessible | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | to interpret data | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | to establish quality control | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | to protect it from overuse | |
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| **7.** | Businesses assess their information needs to determine the type of information that will help them deal with: |
|  |
|  | |  |  | | --- | --- | | **A.** | ethical issues. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | job applicants. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | personal relationships. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | specific problems. | |
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| **8.** | One of the purposes of information management is to provide businesses with the strategic information they need to: |
|  |
|  | |  |  | | --- | --- | | **A.** | create sales presentations. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | develop a short-term advertising campaign. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | make long-term decisions. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | write an annual report. | |
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| **9.** | Which is a true statement about a management information system (MIS)? |
|  |
|  | |  |  | | --- | --- | | **A.** | It may be one part of a business's overall information management program. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | It is the same thing as an information management program. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | It does not assist with a business's information management program. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | It includes people, processes, and practices. | |
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| **10.** | Information management can be a challenge because: |
|  |
|  | |  |  | | --- | --- | | **A.** | there is often not enough information to manage. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | many people do not understand what it is. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | there is only one “right” way to do it. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | no one wants to participate in it. | |
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| **11.** | Monitors, keyboards, and hard drives are examples of computer: |
|  |
|  | |  |  | | --- | --- | | **A.** | language. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | networks. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | hardware. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | standards. | |
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| **12.** | Which is a capability of a presentation software program? |
|  |
|  | |  |  | | --- | --- | | **A.** | connecting several computers | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | copying and printing documents | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | combining animation and sound | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | calculating mathematical data | |
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| **13.** | Many presentation software programs allow users to: |
|  |
|  | |  |  | | --- | --- | | **A.** | publish web pages. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | copyright their graphics. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | include voice narration. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | design organizational charts. | |
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| **14.** | Which is usually the quickest way that businesses can obtain information about unknown potential new vendors that are located in other parts of the country? |
|  |
|  | |  |  | | --- | --- | | **A.** | by searching the web | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | by sending an e-mail | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | by faxing a request | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | by phoning an agent | |
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| **15.** | A wholesale distributor of ready-to-wear clothing would like to track its customers geographically. Which software application would be ***most*** effective? |
|  |
|  | |  |  | | --- | --- | | **A.** | Internet | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | spreadsheet | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | database | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | word processing | |
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| **16.** | Why do many businesses store information in a computerized database? |
|  |
|  | |  |  | | --- | --- | | **A.** | to monitor economic trends | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | to communicate with vendors | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | to transmit documents | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | to maintain client lists | |
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| **17.** | One reason an existing business might develop a company web site is to: |
|  |
|  | |  |  | | --- | --- | | **A.** | create a new revenue source. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | reduce marketing expenses. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | lower tax rates. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | increase its product mix. | |
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| **18.** | Which type of software program would an employee use to prepare a form letter informing the company's clients of a change in product pricing? |
|  |
|  | |  |  | | --- | --- | | **A.** | spreadsheet | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | word processing | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | presentation | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | database | |
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| **19.** | Businesses often use word-processing computer software to produce: |
|  |
|  | |  |  | | --- | --- | | **A.** | detailed reports, memos, and contracts. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | complex graphics, letters, and reports. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | research reports, spreadsheets, and tables. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | business plans, contracts, and spreadsheets. | |
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| **20.** | Which demonstrates the correct method to ensure that all words in a phrase are included in a web search? |
|  |
|  | |  |  | | --- | --- | | **A.** | (Discipline is the most important part of success) | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | [There is no tree that the wind has not shaken] | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | 'To be or not to be' | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | "Confidence in itself is the secret of success" | |
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| **21.** | What do businesses often develop to be able to store and analyze data for the purpose of making business decisions? |
|  |
|  | |  |  | | --- | --- | | **A.** | survey methods | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | operating procedures | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | information systems | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | management policies | |
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| **22.** | The set of computer programs that manages the hardware and software of a computer is the: |
|  |
|  | |  |  | | --- | --- | | **A.** | electronic resource. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | digital connection. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | transfer protocol. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | operating system. | |
|  |  |
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| **23.** | Which is a computer-based time-management tool that helps employees keep track of their appointments and activities? |
|  |
|  | |  |  | | --- | --- | | **A.** | desktop-publishing software | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | spreadsheet calculator | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | instant-messaging program | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | electronic task organizer | |
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| **24.** | Which is an important component of computer systems? |
|  |
|  | |  |  | | --- | --- | | **A.** | software | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | Internet | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | website | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | e-commerce | |
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| **25.** | An employee receives an e-mail message from his supervisor and needs to pass the message on to a coworker. The ***most*** efficient way for the employee to communicate the information to his coworker is by: |
|  |
|  | |  |  | | --- | --- | | **A.** | forwarding the message to the coworker's e-mail address. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | sending the message by clicking on the reply box. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | posting the message in a secured e-mail folder. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | printing the message and handing the copy to the coworker. | |
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| **26.** | What type of software program would a business use to analyze its operating expenses and level of sales? |
|  |
|  | |  |  | | --- | --- | | **A.** | database | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | presentation | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | spreadsheet | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | communication | |
|  |  |
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| **27.** | Which is an umbrella term referring to any type of Internet transaction? |
|  |
|  | |  |  | | --- | --- | | **A.** | URL | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | e-commerce | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | e-business | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | website | |
|  |  |
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| **28.** | An electronic planning device that many employees use to keep track of their activities is an example of a: |
|  |
|  | |  |  | | --- | --- | | **A.** | time-management tool. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | communication system. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | web-based program. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | presentation application. | |
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| **29.** | Which is a way that businesses often use database software programs? |
|  |
|  | |  |  | | --- | --- | | **A.** | to prepare promotional material | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | to calculate weekly payroll | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | to diagram work schedules | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | to organize vendor information | |
|  |  |
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| **30.** | When e-mailing large files or documents to coworkers or customers, a businessperson sends them: |
|  |
|  | |  |  | | --- | --- | | **A.** | in codes. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | as attachments. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | in text boxes. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | as reply messages. | |
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| **31.** | Which is available to all people around the world who have access to a computer that has connectivity? |
|  |
|  | |  |  | | --- | --- | | **A.** | extranet | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | intranet | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | Internet | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | broadband | |
|  |  |
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| **32.** | Which is a standard capability of spreadsheet software? |
|  |
|  | |  |  | | --- | --- | | **A.** | to graph data | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | to create slides | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | to prepare text | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | to manage files | |
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| **33.** | Computer database programs make it easier for businesses to manage: |
|  |
|  | |  |  | | --- | --- | | **A.** | customers' buying habits. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | problem-solving skills. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | Internet search engines. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | large amounts of related data. | |
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| **34.** | Which allows a computer to search and access information on the Internet? |
|  |
|  | |  |  | | --- | --- | | **A.** | cookie | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | folder | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | browser | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | server | |
|  |  |
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| **35.** | Employees who have innovation skills are able to: |
|  |
|  | |  |  | | --- | --- | | **A.** | socialize effectively. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | behave aggressively. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | react to problems. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | think in new ways. | |
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| **36.** | Shannon's best friend has been excluding her lately. They were supposed to go shopping together, but her friend called and canceled. Shannon is upset about it. This is an example of which type of problem? |
|  |
|  | |  |  | | --- | --- | | **A.** | peer | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | work | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | school | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | professional | |
|  |  |
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| **37.** | Which is an internal factor that might influence a business owner's decision making? |
|  |
|  | |  |  | | --- | --- | | **A.** | opinions of others | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | competitors' activities | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | comfort with risk | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | market share | |
|  |  |
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| **38.** | After an employee collects the necessary facts, what is the next step that an employee should take to solve a problem? |
|  |
|  | |  |  | | --- | --- | | **A.** | analyze the information | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | define the problem | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | act on assumptions | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | make a decision | |
|  |  |
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| **39.** | The newly redesigned Toyota Corolla is an example of: |
|  |
|  | |  |  | | --- | --- | | **A.** | product innovation. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | process innovation. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | position innovation. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | paradigm innovation. | |
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| **40.** | Several employees are facing the possibility of being laid off from work. By concluding that they should look for new jobs before that happens, they are: |
|  |
|  | |  |  | | --- | --- | | **A.** | solving problems. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | doing research. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | asking questions. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | gathering information. | |
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| **41.** | An important problem-solving skill for individuals to have is the ability to be: |
|  |
|  | |  |  | | --- | --- | | **A.** | aggressive. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | objective. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | economical. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | judgmental. | |
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| **42.** | Jacob is interested in pursuing a specific business career and sets up a time to talk with a person who works in his field of interest. Jacob is obtaining career information by initiating a/an: |
|  |
|  | |  |  | | --- | --- | | **A.** | job evaluation. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | internship. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | discussion forum. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | exploratory interview. | |
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| **43.** | People who understand themselves and their unique skills and abilities usually are able to choose appropriate: |
|  |
|  | |  |  | | --- | --- | | **A.** | talents. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | friends. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | traits. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | careers. | |
|  |  |
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| **44.** | Self-understanding helps one to raise his/her level of self-esteem because it: |
|  |
|  | |  |  | | --- | --- | | **A.** | identifies social activities he/she enjoys. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | gives him/her a true picture of himself/herself. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | helps him/her to develop personal interests. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | compares his/her skills with others' skills. | |
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| --- | --- |
| **45.** | Chris likes to watch the space flight reports and to read about plans for the future in space. Space exploration is one of Chris': |
|  |
|  | |  |  | | --- | --- | | **A.** | interests. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | abilities. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | skills. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | aptitudes. | |
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| --- | --- |
| **46.** | Why do many businesses expect their employees to do their jobs according to strict guidelines? |
|  |
|  | |  |  | | --- | --- | | **A.** | to develop an enthusiastic attitude | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | to exhibit loyal behavior | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | to create a safe environment | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | to show an interest in work | |
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| --- | --- |
| **47.** | The Fox Company provides its employees with the appropriate gear and equipment to protect them from harm and injury. The company is behaving responsibly by providing employees with: |
|  |
|  | |  |  | | --- | --- | | **A.** | professional-development opportunities. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | fair wages and benefits. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | equal employment opportunities. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | safe working conditions. | |
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| --- | --- |
| **48.** | Accessing the websites of businesses and professional organizations is one way to obtain: |
|  |
|  | |  |  | | --- | --- | | **A.** | interview appointments. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | job applications. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | work experience. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | career information. | |
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| --- | --- |
| **49.** | Tia has many interests and does not know which career path is best for her. One method Tia can use to determine the ***best*** occupational options for her is to: |
|  |
|  | |  |  | | --- | --- | | **A.** | surf the Internet for job descriptions. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | have friends and family critique her personality type. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | develop a general interest questionnaire. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | complete an aptitude assessment survey. | |
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| --- | --- |
| **50.** | Jane enjoys working with people, is interested in television and advertising, has excellent grades in English and speech, and is very creative. What occupational area would she be better suited to pursue? |
|  |
|  | |  |  | | --- | --- | | **A.** | business and office | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | communications and media | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | personal services | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | health and fitness | |
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| --- | --- |
| **51.** | Because a business spends a lot of money to purchase and maintain office equipment, it expects its employees to: |
|  |
|  | |  |  | | --- | --- | | **A.** | call service personnel when equipment is not working correctly. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | use and handle the equipment with care. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | develop procedures to fix the equipment. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | ask others to operate equipment that they do not know how to use. | |
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| **52.** | An employee who is continually teased and made fun of by a supervisor is a victim of: |
|  |
|  | |  |  | | --- | --- | | **A.** | partiality. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | intolerance. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | harassment. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | criticism. | |
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| --- | --- |
| **53.** | ***Most*** businesses expect their employees to show an interest in the company by being: |
|  |
|  | |  |  | | --- | --- | | **A.** | emotional. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | aggressive. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | cooperative. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | impulsive. | |
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| --- | --- |
| **54.** | Which industry exists to protect individuals and businesses from financial losses? |
|  |
|  | |  |  | | --- | --- | | **A.** | insurance | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | marketing research | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | operations management | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | accounting | |
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| --- | --- |
| **55.** | What should individuals take into consideration when researching employment opportunities in business? |
|  |
|  | |  |  | | --- | --- | | **A.** | future outlook | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | vacation time | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | office environment | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | safety program | |
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| --- | --- |
| **56.** | Following a business employee for a few days to obtain information about that particular career is an example of: |
|  |
|  | |  |  | | --- | --- | | **A.** | job shadowing. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | volunteering. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | serving an internship. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | personal interviewing. | |
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| **57.** | Chris was interested in a job that was being advertised, but the ad did ***not*** provide instructions on whom to contact at the business. What should Chris do when sending a letter of application? |
|  |
|  | |  |  | | --- | --- | | **A.** | ask the newspaper who submitted the job ad | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | address the letter "To whom it may concern" | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | call to find out who will make the hiring decision | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | send the letter to the human resources department | |
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| --- | --- |
| **58.** | Job interviewers often say to job applicants, "Tell me about yourself." The purpose of this request is to: |
|  |
|  | |  |  | | --- | --- | | **A.** | test the applicant's communication skills. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | test the applicant's honesty and integrity. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | find out about the applicant's personal life. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | uncover job-related problems the applicant has. | |
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| --- | --- |
| **59.** | What type of information is acceptable to leave out of a job application? |
|  |
|  | |  |  | | --- | --- | | **A.** | salary requirements | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | educational background | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | personal data | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | professional experience | |
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| --- | --- |
| **60.** | Which is an appropriate response to the question on an employment application that asks the reason for leaving a previous job? |
|  |
|  | |  |  | | --- | --- | | **A.** | demanding employer | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | never received a promotion | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | accepted another position | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | problems with management | |
|  |  |
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| --- | --- |
| **61.** | What is one of the main reasons for sending an interview follow-up letter? |
|  |
|  | |  |  | | --- | --- | | **A.** | to submit personal information | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | to explain one's qualifications | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | to show one's continued interest | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | to ask questions about benefits | |
|  |  |
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| --- | --- |
| **62.** | Which is the ***best*** source of information about job leads? |
|  |
|  | |  |  | | --- | --- | | **A.** | family and friends | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | Occupational Outlook Handbook | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | business advisors | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | Bureau of Labor Statistics | |
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| --- | --- |
| **63.** | Job applicants use headings on their résumés to: |
|  |
|  | |  |  | | --- | --- | | **A.** | follow the standard practices for résumé preparation. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | ensure that the information is accurate and concise. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | organize the information so that it is easy to read. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | show the employer that the résumé provides complete information. | |
|  |  |
|  |  |

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| --- | --- |
| **64.** | Which is a guideline for writing a job application letter? |
|  |
|  | |  |  | | --- | --- | | **A.** | Be brief and to the point. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | Provide as much information as possible. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | Mention other prospects. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | Include a list of references in the letter. | |
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| --- | --- |
| **65.** | Is it appropriate for job applicants to ask the business to let them know when it makes a decision about filling a job? |
|  |
|  | |  |  | | --- | --- | | **A.** | Yes, this should be the applicants' first question. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | No, the business should not give out this information. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | No, the business will notify them without being asked. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | Yes, this request can be included in a follow-up letter. | |
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| --- | --- |
| **66.** | When asked questions during an employment interview, applicants should: |
|  |
|  | |  |  | | --- | --- | | **A.** | change the subject. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | say "yes" or "no." | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | nod in agreement. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | answer in full. | |
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| --- | --- |
| **67.** | Manuel is preparing his job résumé, but he has never held a paying job. He has only worked for his father and done some volunteer work in the community. What should Manuel do about the work experience section of his job résumé? |
|  |
|  | |  |  | | --- | --- | | **A.** | He should list his family job and volunteer work. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | He should explain that he hasn't had a real job. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | He should not include a work experience section. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | He should describe the kind of job he'd like to have. | |
|  |  |
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| --- | --- |
| **68.** | For a job seeker to find the ***most*** satisfactory job, he/she needs to: |
|  |
|  | |  |  | | --- | --- | | **A.** | consider salary or wages top priority. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | identify his/her own goals and skills. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | interview with several large companies. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | seek a job with advancement possibilities. | |
|  |  |
|  |  |

|  |  |
| --- | --- |
| **69.** | People who have limited work experience often include what type of references on their résumés? |
|  |
|  | |  |  | | --- | --- | | **A.** | personal | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | family | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | social | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | private | |
|  |  |
|  |  |

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| --- | --- |
| **70.** | Which is an example of a person obtaining unpaid work experience? |
|  |
|  | |  |  | | --- | --- | | **A.** | Jim hires Kevin to cut his lawn every week. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | Kelly volunteers at a local radio station. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | Sarah researches information about different careers. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | Ben performs contract work for his friend's new company. | |
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| --- | --- |
| **71.** | It is often necessary for employees to continue their education after working for several years to: |
|  |
|  | |  |  | | --- | --- | | **A.** | change careers. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | serve an apprenticeship. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | attend college. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | take online classes. | |
|  |  |
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| --- | --- |
| **72.** | Which is a situation that is likely to require a company's employees to obtain special training from an external source? |
|  |
|  | |  |  | | --- | --- | | **A.** | learning a complex computer software program | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | understanding the company's policy manual | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | interpreting a quarterly sales report | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | analyzing results of a research project | |
|  |  |
|  |  |

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| --- | --- |
| **73.** | Entry-level positions provide employees with: |
|  |
|  | |  |  | | --- | --- | | **A.** | basic job experience. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | high salaries. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | few advancement opportunities. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | limited training. | |
|  |  |
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| --- | --- |
| **74.** | A primary reason that employers often consider hiring a person with internship experience is because it implies that the applicant possesses: |
|  |
|  | |  |  | | --- | --- | | **A.** | a well-rounded educational background. | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | the ability to work with financial data. | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | traits such as initiative and commitment. | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | a network of prospective sales contacts. | |
|  |  |
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| --- | --- |
| **75.** | If three employees have the same level of ability and competence, what factor might a business use to decide which one to promote? |
|  |
|  | |  |  | | --- | --- | | **A.** | age | |
|  |  |
|  | |  |  | | --- | --- | | **B.** | gender | |
|  |  |
|  | |  |  | | --- | --- | | **C.** | seniority | |
|  |  |
|  | |  |  | | --- | --- | | **D.** | tenure | |
|  |  |
|  |  |