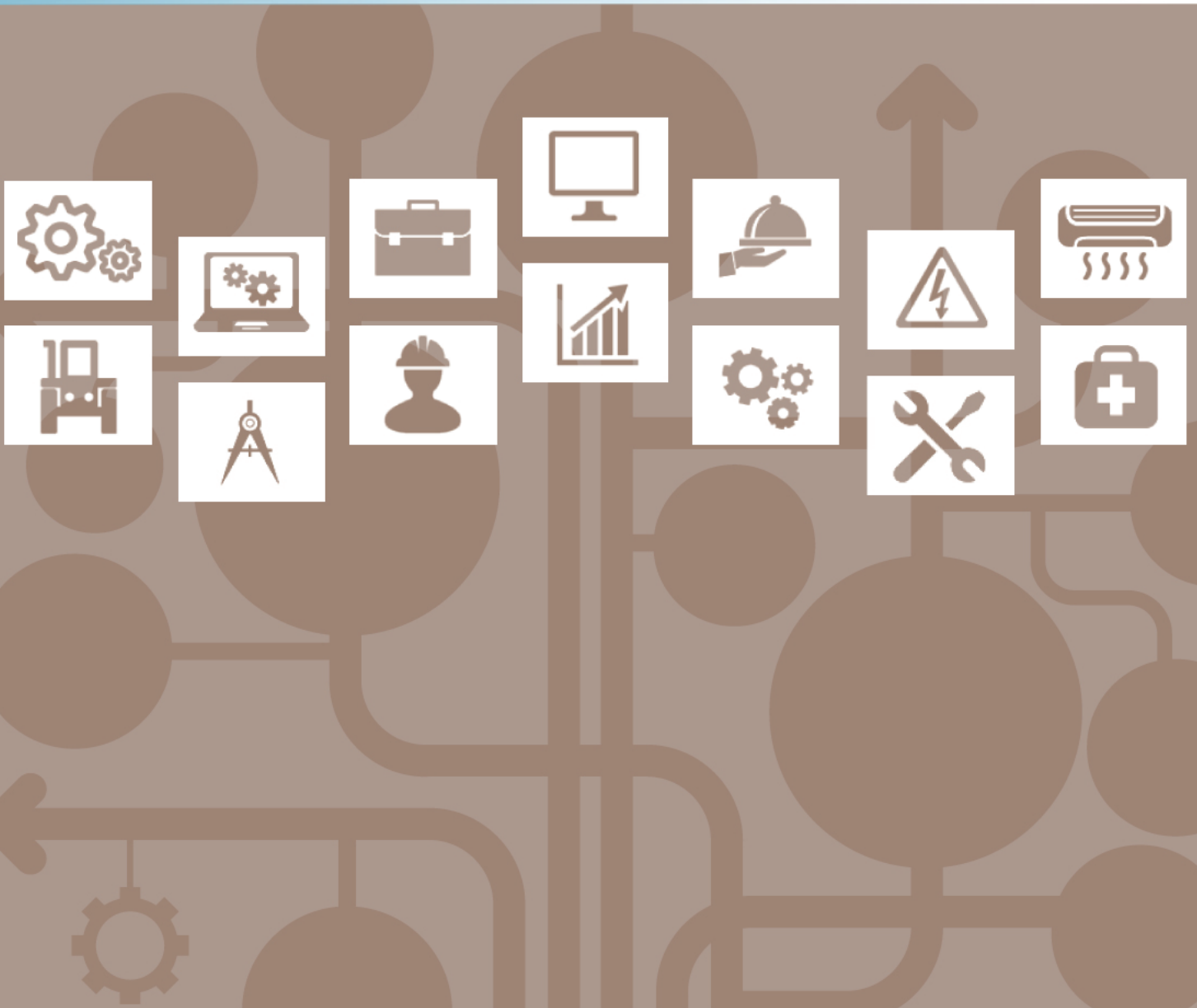




## Entry Level Assessment Blueprint

## General Management



**Test Code: 1303 / Version: 01**

## **Specific Standards and Competencies Included in this Assessment:**

### **Business Management Technical Skills**

- Define and differentiate among various types of businesses (e.g., corporation, limited liability, partnership, sole proprietorship)
- Use planning and analytical tools to guide and manage an organization's business activities
- Apply marketing techniques to foster business growth
- Plan and evaluate the use of financial resources to effectively manage a business
- Demonstrate understanding of doing business in a global environment

### **General Management**

- Supervise, direct, motivate, and evaluate employees
- Develop, implement, and monitor tactical/strategic plans to support growth and organizational effectiveness
- Implement and monitor improvement processes to optimize organizational effectiveness
- Manage projects, staff schedules, and departmental budgets

### **Academic Foundations**

- Apply reading skills in a business environment
- Apply writing skills in a business environment
- Apply mathematical skills in a business environment
- Apply economic skills in a business environment

### **Systems**

- Demonstrate understanding of the role of government and other regulatory bodies in business
- Demonstrate understanding of company hierarchies and roles within company structures

### **Ethics and Legal Responsibilities**

- Apply business laws and regulations to business situations
- Exhibit ethical standards in conducting business negotiations and making business decisions
- Demonstrate understanding of ethical and unethical business policies and procedures

***Specific Standards and Competencies continued:*****Communications**

- Identify reliable sources of information to communicate with coworkers and clients
- Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences
- Apply listening skills to enhance communication with coworkers and clients
- Interpret verbal and nonverbal behaviors including a global workplace culture

**Information Technology Applications**

- Use word processing, presentation, database, and spreadsheet software to perform common business tasks
- Use social media, mobile technologies, and live streaming
- Interpret data from graphs, tables, and charts
- Understand the use of web applications and virtual environments

**Problem Solving, Critical Thinking, and Decision Making**

- Use problem solving and critical thinking skills to determine root causes of problems, locate good sources of information, and suggest solutions
- Demonstrate decision-making skills and methods of implementation

**Leadership and Teamwork**

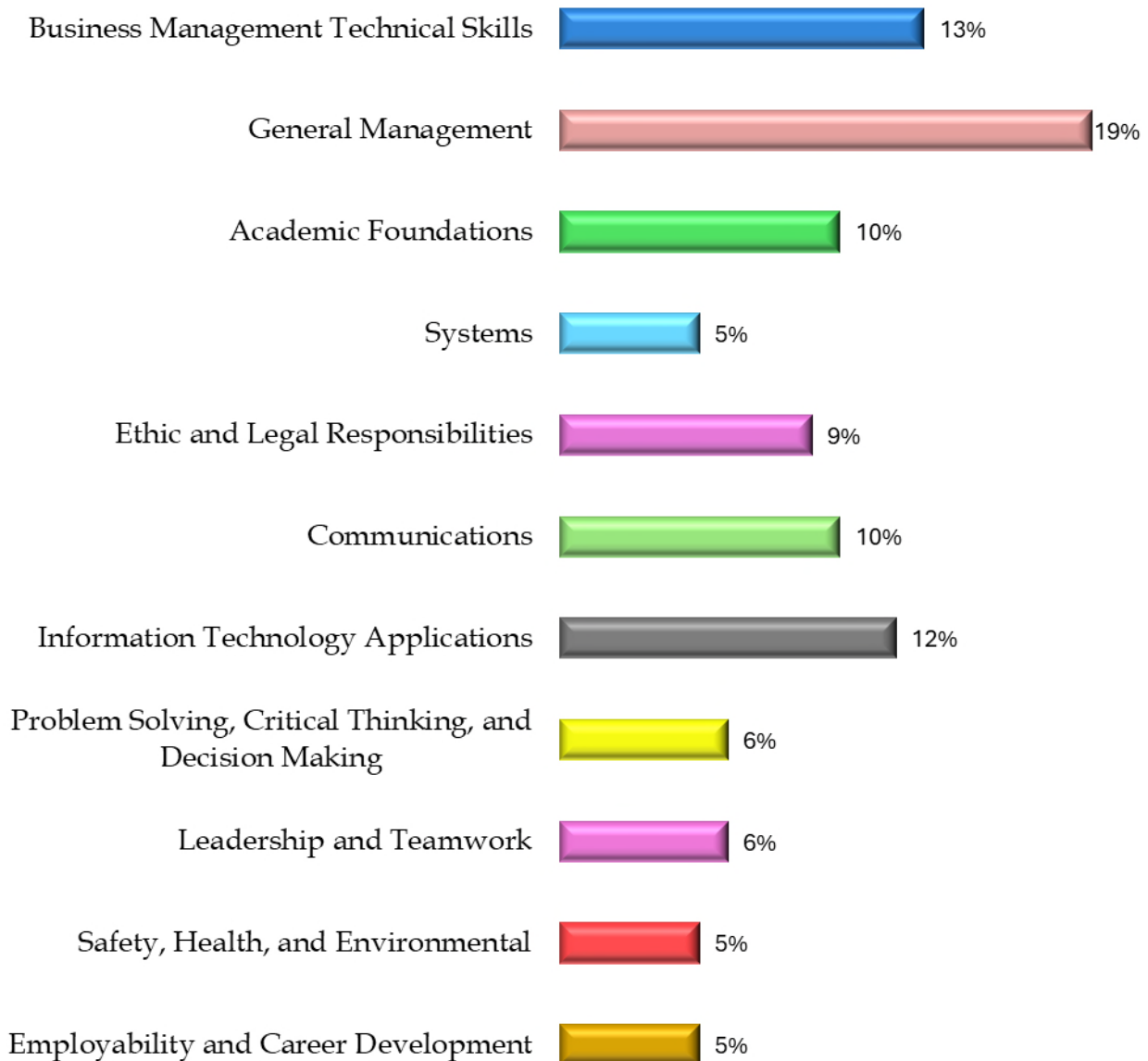
- Apply leadership practices to improve the productivity and quality of the working environment
- Demonstrate how to work effectively in a team environment to accomplish company goals and improve quality of the working environment

**Safety, Health, and Environmental**

- Identify and practice appropriate health and safety procedures for business environments
- Apply appropriate emergency procedures for business occupations and situations

**Employability and Career Development**

- Demonstrate employability skills related to a career in business
- Explore career development opportunities to advance in business careers

**Written Assessment:****Administration Time:** 2 hours**Number of Questions:** 117**Areas Covered:**

## Sample Questions:

A sales forecast can help a retailer

- A. accurately plan for the upcoming holiday season
- B. maintain accurate purchasing records
- C. determine the cost of goods sold
- D. determine past profits

Select the sentence below that is correctly written.

- A. The stock was to expensive for me to buy.
- B. I think she said she worked their.
- C. Jim's patients was wearing thin by the end of the day.
- D. I left the correspondence on the manager's desk.

Motivational praise should be

- A. general and work-related
- B. general and personal
- C. specific and personal
- D. specific and work-related

When an employee is giving an oral presentation, he or she should speak clearly and

- A. in a low voice
- B. quickly
- C. confidently
- D. in a monotone voice

The most efficient software to use for business correspondence is

- A. spreadsheet
- B. presentation
- C. financial
- D. word processing