



CASP Retired Exam Questions

The CASP exam is broken down into five content areas:

1. Leadership
2. Management
3. Marketing, Communications & Business Relations
4. Operational Areas
5. Student Development

The following questions are from previous iterations of the CASP exam. The exam is continuously revised to better reflect changes in auxiliary services, and to retire test questions that no longer apply to best practices. These questions serve to provide an understanding of the depth of information that is needed for successful candidates, though some information may now be outdated.

Which element is essential when preparing an accrual-based income statement?

- A. Merchandise cost inflation
- B. Total cash received
- C. Accounts payable
- D. Anticipated sales

What must be considered in the development of a marketing plan?

- A. Employee training
- B. Target audience
- C. Graphic identity
- D. Personnel needs

Which expense line item is included in a long-term capital budget?

- A. Facility renovations
- B. Personnel costs
- C. Utilities
- D. Marketing

What must be identified first to successfully implement niche marketing?

- A. National campaign
- B. Target market
- C. Vertical market
- D. Geographical area

What goal does the Leadership in Energy and Environmental Design certification promote?

- A. Affordability
- B. Transportation



- C. Accessibility
- D. Sustainability

What is the percent margin gained from the sale of a book with an acquisition cost of \$84 and a retail price of \$112?

- A. 20.0%
- B. 27.5%
- C. 25.0%
- D. 33.3%

Marketing mix consists of product, price, promotion, and:

- A. point of sale.
- B. packaging
- C. place.
- D. purpose.

What are two of the key elements of a food service financial statement?

- A. Personnel costs and cost of goods sold
- B. Cost of goods received and composting rates
- C. Inventory control and sheet goods review
- D. Gross utility analysis and employee taxes

Which is a benefit of data integration?

- A. Greater confidentiality of data
- B. Eliminates the need for multiple applications
- C. Different applications can share the same data
- D. Cost savings upon implementation

Which is characteristic of an effective organization?

- A. Individuals understand the goals and each member's role
- B. Everyone creates personal goals and works diligently to achieve them
- C. Individuals decide on which departmental goals they will work
- D. Democratically chooses a leader for each departmental goal

What purchasing instrument is considered to be an early stage procurement process that issues an invitation for suppliers?

- A. Notice to Proceed
- B. Change Order
- C. Request for Proposal
- D. Purchase Order

Which factor must be considered when preparing an organization to set goals?



- A. Conduct performance evaluations and rank staff
- B. Ensure team members understand the organization's vision
- C. Invest in goal tracking software and train staff
- D. Determine the team's output capability

What must be considered when negotiating a commission-based contract with a business partner?

- A. Corporate overhead charges
- B. Term of the agreement
- C. Operating costs for general supplies
- D. Total payroll expenses

Which tool is used to communicate project schedule status?

- A. Gantt chart
- B. Venn diagram
- C. Kagi chart
- D. Pareto chart

Which analysis assesses internal and external environments?

- A. Industry analysis
- B. SWOT analysis
- C. Enrollment analysis
- D. Cost-benefit analysis

Which activity is conducted in market research?

- A. Achieving specific financial goals
- B. Distributing a product to the target audience
- C. Investigating economic conditions
- D. Attracting public attention to a product

What is the primary focus of leadership?

- A. Problem-solving
- B. Assets
- C. People
- D. Processes

To develop a deferred maintenance program, the auxiliary services manager:

- A. secures adequate insurance coverage.
- B. identifies buildings to be replaced and programmed.
- C. outsources facility and custodial services.
- D. determines facility and funding needs.

What tool is used to facilitate conversations among customers online?



- A. Personal selling
- B. Integrated market communications
- C. Social media
- D. Internet surveys

How can facilities be designed to foster out-of-the-classroom student learning?

- A. Ensure that facilities are programmed solely by the college faculty
- B. Utilize architects with experience in higher education
- C. Schedule speakers and presenters who advocate for student rights
- D. Allow for the open exchange of ideas

What is required for an effective mentoring relationship to exist?

- A. Mentee develops the ground rules
- B. Mentor sets high standards
- C. Mentor takes a dominant role
- D. Mentee is subservient

What formula is used to calculate net revenues?

- A. Gross revenues; less sales tax, cost of goods sold, personnel cost, and other related expenses
- B. Net sales less sales tax and capital expenses; less cost of goods sold and net losses
- C. Net sales; less sales tax, cost of goods sold, personnel cost, and other related expenses
- D. Gross revenues less sales tax and capital expenses; less cost of goods sold and net losses

Which practice does an effective manager use to empower employees?

- A. Foster self-managing teams
- B. Promote based on seniority
- C. Present implementation plans
- D. Reward employees

What information is presented on the Safety Data Sheets?

- A. Customer information about the risk of temperature control for food safety
- B. Hazards of materials associated with chemical storage and use
- C. Information on potentially dangerous machinery used in the kitchen
- D. Quantity of cleaning materials used on each shift

How is the inventory turnover rate calculated?

- A. Cost of goods sold percentage
- B. Rate of declining inventory levels
- C. Par stock level plus purchases
- D. Ratio of sales to inventory



Which procedure is used to set industry standards when comparing auxiliary services against peer auxiliary service operations?

- A. Benchmarking
- B. Visioning
- C. Networking
- D. Valuation

Which action by an auxiliary services department leads to maximum benefit of a campus-wide contract?

- A. Inform the campus community and designate the revenue for auxiliary priorities
- B. Inform the campus community and encourage use
- C. Share the information with select areas as a pilot program
- D. Maintain the confidentiality of contract details to ensure that the revenue is used by auxiliary services

Which outcome is a result of student learning and development in auxiliary services?

- A. Program assessment
- B. Reduced financial need
- C. Intellectual growth
- D. Increased admission applications

Which association specializes in educating members on current trends in the ID Card Industry?

- A. National Association of Campus Stores
- B. National Association of Campus Card Users
- C. Payment Card Industry
- D. National Association of College Business Officers

The clothing buyer purchased 48 t-shirts with a net billing of \$479.04 and \$14.59 freight. If the desired gross margin for insignia merchandise is 42%, what would be the retail price of each shirt, rounded to the nearest quarter?

- A. \$24.50
- B. \$17.75
- C. \$22.25
- D. \$20.75



ANSWER KEY

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