



BASIC OFFICE SYSTEMS & PROCEDURES

(220)

REGIONAL – 2018

Multiple Choice & Short Answer:

Multiple Choice (20 @ 5 points each) _____ (100 points)

Production:

Job 1: Letter _____ (100 points)

Job 2: Memorandum _____ (100 points)

Job 3: Agenda _____ (100 points)

TOTAL POINTS _____ (***400 points***)

Graders: Please double check and verify all scores and answer keys!

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Workplace Skills Assessment Program competition.



General Instructions

You have been hired as an Administrative Assistant and will be working for various departments within Professional Business Associates, located at 5454 Cleveland Avenue, Columbus, Ohio 43231. Professional Business Associates provides accounting and other financial services for clients. You will complete jobs for a variety of Professional Business Associates' ventures and department heads as well as for clients.

1. Use the Scantron scoring sheet provided for the Objective portion of the test.
2. Make certain this test booklet contains Jobs 1-3.
3. Key all jobs according to the instructions given.
4. Correct any obvious keyboarding errors and incorporate any editing notations.
5. Correct any errors in formatting. Use formatting shown in the *Style & Reference Manual*.
6. For any problem where you would normally key your reference initials, key your contestant number. Your name or initials should *not* appear on any work you submit.
7. Key your contestant number and job number as the footer in the lower left-hand corner of all work submitted unless otherwise specified.

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Example:

99-9999-9999

Job 1

}}

8. If you finish before the end of the allotted testing time, notify the proctor. Time may be a factor in determining a winner when there is a tie score.
9. When turning in your materials, place your scoring sheet on top of your jobs. The jobs should be arranged in numerical order.

Production Standards	
0 error	100 points
1 error	90 points
2 errors	70 points
3 errors	50 points
4+ errors	0 points



Multiple Choice: Identify the letter that best completes each sentence or answers the question and mark it on the Scantron form provided.

Q #	Answer
1	A
2	C
3	B
4	B
5	A
6	C
7	B
8	A
9	D
10	B
11	D
12	A
13	C
14	B
15	A
16	D
17	B
18	B
19	C
20	A



January xx, 20xx (use current date unless otherwise specified)

Mrs. Sally Brown, Catering Director
Fancy Company Catering
1862 Grand Avenue
Columbus, OH 43231-4021

Job 1 –Letter	
0 Errors =	100 points
1 Error =	90 points
2 Errors =	70 points
3 Errors =	50 points
4+ Errors =	0 points

Dear Mrs. Brown

PROFESSIONAL BUSINESS ASSOCIATES COMPANY PICNIC

It is my pleasure to congratulate you on being chosen as this year's caterer for our annual company picnic scheduled on April 18, 2018 at the Cross Park in Columbus, Ohio. Your company has come highly recommended, and we look forward to working with you through these next few months.

As a reminder, we have an upcoming planning meeting scheduled for February 2, 2018 at 2:00 p.m. in the Cardinal Meeting Room here at Professional Business Associates. For ease of planning your travel, be sure to use our street address, 5454 Cleveland Avenue, Columbus, OH 43231-4021.

Please review the enclosed agenda prior to your arrival for specific details that will be discussed during our first planning meeting. We are excited about this joint venture as we celebrate our year of success at the annual picnic.

Sincerely

Roger Meyer
Marketing Department

xx (Contestant Number)

Enclosure



MEMORANDUM

TO: Harvey Rosen, Julie Smith, Edna Renick

FROM: Roger Meyer, Marketing Department

CC: Nancy Wells, CEO

DATE: January xx, 20xx

SUBJECT: Annual Company Picnic

Subject line wording
may vary. Make sure
it is appropriate for the
body.

Job 2–Memorandum

0 Errors = 100 points
1 Error = 90 points
2 Errors = 70 points
3 Errors = 50 points
4+ Errors = 0 points

Remember our upcoming Annual Company Picnic committee meeting which will be held on February 2, 2018 at 2:00 p.m. in the Cardinal Room. Please plan on bringing fundraising, sponsorship, and menu item ideas to the meeting. We will be meeting with the Fancy Company Catering, and their Catering Director, Ms. Sally Brown.

Due to the quick turn around and very few meetings held, I am asking each department to assist with a role for the picnic. The roles are indicated below:

- Financial Services Department, Fundraising for Picnic Event
- Human Resources Department, Volunteers for Picnic Event
- Administrative Support Department, Signage for Picnic Event

I am looking forward to our meeting on February 2, 2018.

xx (Contestant Number)



PROFESSIONAL BUSINESS ASSOCIATES

Agenda

Meeting of the Annual Company Picnic Committee

Friday, February 2, 2018, 2:00 p.m.

Cardinal Meeting Room

1. Call to Order—Roger Meyer, Marketing
2. Roll Call—Julie Smith, Secretary
3. Reading of the Minutes—Julie Smith, Secretary
4. Treasurer's Report—Harvey Rosen, Treasurer
5. Other Officer Reports
6. Committee Reports
 - Fundraising—Harvey Rosen
 - Volunteers—Julie Smith
 - Signage—Edna Renick
7. Unfinished Business
 - Fancy Company Catering—Sally Brown
8. New Business
 - Sponsorships
 - Park Reservations
9. Date of Next Meeting
10. Adjournment

Job 3 –Agenda

0 Errors = 100 points
1 Error = 90 points
2 Errors = 70 points
3 Errors = 50 points
4+ Errors = 0 points