

# BASIC OFFICE SYSTEMS & PROCEDURES (220)

## REGIONAL – 2018

### Multiple Choice & Short Answer Section:

Multiple Choice (20 @ 5 points each) \_\_\_\_\_ (100 points)

### Production Portion:

Job 1: Letter \_\_\_\_\_ (100 points)

Job 2: Memorandum \_\_\_\_\_ (100 points)

Job 3: Agenda \_\_\_\_\_ (100 points)

***TOTAL POINTS*** \_\_\_\_\_ (***400 points***)

#### Failure to adhere to any of the following rules will result in disqualification:

1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.
2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

No more than ten (10) minutes orientation  
No more than ninety (90) minutes testing time  
No more than ten (10) minutes wrap-up

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## 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.

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.

<b>Production Standards</b>	
0 error	100 points
1 error	90 points
2 errors	70 points
3 errors	50 points
4+ errors	0 points

**Identify the letter of the choice that best completes the statement or answers the question. Mark A if the statement is True. Mark B if the statement is False.**

1. Intranet is a form of secure network access available only to internal office works.
  - a. True
  - b. False
  
2. All of the following are considered types of alternative office spaces *except*:
  - a. Virtual Offices
  - b. Mobile Offices
  - c. Traditional Offices
  - d. Home Offices
  
3. The office mission statement is also referred to as the vision statement.
  - a. True
  - b. False
  
4. Keeping information in the office confidential means to:
  - a. Share the information with co-workers
  - b. Keep information safe and secure within the boundaries set-forth by company policy
  - c. Share the information with friends outside the company
  - d. Ensure the safety of the information by sharing with only colleagues you are friends with at the company
  
5. No matter which type of business you work for, the business must adhere to laws and regulations set forth by the government.
  - a. True
  - b. False
  
6. A hierarchical chart might *best* describe the following:
  - a. Vendor List
  - b. Customer List
  - c. Chain of Command
  - d. Both a and b
  
7. Which of the following software packages would be considered the *best* when completing a desktop publishing style of document:
  - a. Microsoft Word
  - b. Microsoft Publisher
  - c. Microsoft Excel
  - d. Microsoft Access
  
8. Data processing is the collecting, organizing, and analyzing of data.
  - a. True
  - b. False

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9. All of the following are considered basic office competencies *except*:
  - a. Establishing Priorities for the work day
  - b. Using a personal computer
  - c. Managing files
  - d. Work by yourself on projects
  
10. The acronym TQM stands for:
  - a. Total Quality Movement
  - b. Total Quality Management
  - c. Total Quality Motion
  - d. Total Quality Moving
  
11. Companies have developed standards of conduct for their employees known as:
  - a. Mission Statement
  - b. Vision Statement
  - c. Guidelines
  - d. Code of Ethics
  
12. The three basic alphabetizing categories for names are: Personal Names, Government Names, Business or Company Names.
  - a. True
  - b. False
  
13. The state abbreviation for Minnesota is:
  - a. MA
  - b. MI
  - c. MN
  - d. MS
  
14. The “#” proofreading mark means the following:
  - a. Bold text
  - b. Add horizontal space
  - c. Add vertical space
  - d. Delete the line
  
15. In a document using open punctuation style,
  - a. no punctuation is used after the salutation and complimentary closing
  - b. punctuation is used however the writer chooses to use punctuation
  - c. a colon is used after the salutation and a comma is used after the closing
  - d. a comma is used after the salutation and a comma is used after the closing
  
16. E-mail can be used in the following communication situation:
  - a. A long lengthy message that needs to be sent quick to all employees
  - b. A formal invitation needs to be sent quickly
  - c. A quick informal written correspondence is needed to be sent to the managers
  - d. A quick formal written correspondence is needed to be provided to all department members

17. The physical parts of a computer is known as:
  - a. Software
  - b. Hardware
  - c. Mainframe
  - d. Records
  
18. When reading and proofing a document for a colleague or teammate, you are consider the:
  - a. Reader
  - b. Editor
  - c. Writer
  - d. Publisher
  
19. Often when creating a piece of communication, a writer will:
  - a. Outline the material
  - b. Create a presentation
  - c. Write a draft of the communication
  - d. Write the communication and mail to those involved
  
20. Characteristics of effective writing would include all the following *except*:
  - a. Creative
  - b. Clear
  - c. Courteous
  - d. Concise

## **Job 1 – Letter**

Key the following information. Correct any spelling and punctuation errors you might find. This letter is from Roger Meyer. The subject of the letter is about the Professional Business Associates Company Picnic.

The letter is to Ms. Sally Brown, Caterer Director, Fancy Company Catering, 1862 Grand Avenue, Columbus, OH 43231-4021.

It is my pleasure to congratulate you on being chosen as this year's cater for our annual company picnic schedule for 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 on 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.

## **Job 2 – Memorandum**

Key the following information in a memorandum format. Correct spelling and punctuation errors you find. Bullet the roles that will be assigned to each department. The memo is from Roger Meyer, Marketing and should be sent to: Harvey Rosen, Julie Smith, Edna Renick. Please supply an appropriate Subject line.

Be sure to copy Nancy Wells, CEO on the memorandum.

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

Looking forward to our meeting on February 2, 2018.

## **Job 3 - Agenda**

Use the *Style & Reference Manual* format to key the following agenda. Key the agenda for the Annual Company Picnic Committee. The meeting will be at 2:00 p.m. on Friday, February 2, 2018 in the Cardinal Meeting Room.

Please leave under unfinished business a line item for Sally Brown of Fancy Company Catering to report. Leave a section for other members to report as needed.

Roger Meyer will call the meeting to order. Julie Smith will serve as secretary and take roll call, and conduct the reading of the minutes. Harvey Rosen will give the treasurer's report. Under committee reports we will hear from the following: Harvey Rosen, Fundraising; Julie Smith, Volunteers; and Edna Renick, Signage.

New business items will include Sponsorships and Park Reservations. Followed by setting of the next meeting and adjournment.