

# BASIC OFFICE SYSTEMS & PROCEDURES (220)

## REGIONAL – 2016

### Multiple Choice:

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

### Production Portion:

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

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

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

Job 4: Envelope \_\_\_\_\_ (100 points)

***TOTAL POINTS*** \_\_\_\_\_ ***(500 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 90 minutes testing time

No more than ten (10) minutes wrap-up

**GENERAL INSTRUCTIONS**

1. Answer the 20 objective questions using the Scantron scoring sheet provided.
2. Make certain this test booklet contains Jobs 1-4.
3. Correct all errors. Copy is graded on production standards.
4. For any problem where you would normally use your reference initials, use your **contestant number**. Your name or initials should **NOT** appear on any work you submit. **Key your contestant number and job number as footer in the lower left-hand corner of all work submitted.**
5. Use two-letter state abbreviations for all addresses.  
Use the current date on all correspondence unless directed differently.  
You may use reference materials, but you may not share references with other contestants.  
Assume these jobs are waiting for you upon arrival in the morning.  
You may complete the jobs in any order you choose.
6. If you finish before the end of the testing time, notify the proctor. Time may be a factor in determining the winner in the event of a tie.
7. When turning in your contest, place your Scoring Sheet on top of your jobs. The jobs should be arranged in numeric order. (*Your test administrator will decide how he or she wants to have the Scantron scoring sheet turned in.*) Use your time wisely. You have 90 minutes to complete this test.

**Identify the choice that best completes the statement or answers the question.**

1. A scanner is an example of a(n)
  - a. peripheral.
  - b. operating system.
  - c. computer.
  - d. storage medium.
  
2. Professional office practices are to answer your office phone
  - a. after the voice-mails system intercepts the call.
  - b. within six rings.
  - c. only if you know who is calling.
  - d. within three rings.
  
3. A standard envelope is known as a standard size\_\_\_\_, and should be used when mailing a business letter.
  - a. 10 envelope
  - b. 11 envelope
  - c. 12 envelope
  - d. 14 envelope
  
4. Your résumé should\_\_\_\_.
  - a. summarize work history and qualifications for a job
  - b. emphasize how your experience and education have prepared you for the job
  - c. be tailored to the job you are applying for
  - d. all of the above
  
5. Which part of an e-mail message should fully but briefly describe the purpose of the message?
  - a. address
  - b. subject line
  - c. body
  - d. attachment
  
6. If a symbol, such as &, #, \$ or %, is part of a name, the symbol is indexed as
  - a. if it were not part of the name.
  - b. if it were considered one unit.
  - c. a distinctive name of the department.
  - d. if it were spelled out.
  
7. In a table with borders all columns containing numbers should be
  - a. left aligned.
  - b. centered.
  - c. right or decimal aligned.
  - d. left aligned and in bold.

8. Ethics deals with
  - a. expressing your opinions.
  - b. complying with the law.
  - c. persuading customers.
  - d. principles for acceptable conduct.
  
9. The rules for conducting a business meeting are called
  - a. rules of engagement.
  - b. codes of conduct.
  - c. parliamentary procedures.
  - d. protocols.
  
10. No punctuation is used after the greeting and the closing line, this style of punctuation is called \_\_\_\_\_
  - a. open punctuation.
  - b. mixed punctuation.
  - c. simplified punctuation.
  - d. closed punctuation.
  
11. On the second page of a letter you should include:
  - a. the name of the addressee or company and page number should be at the left margin
  - b. the name of the addressee or company and page number should be right flush
  - c. the name of the addressee or company and page number and date should be at the left margin
  - d. the name of the addressee or company and page number and date should be should be right flush
  
12. The guide words for a memo should be listed in this order:
  - a. SUBJECT, FROM, TO, DATE
  - b. DATE, TO, FROM, SUBJECT
  - c. TO, FROM, DATE, SUBJECT
  - d. TO, DATE, FROM, SUBJECT
  
13. Reading and completing a job application is an example \_\_\_\_\_
  - a. of persuasive writing.
  - b. of following directions.
  - c. of using prior knowledge.
  - d. for information.
  
14. On a practical scale, what is the largest unit of measurement for computer memory and storage?
  - a. Terra byte
  - b. Giga byte
  - c. Mega byte
  - d. Kilo bytes

15. The \_\_\_résumé is useful for people who have gaps in their work history, are re-entering the workforce, frequently change jobs or are looking to transition into new careers.
- skills
  - chronological
  - reference
  - functional
16. In a Business Plan \_\_\_\_\_
- use a 2 inch top margin for page 1 and 1 inch top margin for all other pages.
  - use a 1 inch top margin for page 1 and 1 inch top margin for all other pages.
  - use a 2 inch top margin for page 1 and 1.5 inch top margin for all other pages.
  - use a 1 inch margins for all pages.
17. The two letter state abbreviation for Mississippi is \_\_\_\_\_.
- MS
  - MI
  - MP
  - MN
18. If the sequence of the items in your document is important, use\_\_\_\_\_.
- bullets.
  - specialized document bullets.
  - numbers.
  - numbers with specialized symbols.
19. An outline should have
- double spacing after the title.
  - single spacing after the title.
  - quadruple spacing after the title.
  - multi-level spacing after the title depending upon the content.
20. A salutation is the
- greeting of a letter.
  - closing line of a letter.
  - inside address of a letter.
  - signature line of a letter.

## **Job 1 – Memorandum**

Key the following information using your *Style and Reference Manual*. Correct the spelling and punctuation errors you find.

This memo is to:

Nancy Wells, Julie Smith

The memo is from:

Roger Meyer, include department

Copy Tom Carlson, include department

Subject of the memo Teen Entrapreneurs

The body of the memo:

We have recently been contacted via a proposal, by TEaM, Inc., a production company specializing in teen events about the prospect of sponsorship in a new Teen Entrepreneurshop television pilot. The owner of the production company, Daniel Towers, no's the value in mentoring and recognizing youth first hand. Daniel was a member of a national career and technical organization and earned top honors during a national leadership conference in his senior year of high school. He wrote in his proposal "One powerful way to nurture youngsters who are interested in entrepreneurship is to encourage their entry into competitions."

As we have discussed this in the past, I believe now is perhaps the time to revisit the opportunities and support of these amazing young entrepreneurs. This topic will be on our adgenda for the next leadership team meeting.

## **Job 2 –Agenda**

Use the *Style and Reference Manual* format for the following agenda.

Key in the agenda for the Professional Business Associates regular meeting of the leadership team to be held on January 15, 20\_\_ at 10:00 am, this is a Friday. We will meet in the Seattle Board Room on the twenty-sixth Floor.

Julie Smith, treasurer will not be able to attend so Anthony Andrews will read the treasurer's report. Harvey who is secretary will conduct the role call, and will also read the minutes. We will want to leave an agenda item for other leadership team reports, which include, Community Outreach, Deborah Reams. Special Olympics, Leslie Rich and Annual Professional Development, Lee Harper. Nancy will call the meeting to order, and we need to review a proposal from TEaM, Inc., as an unfinished business item and researching production companies as a new item. We will need to set the next meeting date and then we can adjourn.

## **Job 3 – Letter**

Key the following letter using your *Style and Reference Manual*. Correct the spelling and punctuation errors you find.

This letter is to:

Mr. Daniel Tower, TEaM, Inc., 10897 Bank NE, Culver City, California 90233

The letter is from:

Nancy Wells, Chief Executive Officer

Copy the head of the Administrative Support Department of Professional Business Associates

The body of the letter:

Herewith this letter is to inform TEaM, Inc., that the leadership team of Professional Business Associates has studied the submitted proposal on the prospect of sponsorship in a new Teen Entrepreneurship television pilot.

After much deliberation, PBA is pleased to accept your proposal and agrees to begin the negotiations of becoming a Plantium Level sponsor. Our leadership team would also like to meet with you at your Culver City offices to continue the collaboration and develop this idea even further. Please consider February 15, 20\_\_ as our collaboration date; my administrative assistant will work with you to make all of the arrangements.

Our leadership team is so enthusiastic about the opportunity to highlight bright, young entrepreneurs that they have conducted some extensive research about the types of competitions available to teens and the monetary value that some venture capitalists might need to support the entrepreneurial spirit. I look forward to getting together with your TEaM soon.



## **Job 4 – Envelope**

Key an envelope for Job 3. Be certain to include a return address for Nancy Wells.

You may have to create a text box to include your contestant and job number on this document.



# Basic Office Systems & Procedures (220)

## REGIONAL – 2016

### Multiple Choice:

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

### Production:

|       |            |       |              |
|-------|------------|-------|--------------|
| Job 1 | Memorandum | _____ | (100 points) |
| Job 2 | Agenda     | _____ | (100 points) |
| Job 3 | Letter     | _____ | (100 points) |
| Job 4 | Envelope   | _____ | (100 points) |

**TOTAL POINTS** \_\_\_\_\_ **(500 points)**

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



**BASIC OFFICE SYSTEMS & PROCEDURES- REGIONAL 2016**  
**ANSWER KEY**  
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|    |   |
|----|---|
| 1  | A |
| 2  | D |
| 3  | A |
| 4  | D |
| 5  | B |
| 6  | D |
| 7  | C |
| 8  | D |
| 9  | C |
| 10 | A |
| 11 | C |
| 12 | C |
| 13 | B |
| 14 | A |
| 15 | D |
| 16 | B |
| 17 | A |
| 18 | C |
| 19 | C |
| 20 | A |



## **MEMORANDUM**

**TO:** Nancy Wells, Julie Smith  
**FROM:** Roger Meyer, **Financial Services Department**  
**CC:** Tom Carlson, **Marketing Department**  
**DATE:** January 10, 20\_\_  
**SUBJECT:** **Teen Entrepreneurs**

### **Job 1 –Memorandum**

0 Errors = 100  
1 Error = 90  
2 Errors = 70  
3+ Errors = 0

We have recently been contacted by TEaM, Inc., a production company specializing in teen events about the prospect of sponsorship in a new Teen **Entrepreneurship** television pilot. The owner of the production company, Daniel Towers, **knows** the value in mentoring and recognizing youth first hand. Daniel was a member of a national career and technical organization and earned top honors during a national leadership conference in his senior year of high school. He wrote in his proposal “One powerful way to nurture youngsters who are interested in entrepreneurship is to encourage their entry into competitions.”

As we have discussed this in the past, I believe now is perhaps the time to revisit the opportunities and support of these amazing young entrepreneurs. This topic will be on our **agenda** for the next leadership team meeting.

xx (Contestant Number)

Contestant #  
Job #



**Professional Business Associates**

**Agenda**

**Regular Meeting of the Leadership Team**

**Friday, January 15, 20\_\_, 10:00 a.m.**

**Seattle Board Room, 26th Floor**

**Job 2 –Agenda**

0 Errors = 100

1 Error = 90

2 Errors = 70

3+ Errors = 0

1. Call to Order—Nancy Wells, Chief Executive Officer
2. Roll Call—Harvey Rosen, Secretary
3. Reading of the Minutes—Harvey Rosen, Secretary
4. Treasurer’s Report—Anthony Andrews for Julie Smith, Treasurer
5. Leadership Team Reports
  - Community Outreach—Deborah Reams
  - Special Olympics—Leslie Rich
  - Annual Professional Development—Lee Harper
6. Unfinished Business
  - Review TEaM, Inc., Proposal
7. New Business
  - Researching Production Companies
8. Set Next Meeting Date
9. Adjourn



January 18, 20xx

Mr. Daniel Tower  
TEaM, Inc.  
10897 Bank NE  
Culver City, CA 90233

| <b>Job 3 –Letter</b> |     |
|----------------------|-----|
| 0 Errors =           | 100 |
| 1 Error =            | 90  |
| 2 Errors =           | 70  |
| 3+ Errors =          | 0   |

Dear Mr. Tower

Herewith this letter is to inform TEaM, Inc., that the leadership team of Professional Business Associates has studied the submitted proposal on the prospect of sponsorship in a new Teen Entrepreneurship television pilot.

After much deliberation, PBA is pleased to accept your proposal and agrees to begin the negotiations of becoming a Platinum Level sponsor. Our leadership team would also like to meet with you at your Culver City offices to continue the collaboration and develop this idea even further. Please consider February 15, 20\_\_, as our collaboration date; my administrative assistant will work with you to make all of the arrangements.

Our leadership team is so enthusiastic about the opportunity to highlight bright, young entrepreneurs that they have conducted some extensive research about the types of competitions available to teens and the monetary value that some venture capitalists might need to support the entrepreneurial spirit. I look forward to getting together with your TEaM soon.

Sincerely

Nancy Wells  
Chief Executive Officer

xx (Contestant Number)

c Edna Renick

Contestant #  
Job #



**BASIC OFFICE SYSTEMS & PROCEDURES- REGIONAL 2016**  
**ANSWER KEY**  
**Page 6 of 6**

Nancy Wells  
Chief Executive Officer  
Professional Business Associates  
5454 Cleveland Avenue  
Columbus, OH 43231-4021

Mr. Daniel Tower  
TEaM, Inc.  
10897 Bank NE  
Culver City, CA 90233

**Job 4 –Envelope**

0 Errors = 100  
1 Error = 90  
2 Errors = 70  
3+ Errors = 0

Contestant #  
Job #