



Advanced Office Systems & Procedures (225)

REGIONAL – 2016

Multiple Choice:

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

Production Portion:

Job 1: Memorandum _____ (100 points)

Job 2: Itinerary _____ (100 points)

Job 3: Agenda _____ (100 points)

Job 4: Letter _____ (100 points)

TOTAL POINTS _____ ***(500 points)***

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

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Workplace Skills Assessment Program competition.



ADVANCED OFFICE SYSTEMS & PROCEDURES- REGIONAL 2016
ANSWER KEY
Page 2 of 6

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



MEMORANDUM

TO: Nancy Wells, Tom Carlson, Roger Meyer, Julie Smith, Edna Renick

FROM: Harvey Rosen

DATE: January 4, 20xx

SUBJECT: Corporate Giving Guidelines

Professional Business Associates is proud to support organizations that work to strengthen our communities. We look for projects that keep our communities strong, diverse, and vibrant. Our first priority is to support programs and organizations whose chief purpose is to benefit educational opportunities for low and moderate income individuals and families and career and technical student organizations. Areas of particular importance to Professional Business Associates are listed below.

1. Community Development: Through programs that create, sustain and promote economic development, by providing job training and workforce development and the revitalization and stabilization of communities.
2. Education: We support organizations that provide training for teachers and administrators working with low- and moderate-income students and encourage school partnerships with parents and guardians, the local community, and the business community.
3. Arts and Culture: Professional Business Associates considers proposals from organizations that help enhance a community's quality of life through arts, culture or civic projects, and other activities that provide diverse opportunities for that community's residents. Areas of particular funding interest are education and arts (museums, theater, opera, symphony, ballet, and all other types of performing or visual arts).

Professional Business Associates makes contributions to organizations with tax-exempt status under Section 501(c) (3) of the U.S. Internal Revenue Code, as well as to qualified tribal and governmental agencies, including public school systems.

Contestant #

Graders
Criteria should be numbered.

Job 1 – Memorandum
0 Errors = 100
1 Error = 90
2 Errors = 70
3+ Errors = 0

Contestant #

Job #



ITINERARY

Dr. Janice Anderson

January 13-14, 20__

Job 2 – Itinerary
0 Errors = 100
1 Error = 90
2 Errors = 70
3+ Errors = 0

Wednesday, January 13

- 4:15 p.m. **Executive Car Service** will pick you up from the Columbus airport and take you directly to the Four Seasons, room confirmation # GHT8976.
- 5:30 p.m. Social hour with members of the Corporate Giving Board at Blink 55, located inside the Four Seasons; light snacks will be served.
- 7:00 p.m. The Simplot Bear River Boardroom has been reserved for the Corporate Giving Board Meeting.
- 9:00 p.m. Dinner reservations have been confirmed at the Four Seasons, Culina, for a party of ten.

Thursday, January 14

- 8:15 a.m. Executive Car Service will pick you up from the Four Seasons to take you to the Professional Business Associates corporate offices.
- 8:45 a.m. Meeting with Nancy Wells, Chief Executive Officer.
- 12:00 p.m. Lunch with Cameron Burree and Luis Rodriquez, **Factory Manager of Amy’s Kitchen**.
- 3:00 p.m. Demonstration of the revamped Volunteer Time tracking tool and its reporting and statistical capabilities.
- 7:00 p.m. Executive Car Service will take you to the Columbus airport.

Note to Graders
Left align the times at the colon.
Detail information begins at 1.5 from the left margin.
Wording may vary.

Contestant #
Job #



PROFESSIONAL BUSINESS ASSOCIATES

Agenda

Corporate Giving

Wednesday, January 13, 20__, 7 p.m.

Simplot Bear River Boardroom

Job 3 –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—Julie Smith, Treasurer
5. Committee Reports
 - Community Investment—Grayson Kale
 - Financial Education—Dr. Janice Anderson
 - Team Member Philanthropy—Roger Rankin
 - Environmental Stewardship—Angelica Hulse
 - Community Reinvestment—Mark Lee
6. Unfinished Business
 - Grant Proposals
 - Government Relations
 - Regional Foundation
7. New Business
 - Recognition and Awards
8. Next Meeting Date
9. Adjourn



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

January 15, 20xx

Mr. Trevor Bell
Event Coordinator
Rimimi Coffee
10789 East Providence St.
Columbus, OH 45504

<p>Job 4 –Letter</p> <p>0 Errors = 100 1 Error = 90 2 Errors = 70 3+ Errors = 0</p>
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Dear Mr. Bell

CONGRATULATIONS

Each year during the month of November, Professional Business Associate members donate financially to the nonprofits of their choice. Based on employee choice and contributions, we are proud to award your grant proposal request in the amount of \$45,600 for the Workplace Skills Program developed and managed by Rimimi Coffee.

Our team members are leaders who give their time and money to mentor youth, raise funds and serve on nonprofit boards. In 2015, 5,600 team members recorded more than 200,000 volunteer hours in our Volunteer Time tracking tool, a 13% increase from 2014. This is equivalent to giving \$4.51 million to support our communities.

I have enclosed the guidelines for receiving the funding and the reporting process on the success of the program. Edna will be your point of contact, and she can be reached at erenick@PBA.com.

Sincerely

Roger Meyer
Marketing Department

Contestant #

Enclosure

c Edna Renick

Contestant #

Job #

ADVANCED OFFICE SYSTEMS & PROCEDURES (225)

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Job 2: Itinerary _____ (100 points)

Job 3: Agenda _____ (100 points)

Job 4: Letter _____ (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

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Workplace Skills Assessment Program competition.

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. 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. Corporate charters, deeds, tax returns, and bylaws are examples of _____ records.
 - a. vital
 - b. useful
 - c. important
 - d. nonessential

2. Ethics deals with:
 - a. expressing your opinions
 - b. complying with the law
 - c. persuading customers
 - d. principles for acceptable conduct


3. A(n) _____ is a two-dimensional bar code that can be scanned and decoded with a smartphone reader app.
 - a. QR code
 - b. mobile code
 - c. security code
 - d. GPS code

4. A _____ is a unit of measurement for computer memory and storage.
 - a. megabyte
 - b. pica
 - c. pixel
 - d. milliliter

5. The purpose of a letter of application when applying for a position is to sell your abilities and to seek an interview.
 - a. True
 - b. False

6. Use a _____ to separate three or more items in a series if any of the items already contain commas.
 - a. colon
 - b. semi-colon
 - c. comma
 - d. hyphen

7. File labels should be keyed in all capital letters with no punctuation.
 - a. True
 - b. False

8. You are being asked to _____, if you see this  proofreaders mark in your document.
- insert a hyphen
 - close up; delete space
 - begin a new paragraph
 - insert a punctuation mark
9. You are building your network, an entry-level professional, Gabriella has suggested that you use _____. These/this is an example of a professional networking site.
- LinkedIn
 - Facebook
 - BranchOut
 - Both a and b
10. It is the responsibility of the administrative professional to _____ a meeting.
- confirm
 - prepare materials for
 - determine the equipment needed for
 - All of the above
11. The rules for conducting a business meeting are called
- rules of engagement.
 - parliamentary procedures.
 - code of conduct.
 - Protocols.
12. Benefits in addition to salary are known as _____ benefits.
- fringe
 - unplanned
 - extra
 - deferred
13. Records have _____ value because they provide evidence of business transactions.
- legal
 - historical
 - financial
 - day-to-day operational
14. Meredith just started her new job at Kerl, Laggis and Stratton, a local accounting firm. When addressing her superiors in an organization, she should _____.
- always use their first name
 - use a courtesy title followed by a surname
 - address them as sir or madam
 - avoid using any name at all

15. The carat symbol \wedge indicates where something must be
- inserted
 - deleted
 - duplicated
 - substituted
16. _____ scrambles your data by using a multi-digit key.
- Encryption software
 - War Driving expeditions
 - Trojan horse
 - Secure connection
17. The subject line of a business letter is:
- after the closing
 - after the salutation
 - before the salutation
 - before the date
18. The guide words for a memo should be listed in this order:
- DATE, TO, FROM, SUBJECT
 - TO, FROM, DATE, SUBJECT
 - TO, DATE, FROM, SUBJECT
 - SUBJECT, FROM, TO, DATE
19. Researching potential careers, talking with professional organizations, and networking with professionals is part of the process of
- interviewing.
 - applying for positions.
 - taking aptitude tests.
 - career planning.
20. The style of punctuation in which *no* punctuation is used after the greeting and the closing line is called _____.
- open punctuation
 - mixed punctuation
 - simplified punctuation
 - closed punctuation

Job 1 – Memorandum

Key the following memorandum for Professional Business Associates using your *Style and Reference Manual*. Correct any spelling and punctuation errors you find. Please list the areas of importance using enumerations.

The purpose of this memo is to detail the Corporate Giving Guidelines; please send to Nancy Wells, Tom Carlson, Roger Meyer, Julie Smith, Edna Renick, from Harvey Rosen effective, January 4, 20xx.

Professional Business Association is proud to support organizations that work to strengthen our communities. We look for projects that keep our communities strong, diverse, and vibrant. Our first priority is to support programs and organizations whose chief purpose is to benefit educational opportunities for low and moderate income individuals and families and career and technical student organizations. Areas of particular importance to Professional Business Associates are listed below. 1. Community Development: Through programs that create, sustain and promote economic development, by providing job training and workforce development and the revitalization and stabilization of communities. 2. Education: We support organizations that provide training for teachers and administrators working with low- and moderate-income students and encourage school partnerships with parents and guardians, the local community, and the business community. 3. Arts and Culture: Professional Business Associates considers proposals from organizations that help enhance a community's quality of life through arts, culture or civic projects, and other activities that provide diverse opportunities for that community's residents. Areas of particular funding interest are education and arts (museums, theater, opera, symphony, ballet, and all other types of performing or visual arts).

Professional Business Associates makes contributions to organizations with tax-xempt status under Section 501(c) (3) of the US Internal Revenue Code, as well as to qualified tribal and governmental agencies, including public school systems.

Job 2 – Itinerary

Using the *Style & Reference Manual*, key this itinerary for Dr. Janice Anderson, Corporate Giving Board Member, arriving Wednesday, 1/13/xx and leaving 1/14/xx. Include all titles if available.

Individuals who Dr. Janice Anderson will interact with during the Board meeting and at the PBA corporate offices include, Senior staff of Professional Business Associates Roger Meyer, Julie Smith, Harvey Rosen, Edna Renick and Nancy Wells. Board of Directors for Corporate Giving include Grayson Kale, Roger Rankin, Angelica Hulse and Mark Lee. Community members include, Cameron Burree and Luis Rodriquez, Factory Manager of Amy's Kitchen. Car service has been booked with Executive Car Service.

Itinerary Information

On Wednesday Janice will be picked up by the executive car service at 4:15 p.m. from the Columbus airport they are headed directly to the Four Seasons, her room confirmation # GHT8976. There is a social hour at 5:30 p.m. with members of the Corporate Giving Board at Blink 55, this is inside the Four Seasons and light snacks will be served. The Board Meeting begins at 7:00 p.m. in the Simplot Bear River Boardroom. Late dinner reservations have been confirmed at the Four Seasons, Culina, for a party of ten at 9:00 p.m. Thursday the Executive Car Service will take Dr. Anderson from the Four Seasons to Professional Business Associates corporate offices at 8:15 a.m. She will be meeting with Nancy Wells, Chief Executive Officer, at 8:45 a.m. Lunch plans have been confirmed at noon with Cameron Burree and Luis Rodriquez. There will be a 3:00 p.m. demonstration of the revamped Volunteer Time tracking tool and its reporting and statistical capabilities. Dr. Anderson will be picked up at 7:00 p.m. by the same car service to be taken to the Columbus airport

Job 3 – Agenda

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

Key the agenda for the Professional Business Associates corporate giving meeting on Wednesday, January 13, 20xx, 7pm in the Simplot Bear River Boardroom.

Nancy, CEO will call the meeting to order, and Harvey Rosen who is secretary will conduct the roll call and reading the minutes. The following committee members will report out on work that has been done they include, Community Investment, Grayson Kale; Financial Education, Dr. Janice Anderson; team member philanthropy, Roger Rankin; Environmental Stewardship, Angelica Hulse and Community Reinvestment, Mark Lee. There is unfinished business including the grant proposals, government relations and the regional foundation and new business in the form of recognition and awards.

We will need to set the next meeting date and then we can adjourn. There is an expectation that this meeting should not last more than an hour.

Job 4 – Letter

Key the following letter using your *Style & Reference Manual*. Correct any spelling and punctuation errors you find. Do not print hyperlink formatting on letter.

This letter is to:

Trevor Bell Event Coordinator Rimimi Coffee 10789 east providence St. columbus, ohio 45504

The letter is from:

Roger Meyer, Marketing Department

Copy the head of the Administrative Support Department of Professional Business Associates by name and include the subject line of congratulations. Use the date of January 15, 20XX.

The body of the letter:

Each year during the month of november, Professional Business Associate members donate financially to the nonprofits of their choice. Based on employee choice and contributions, we are proud to award your grant proposal request in the amount of \$45,600 for the Workplace Skills Program developed and managed by Rimimi Coffee.

Are team members are leaders who give their time and money to mentor youth, raise funds and serve on nonprofit boards. In 2015, 5,600 team members recorded more than 200,000 volunteer hours in our Volunteer Time tracking tool, a 13% increase from 2014. This is equivalent to giving \$4.51 million to support our communities.

I have enclosed the guidelines for receiving the funding and the reporting process on the success of the program. Edna will be your point of contact, and she can be reached at erenick@PBA.com.