

# BASIC OFFICE SYSTEMS & PROCEDURES (220)

## REGIONAL – 2017

### Multiple Choice:

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

### Production:

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

Job 2: Envelope \_\_\_\_\_ (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 ninety (90) minutes testing time  
No more than ten (10) minutes wrap-up

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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 1-4.
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

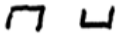
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8. If you finish before the end of the allotted testing time, notify the proctor. Time may be a factor in determining a winner when there is a tie score.
9. When turning in your materials, place your scoring sheet on top of your jobs. The jobs should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

Production Standards	
0 Errors	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. Workplace rules of etiquette suggest \_\_\_\_\_.
  - a. to turn the ringer off on a phone when entering a public place
  - b. to always be on time, or early
  - c. be respectful by saying thank you, please, and excuse me
  - d. all of the above
  
2. When answering the office phone, a good guide to follow is to answer \_\_\_\_\_.
  - a. within three rings
  - b. after the voice-mails system intercepts the call
  - c. within six rings
  - d. only if you know who is calling
  
3. A salutation is the \_\_\_\_\_.
  - a. inside address of a letter
  - b. closing line of a letter
  - c. greeting of a letter
  - d. signature line of a letter
  
4. When proofreading a document you see QS, you are being asked to \_\_\_\_\_.
  - a. leave two blank lines, and bold the title above
  - b. leave three blank lines and bold the title above
  - c. leave three blank lines
  - d. leave four blank lines
  
5. Numbers or bullets may be used in letters to call attention to items in a list. If the sequence of the items is *not* important, use \_\_\_\_\_.
  - a. bullets
  - b. numbers
  - c. specialized document bullets
  - d. numbers with specialized symbols
  
6. Symbols used when marking up copy are called \_\_\_\_\_.
  - a. proofreader's marks
  - b. printer's marks
  - c. designer marks
  - d. client marks
  
7. The inside address of a business letter in modified-block style is the \_\_\_\_\_.
  - a. content of the letter
  - b. personal title of the recipient
  - c. how you address the closing of the letter
  - d. recipient's address

8. The two letter abbreviation for Puerto Rico is \_\_\_\_\_.
- PR
  - PU
  - PA
  - PE
9. The *correct* order of the opening four elements of a personal-business letter are \_\_\_\_\_.
- letter address, date, return address, salutation
  - date, return address, letter address, salutation
  - date, return address, salutation, letter address
  - return address, date, letter address, salutation
10. File the following States in order: AK, ID, HI, AR.
- Alabama, Arkansas, Hawaii, Indiana
  - Alaska, Arkansas, Hawaii, Idaho
  - Arizona, Alabama, Idaho, Hawaii,
  - Arkansas, Arizona, Illinois, Hawaii,
11. When filing, personal names with prefixes \_\_\_\_\_.
- surnames that include a prefix are filed as one unit
  - surnames are not considered in the filing rules
  - and suffixes are never considered
  - with pseudonyms are filed as one unit
12. The bracket symbol  indicates where something must be \_\_\_\_\_.
- deleted when enclosed by the bracket
  - duplicated when enclosed by the bracket
  - moved in the direction of the bracket
  - substituted with written content
13. Which is an *appropriate* telephone response?
- She's not in the office at the moment.
  - I expect him shortly, but sometimes he surprises me.
  - He hasn't come in yet, he had to stop to get gas.
  - She's asked that all calls be held.
14. What should you do before putting a caller on hold?
- ask if they can hold briefly
  - connect the caller to the voice-mail system
  - screen the call
  - let the phone ring six times

15. Interoffice Memoranda are used \_\_\_\_\_.
- in place of e-mails
  - when responding to customers
  - in place of business letters
  - for intra-office communication
16. Both a mouse and a keyboard are computer input devices.
- True
  - False
17. Which of the following spacing rules about periods is *correct*?
- within an abbreviation, space once
  - after an abbreviation, do not space
  - after an abbreviation, space once
  - after initials, do not space
18. Letters arranged in block format \_\_\_\_\_.
- do not include a salutation
  - have all parts of the letter beginning at the left margin
  - have justified line endings
  - all of the above
19. Which of the following is an example of a properly written salutation using open punctuation in the block letter format?
- Dear Roger
  - Dear Mr. Rankin
  - Dear Junko
  - DEAR NAGUSUNE
20. An envelope will typically include \_\_\_\_\_.
- one space between the two-letter state abbreviation and the ZIP code
  - two spaces between the two-letter state abbreviation and the ZIP code
  - one or two spaces between the two-letter state abbreviation and the ZIP code
  - none of the above

## **Job 1 – Memorandum**

Key the following information using your *Style & Reference Manual*. Correct the spelling and punctuation errors you find. Arrange the data in the following order: phase, department, start date, (mm/dd/yr) and end date (mm/dd/yr). Sort the information by most current start date first and use simple bullet points.

This memo is to Julia Smith and Roger Meyer, and you are keying this for Nancy Wells, and the head of the administrative support department will need to be copied. The memo will be in regards to branding and image

As you may recall, we awarded a contract to Edge, LLC to redesign our brand and office image. Edge, a local design company will be working closely with Roger Meyer and his team and will soon be implementing the overhaul of the reception area, with others to follow.

Due to the timeliness of this project and to not interrupt our normal office production, Edge and Roger's team will be working over the long holiday weekend to complete the 1st phase of the remodel. Please review the information below for this and subsequent phases and which departments they will affect and when. If a conflict is revealed, please let Debra Hall of Edge and Roger Meyer no ASAP so alternative schedules can be considered.

Financial Services, February 17 to 20 phase II, Information Technology, May 26 to May 29, phase iii, and Human Resources, January 13 – 16, phase i

## **Job 2 – Envelope**

A letter was recently keyed from Julie Smith in Human Resources, but the envelope was *not* included. Attach the envelope to the recently keyed letter. Key an envelope with a return address from Professional Business Associates to Kay Ono Professor at Leeward community college, Business division, 96-045 Ala Ike, BE 202, Pearl City, HI 96782-3393

### **Job 3 – Agenda**

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

Key in the agenda for the Advisory Committee of Leeward Community College, of which Nancy Wells is the Pres. It is their bi-annual meeting to be held on Friday, January 20, 20xx at 3:30 pm. They will they meet in the Clearwater Room on the seventeenth floor.

Please leave an agenda item for committee reports to include, Communiversity by Scot Kearl, Recruitment and Retention, Lisa Costa, Marshall Bautista to report on Department of Corrections and Kristy Yamigata on University Partnerships.

At the last meeting we discussed the Rotary Jubilee event, and we need to revisit this as unfinished business. And under new business it has been requested that we consider a new opportunity to partner with the Winter Wonderland Festival.

Nancy will call the meeting to order and Kay Ono who is secretary will conduct the role call and read the minutes. Marie Finch, treasurer will present the treasurer's report. We should leave an spot in the agenda in case other officers have things they would like to report. We will need to set our next meeting date and then we can adjourn.

**Note to contestant:** Winter Wonderland Festival and Communiversity (spelled correctly) are registered trademarks of their respective organizations.

### **Job 4 – Letter**

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

The letter is to Mrs. Della Anderson, Leeward community college, marketing division, 96-045 Ala Ike, ME 210, Pearl City, HI 96782-3393 from Nancy Wells, in her role as Chair Board of Trustees, Leadership Institute International. Please copy the Marketing Department Head of PBA. (*Note:* reference the *Style & Reference Manual* for name of Marketing Department Head.)

On behalf of the Board of Trustees of Leadership Institute International, congratulations on being nominated and confirmed to participate in the 2017 cohort of Leadership Institute. It is my sincere honor to welcome you two the 17th cohurt of this prestigious leadership opportunity. As many individuals who wrote on your behalf made clear you are a leader in the Career and Technical Education field. We not only want to Thank you for your dedication and hard work, we want to honor you by extending this elite invitation to join some of the premier leaders throughout the country.

Please review the enclosed materials, including the travel itineraries, passport requirements and committee assignments prior to our conference call in February. I, along with other members of the Leadership Institute Planning Committee, will be ready to answer all of your questions and we will be sharing some extra special partnership opportunities that are in the future of cohort 17.

I look forward to participating with you during your cohort year. Once again congratulations.  
Sincerely



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## REGIONAL – 2017

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

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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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**GENERAL INSTRUCTIONS**





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



## **MEMORANDUM**

**TO:** Julie Smith, Roger Meyer  
**FROM:** Nancy Wells, Chief Executive Officer  
**CC:** Edna Renick, Administrative Support  
**DATE:** January XX, 20xx  
**SUBJECT:** Branding and Image

As you may recall, we awarded a contract to Edge, LLC to redesign our brand and office image. Edge, a local design company will be working closely with Roger Meyer and his team and will soon be implementing the overhaul of the reception area, with others to follow.

Due to the timeliness of this project and to not interrupt our normal office production, Edge and Roger's team will be working over the long holiday weekend to complete the first phase of the remodel. Please review the information below for this and subsequent phases and which departments they will effect and when. If a conflict is revealed, please let Debra Hall of Edge and Roger Meyer know ASAP so alternative schedules can be considered.

- Phase I, Human Resources, 1/31/17, 1/16/17
- Phase II, Financial Services, 2/17/17, 2/20/17
- Phase III, Information Technology, 5/26/17 ,5/29/17

xx (Contestant Number)  
Job 1

**Graders:**

Ensure dates are in the dd/mm/yr format.



Ms. Julie Smith, Manager  
Human Resources Department  
Professional Business Associates  
5454 Cleveland Avenue  
Columbus, OH 43231-4021

Professor Kay Ono  
Leeward Community College  
Business Division  
96-045 Ala Ike, BE 202  
Pearl City, HI 96782-3393

**Job 2 –Envelope**  
**Note to Graders:**  
*Kay Ono, Professor is*  
acceptable.

xx (Contestant Number)  
Job 2



**ADVISORY COMMITTEE LEEWARD COMMUNITY COLLEGE**

**Agenda**

**Bi-Annual Meeting**

**Friday, January 20, 20\_\_, 3:30 p.m.**

**Clearwater Room, 17th Floor**

1. Call to Order—Nancy Wells, **President**
2. Roll Call—Kay Ono, Secretary
3. Reading of the Minutes—Kay Ono, Secretary
4. Treasurer's Report—Marie Finch, **Treasurer**
5. Other Officer Reports
6. Committee Reports
  - Communiversi<sup>®</sup>—**Scot Kearn**
  - Recruitment and Retention—Lisa Costa
  - Department of Corrections—Marshall Bautista
  - University Partnerships—Kristy Yamigata
7. Unfinished Business
  - Rotary Jubilee
8. New Business
  - Winter Wonderland Festival<sup>®</sup>
9. Set Next Meeting Date
10. Adjourn



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

Mrs. Della Anderson  
Leeward Community College  
Marketing Division  
96-045 Ala Ike, ME 210  
Pearl City, HI 96782-3393

Dear Mrs. Anderson

On behalf of the Board of Trustees of Leadership Institute International, congratulations on being nominated and confirmed to participate in the 2017 cohort of Leadership Institute.

It is my sincere honor to welcome you to the 17th cohort of this prestigious leadership opportunity. As many individuals who wrote on your behalf made clear you are a leader in the Career and Technical Education field. We not only want to thank you for your dedication and hard work, we want to honor you by extending this elite invitation to join some of the premier leaders throughout the country.

Please review the enclosed materials, including the travel itineraries, passport requirements and committee assignments prior to our conference call in February. I, along with other members of the Leadership Institute Planning Committee, will be ready to answer all of your questions and we will be sharing some extra special partnership opportunities that are in the future of cohort 17.

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Sincerely

Nancy Wells  
Chair Board of Trustees  
Leadership Institute International

xx (Contestant Number)

Enclosure(s)

c Roger Meyer

xx (Contestant Number)  
Job 4