

ADVANCED OFFICE SYSTEMS & PROCEDURES (225)

REGIONAL – 2018

Multiple Choice & Short Answer Section:

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

Production Portion:

Job 1: News Release _____ (100 points)

Job 2: Report _____ (100 points)

Job 3: Letter Merge _____ (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.

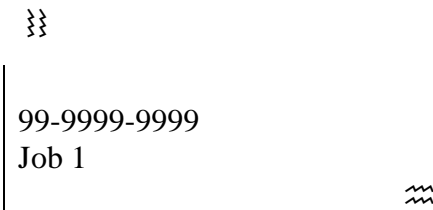
No more than ten (10) minutes orientation
No more than ninety (90) minutes testing time
No more than ten (10) minutes wrap-up

Property of Business Professionals of America.
May be reproduced only for use in the Business Professionals of America
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.

Example: 

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

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. Interoffice mail envelopes are usually of a different size and color so they are _____.
 - a. easier to see
 - b. Are easier to sort
 - c. not mistaken and sent to the Post Office for mailing
 - d. considered highly confidential

2. Voice mail is a type of _____.
 - a. recording software to exchange dictation between a superior and administrative assistant
 - b. recording software to record messages to be typed later
 - c. recording software to be used as speech recognition
 - d. recording software that is used to record messages when an employee is not available

3. In an open office environment, using the speaker phone feature on a desk phone is appropriate.
 - a. True
 - b. False

4. Of the following which one does *not* belong when referencing office competencies:
 - a. Meeting deadlines
 - b. Social
 - c. Prioritizing tasks
 - d. Working in teams effectively

5. Companies value customer satisfaction because _____.
 - a. customer satisfaction leads to customer retention
 - b. customer satisfaction leads to more purchases
 - c. customer satisfaction is often a way to steal a customer from another competitor
 - d. All of the above

6. Software is best described as applications that are used for processing on a personal computer.
 - a. True
 - b. False

7. The newest Windows based Operation System to purchase is _____.
 - a. Windows 7
 - b. Windows XP
 - c. Windows 10
 - d. Windows 8

8. Spreadsheet software is best used for _____.
 - a. creating basic tables
 - b. creating and analyzing large pieces of data
 - c. creating business letters
 - d. creating small charts

9. Which acronym *best* represents the company Internet provider _____.
 - a. ISP
 - b. LAN
 - c. WIFI
 - d. DSL

10. MIS stands for _____.
 - a. Management Inside Structure
 - b. Management Information Systems
 - c. Micro Information Systems
 - d. Microcomputer Information Software

11. Bar Codes are used to label and keep track of merchandise and/or inventory.
 - a. True
 - b. False

12. Production scheduling assists departments with deciding which of the following?-.
 - a. how much product to expect on a shipment
 - b. how many to produce
 - c. when to produce the product
 - d. all of the above

13. A follow-up report should be completed upon returning from a business trip.
 - a. True
 - b. False

14. The proofreader mark “ _____ ” means to _____.
 - a. bold the text
 - b. strike the text
 - c. underline the text
 - d. bold, underline and Italic the text

15. When a “] “ is next to a piece of text, the editor should:
 - a. Move the text to the left
 - b. Move the text to the right
 - c. Delete the text
 - d. Insert quotes around the text

16. Letterhead may be used for a business letter.
 - a. True
 - b. False

17. In a Business Letter, the writer's _____ comes after their typed name in the closing?
- initials
 - phone number
 - title
 - email address
18. All Business Letters have a Subject Line.
- True
 - False
19. A lowercase "c" followed by a name or names in a Business Letter means _____.
- an electronic copy was e-mailed to those named
 - a hard copy was mailed to those named
 - those named provided input in the writing of the letter
 - those named are those who typed the letter
20. In most electronic mail software, the sender would separate e-mail recipients in the TO feature of the message with a _____.
- comma (,)
 - semi-colon (;)
 - colon (:)
 - both A and B

Job 1 – News Release

Key the following information in a News Release format. Correct spelling and punctuation errors you find. The news release is from Nancy Wells and is for immediate release.

The title of the press release is, Professional business associates Cell Phone Deployment. Professional Business Associates is opening up the technology barrier when it comes to cell phone technology. Each employee will be furnished a smartphone device on which company email along with other work productivity applications will be already installed. This project is being sponsored in partnership with Cell Phone One, a local cell phone provider.

Mr. Jackson Moore of Cell Phone One is extremely please with the announcement. Each employee will be able to be more connected and they will be provided a data package that will enable them to be even more productive than in years past. Full deployment of the devices will be forthcoming in the next few weeks. Just another way a local company is promoting good business practice by partnership with a local vendor.

Job 2 – Report

Key the following information in a report format. Correct spelling and punctuation errors you find. The report is being sent from Tom Carlson to Julie Smith. The title of the report should be Smartphones Increase Work Productivity.

In today's workplace, businesses are searching for ways that their employees can remain connected and provide an increase in work productivity. In this report, the reader will understand how Smartphone technology can address both of these demands.

Smartphone Compared to Cell Phone-Smartphones are small computer-like devices that allow the user to have more technological power at their fingertips. Although many users use these type of devices four making phone calls, texting, and browsing the internet, there is so much more to these powerful tools.

Key Smartphone Features-Liane Cassavoy of Lifewire.com writes that the following features are included on most smartphone devices:

- Apps—software to allow users to be more productive on their devices

- Web access-to allow users to surf the Internet and research.

- QWERTY keyboard—to allow users a comfortable format to input or key data.

- Messaging-to allow users to stay connected through text and to stay abreast of team projects.

In conclusion, technology at the fingertips of employees has a sinificant change on how they are connected to their everyday work.

Job 3 – Letter with Merge Fields

Use the *Style & Reference Manual* format to key the following letter and indicate where the merge field codes will be placed. Although we are not ready to merge the document, please show the sender of this letter, Tom Carlson, where the field codes will be present. (Please note that you will not be able to use the mail merge feature because we do not yet have the recipient list) The following field codes should be used in the address block to indicate the future placement of the merge fields: *Recipient's Name, Department, Street Address, City, State, ZIP Code.* (Please use square brackets to indicate merge fields. You should not use the merge code "address block" for this job.)

The subject of the letter is cell phone deployment. The letter should be copied to Julie Smith.

As you probably are aware, professional business associates has partnered with Cell Phone One to provide each employee a smartphone device to be used in correlation with their position here at the company.

We are happy to announce that your smartphone will be deployed on *[Deployment Date]*.

It is our expectation that u will benefit from a training on this new device. Your training class has been scheduled for *[Training Date]* and will be meeting in *[Conference Room Name]*.

Please contact your direct supervisor with any question you might have regarding the deployment of your device.

From Tom Carlson



ADVANCED OFFICE SYSTEMS & PROCEDURES (225) REGIONAL – 2018

Multiple Choice & Short Answer:

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

Production:

Job 1: News Release _____ (100 points)

Job 2: Report _____ (100 points)

Job 3: Letter Merge _____ (100 points)

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

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

Property of Business Professionals of America.
May be reproduced only for use in the Business Professionals of America
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.

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

(Contestant Number)
Job #



Identify the letter that best completes each sentence or answers the question.

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

(Contestant Number)

Job #



NEWS RELEASE

From Nancy Wells
5454 Cleveland Avenue
Columbus, OH 43231-4021
614-555-5555

Release January xx, 20xx (Use current date unless otherwise specified)

Job 1 –News Release

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

PROFESSIONAL BUSINESS ASSOCIATES CELL PHONE DEPLOYMENT

Professional **Business Associates** is opening up the technology barrier when it comes to cell phone technology. Each employee will be furnished a smartphone device on which company email along with other work productivity applications will be already installed. This project is being sponsored in partnership with Cell Phone One, a local cell phone provider.

Mr. Jackson Moore of Cell Phone One is extremely **pleased** with the announcement. Each employee will be able to be more connected and they will be provided a data package that will enable them to be even more productive than in years past. Full deployment of the devices will be forthcoming in the next few weeks. Just another way a local company is promoting good business practice by partnership with a local vendor.

###



Tom Carlson

Grader: Sender's Last name and page number should be in header.

Julie Smith

Human Resources Department

16 January 20xx

Job 2 –Report

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

Smartphones Increase Work Productivity

In today's workplace, businesses are searching for ways that their employees can remain connected and provide an increase in work productivity. In this report, the reader will understand how Smartphone technology can address both of these demands.

Smartphone Compared to Cell Phone

Smartphones are small computer-like devices that allow the user to have more technological power at their fingertips. Although many users use these type of devices for making phone calls, texting, and browsing the Internet, there is so much more to these powerful tools.

Key Smartphone Features

Liane Cassavoy of Lifewire.com writes that the following features are included on most smartphone devices:

1. Apps—software to allow users to be more productive on their devices.
2. Web access—to allow users to surf the Internet and research.
3. QWERTY keyboard—to allow users a comfortable format to input or key data.
4. Messaging—to allow users to stay connected through text and to stay abreast of team projects.

Student should have inserted (.) on line one of bullet as part of the proofing as they created the document.

In conclusion, technology at the fingertips of employees has a significant change on how they are connected to their everyday work.



January 18, 20xx (use current date unless otherwise specified)

[Recipient's Name]
[Department]
[Street Address]
[City], [State], [ZIP Code]

Note to grader: Using the merge code "Address Block" is not acceptable for this job. Students should indicate where individual merge fields would be placed.

Job 3 –Letter with Merge Fields

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

Dear [Recipient's Name]

CELL PHONE DEPLOYMENT

As you probably are aware, Professional Business Associates has partnered with Cell Phone One to provide each employee a smartphone device to be used in correlation with their position here at the company.

We are happy to announce that your smartphone will be deployed on [Deployment Date].

It is our expectation that you will benefit from a training on this new device. Your training class has been scheduled for [Training Date] and will be meeting in [Conference Room Name].

Please contact your direct supervisor with any questions you might have regarding the deployment of your device.

Sincerely

Tom Carlson

xx (Contestant Number)

c Julie Smith

(Contestant Number)
Job #