

BASIC OFFICE SYSTEMS & PROCEDURES (25)

Regional– 2008

Authored by MarySue Kuykendall

TOTAL POINTS _____ (500)

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 actual testing time
No more than ten (10) minutes wrap-up

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Workplace Skills Assessment Program competition.

GENERAL INSTRUCTIONS

1. Answer the objective questions using a No. 2 pencil on the Scantron scoring sheet unless instructed otherwise.
2. Fill in each answer space completely and erase any stray marks.
3. Make certain this test booklet contains Jobs 1-4.
4. Correct all errors. Copy is graded on production standards.
5. 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 a footer in the lower left-hand corner of all work submitted.**
6. If you finish before the end of the 90 minutes of testing, notify the proctor. Time may be a factor in determining the winner in the event of a tie.
7. When turning in your materials, place your scoring sheet on top of your jobs. The jobs should be arranged in numerical order.

Multiple Choice

Identify the letter of the choice that best completes the statement or answers the question. Mark your answer on your Scantron sheet.

1. Erika earns \$800 per week as a sales person. She also earns 8% commission on sales over \$1,000. Last week she sold \$1,650 worth of cell phone service. What was her gross pay for the week?
 - a. \$800
 - b. \$852
 - c. \$932
 - d. \$864

2. Open punctuation is:
 - a. No punctuation after sentences
 - b. No punctuation after addressee's title
 - c. No punctuation after salutation and complimentary close
 - d. Punctuation after salutation and complimentary close

3. Interpersonal communication is:
 - a. Public speaking
 - b. Small-group communication
 - c. One-on-one communication
 - d. All of the Above

4. A search engine is:
 - a. A key that searches the web
 - b. The boot up of the computer
 - c. Information retrieval system
 - d. None of the above

5. To avoid a repetitive strain injury such as carpal tunnel when using a computer keyboard
 - a. rest both wrists on the desk.
 - b. the hand, wrist and forearm should be aligned
 - c. the wrists should be at a right angles.
 - d. the fingers should be flat and the forearms should rest on the desk.

6. The central processing unit (CPU) is the part of the computer that:
 - a. Stores programs and records data
 - b. Prints information
 - c. Has function and control keys
 - d. Interprets software, performs calculations, and sends instructions to other hardware.

7. To prevent a name, such as Andrea Jones, from being split between two lines; where would you perform the required space or non-breaking space sequence?
 - a. At the beginning of the name
 - b. At the end of the name
 - c. In between the first and last name
 - d. At the beginning and the end of the name

8. A label in a spreadsheet is:
 - a. A column or row title that begins with a letter or label prefix. They are used in ordinary calculations
 - b. A column or row title that begin with a letter or label prefix. They are not used in ordinary calculations.
 - c. The area at the top of a worksheet that indicates the column letters
 - d. A column label that appears in the first row of a list and is included in column calculation.

9. What is an important responsibility of the office assistant while the executive is away from the office?
 - a. Make appointments for your executive upon his return.
 - b. Answer any routine mail that you can.
 - c. In his absence, put the executive's work aside and assist other managers with their work.
 - d. Give details to clients that phone regarding the reason for the executive's absence.

10. What is considered a normal full-time work schedule?
 - a. 35 hours per week
 - b. 36 hours per week
 - c. 45 hours per week
 - d. 40 hours per week

11. Graphics on a web site:
 - a. Can be slow to download
 - b. Can be confusing
 - c. Can make the site more interesting
 - d. All of the statements are true

12. Office workers who work for short periods of time at various jobs are
 - a. migrant workers
 - b. temporary office workers
 - c. laborers
 - d. traveling employees

13. Erika has two job offers. Company A is paying \$1,500 per month, Company B is paying \$18,000 per year. Which job has the highest salary?
 - a. Company A
 - b. Company B
 - c. Company A and B are paying the same
 - d. Difficult to determine from given information

14. What does CPS represent?
 - a. Certified Public Secretary
 - b. Certified Professional Secretary
 - c. Correspondence, Punctuation, and Salutation
 - d. None of the Above

15. How big is a gigabyte?

- a. approximately 1 billion bytes
- b. approximately 1 million bytes
- c. approximately 1 trillion bytes
- d. approximately 5 billion bytes

16. Which is a peripheral?

- a. A high end computer
- b. A modem
- c. A and B
- d. None of the above

17. Divide the word facsimile.

- a. fac-sim-i-le
- b. fac-sim-ile
- c. fac-simile
- d. fac-sim-il-e

18. What one word is the key to a successful team of co-workers?

- a. Driven
- b. Independence
- c. Teamwork
- d. Sharing

19. _____ shows the financial condition of a business at a particular time.

- a. Income Statement
- b. Balance Sheet
- c. Capital Statement
- d. Statement of Owner's Equity

20. Preference in the order of work activities, usually decided according to levels of importance.

- a. order
- b. priority
- c. time management
- d. organization

21. In the number 451.93827, what place is the 8 holding?

- a. tens
- b. tenths
- c. thousandths
- d. hundredth

22. A budget was planned for \$23.8 million. The amount spent was \$25.6 million. How much was overspent?

- a. 18 million
- b. 2 million
- c. 1.8 million
- d. -1.8 million

23. Non-traditional working arrangements that include job sharing, flextime, and telecommuting are:

- a. alternate work systems
- b. continuous improvement processes
- c. statistical process controls
- d. portable controls

24. What is a system that allows workers to set their own work hours?

- a. fringe benefits
- b. flextime
- c. interest surveys
- d. lifestyle goal

25. A person with a quiet personality

- a. introvert
- b. extrovert
- c. deep
- d. busy

JOB 1 — LETTER

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

Letter is to:

Ms. Jacqueline Adams
McAlister Corporation
P.O. Box 8523
Boston, Massachusetts 02148

Subject is Special Offer

Letter is from

Edna Renick, Administrative Support Department

Letter will read

In the 10 years we have been in business there has never been a better opportunity to purchase a computer package than this 1. Our computer experts can provide you with a computer plan that will take care of your computer needs, both now and in the future.

Just give us a call. We will be glad to set up an appointment to visit your premises and analyze your computer requirements. Our experts will determine the best computer hardware and software packages for your business. If you do not like the plan, there is no obligation on your part to accept it. The study is free.

If you act within the next thirty days, you can take advantage of our special offer to new customers--a 20% discount on all software. Act now. Don't delay. We believe we can offer you the best computing value anywhere, and we are happy to furnish you with references if you wish. Call us today.

JOB 2 — TABLE

Create a table for Alamo High School office employees. The title should read Alamo High School Office Employees and use 2008 – 2009 as the subtitle. Include names, departments, extensions, hourly salaries, and weekly hours worked. Create a column that includes the weekly salary for each, based on the hourly salary and weekly hours. Sort the table by last name in ascending order. On the second print out, write the formula used to calculate the weekly salaries.

Create the table, putting the information into the order that is given.

Print the table using borders

Sort the table (by last name).

Print the table a second time using borders.

Write the formula used at the bottom of your print out.

Sonya Santiago, Guidance Office, Ext. 123, \$12.30, 35 hours

Jacob Roberts, Principal's Office, Ext. 145, \$13.50, 35 hours

Betsy Valesco, Nurse's Office, Ext. 143, \$10.85, 35 hours

Juan Almeda, Business Office, Ext. 150, \$12.90, 35 hours

Rebecca Pierce, Superintendent's Office, Ext. 100, \$14.75, 35 hours

Moira Ryan, Facilities Office, Ext. 175, \$10.65, 35 hours

JOB 3 -- MAILING LABELS

Prepare the following mailing labels. Use the Avery 5161 template to set up the labels. Key in ZIP code order. Use state abbreviations on mailing labels.

Steven Reynolds
Garvey & Garvey
2489 Main Street
Framingham, Massachusetts 01702

Nathan Loehr
Ponds Ltd.
34 Stratford Avenue
Hartford, Connecticut 06006

Karl McCarthy
Childs and Son
1499 Pleasant Street
New York, New York 20345-3241

Jeremy Colbertson
High Profile Textiles
234 Stamford Street
Nashville, Tennessee 37217-1234

Ashley Montoya
Montoya Inc.
456 Maplewood Road
Indianapolis, Indiana 46256

James O'Donnell
HMS and Associates
164 Elm Street
Dallas, Texas 79567-4566

JOB 4 -- REPORT

Directions: Please key and format the following report. Be sure to correct all errors. The title for the report is "Planning a Presentation". The report is written by Martha Smithe for Edna Renick, Administrative Support Department. Please use the Style and Reference Manual for this report and correct all spelling and punctuation errors.

Speaking before a group of people can cause a great deal of anxiety for an individual. This anxiety is so extensive that it was ranked as the greatest fear among adults in a recent survey. Such fear suggests that many people would rather perish than go before the public to give a talk. Much of this fear actually comes from a lack of experience and training in giving public speeches. People who excel in the area of public speaking have developed this unique skill through hard work.

Planning is a key part to giving a good talk. The talk should be organized into three basic parts. These parts are the introduction, the body, and the conclusion. The introduction is used to get the attention of the audience, to introduce the topic of the talk, and to establish the credibility of the speaker. The body of the speech is an organized presentation of the material the speaker is conveying. The conclusion is used to summarize the main points of the talk.

Several things can be done to lower the level of anxiety during a talk. Learning as much as possible about the audience prior to the talk can reduce uncertainty. Advanced planning and preparing are essential; the lack of either is a major cause of anxiety. Having the main points written on note cards to refer to when needed is also helpful. Using visual aids can also lessen the exposure a person feels. These are but a few ideas that may be used to develop better speaking skills.



BASIC OFFICE SYSTEMS & PROCEDURES (25)

KEY

Regional– 2008

Multiple Choice (25@4 points each)	_____ (100 pts.)
Production	
Job 1 Letter	_____ (100 pts.)
Job 2 Table	_____ (100 pts.)
Job 3 Mailing Labels	_____ (100 pts.)
Job 4 Report	_____ (100 pts.)
TOTAL	_____ (500)

Judges/Graders:

Please double-check and verify all scores!

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Production Standards

Job 1 - Letter

0 errors = 100 pts.
1 error = 90 pts.
2 errors = 70 pts.
3+ errors = 0 pts.

Job 2 – Table

0 errors = 100 pts.
1 error = 90 pts.
2 errors = 70 pts.
3+ errors = 0 pts.

Job 3 – Mailing Labels

0 errors = 100 pts.
1 error = 90 pts.
2 errors = 70 pts.
3+ errors = 0 pts.

Job 4 – Report

0 errors = 100 pts.
1 error = 90 pts.
2 errors = 70 pts.
3+ errors = 0 pts.



**MULTIPLE CHOICE
(4 points each)**

1. B
2. C
3. D
4. C
5. B
6. D
7. C
8. B
9. B
10. D
11. D
12. B
13. C
14. B
15. A
16. B
17. A
18. C
19. B
20. B
21. C
22. C
23. A
24. B
25. A



JOB 1 — LETTER

Today's Date

Ms. Jacqueline Adams
McAlister Corporation
P.O. Box 8523
Boston, MA 02148

Dear Ms. Adams

SPECIAL OFFER

In the ten years we have been in business, there has never been a better opportunity to purchase a computer package than this one. Our computer experts can provide you with a computer plan that will take care of your computer needs, both now and in the future.

Just give us a call. We will be glad to set up an appointment to visit your premises and analyze your computer requirements. Our experts will determine the best computer hardware and software packages for your business. If you do not like the plan, there is no obligation on your part to accept it. The study is free.

If you act within the next thirty days, you can take advantage of our special offer to new customers--a 20% discount on all software. Act now. Don't delay. We believe we can offer you the best computing value anywhere, and we are happy to furnish you with references if you wish. Call us today.

Sincerely

Edna Renick, Administrative Support Department

(Contestant Number)

Contestant #
Job 1

Graders: This is a footer and must be on all printouts as specified in the contest instructions. Exclusion of all or part counts as one error.



JOB 2 -- TABLE

ALAMO HIGH SCHOOL OFFICE EMPLOYEES

2008 – 2009

(first printing)

Name	Department	Extension	Hourly Salary	Weekly Hours	Weekly Salary
Santiago, Sonya	Guidance Office	123	\$12.30	35	\$ 430.50
Roberts, Jacob	Principal's Office	145	13.50	35	472.50
Valesco, Betsy	Nurse's Office	143	10.85	35	379.75
Almeda, Juan	Business Office	150	12.90	35	451.50
Pierce, Rebecca	Superintendent's Office	100	14.75	35	516.25
Ryan, Moira	Facilities Office	175	10.65	35	372.75

ALAMO HIGH SCHOOL OFFICE EMPLOYEES

2008 – 2009

(second printing)

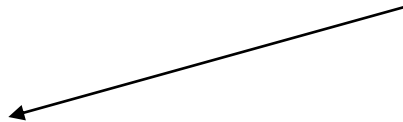
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Ryan, Moira	Facilities Office	175	10.65	35	372.75
Santiago, Sonya	Guidance Office	123	12.30	35	430.50
Valesco, Betsy	Nurse's Office	143	10.85	35	379.75

Formula: =d2*e2

Note to Grader: Tables are to be centered horizontally and vertically on the page. Students are directed to print each table separately.

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Contestant #
 Job 2





JOB 3 — MAILING LABELS

Steven Reynolds
Garvey & Garvey
2489 Main Street
Framingham, MA 01702

Nathan Loehr
Ponds Ltd.
34 Stratford Avenue
Hartford, CT 06006

Karl McCarthy
Childs and Son
1499 Pleasant Street
New York, NY 20345-3241

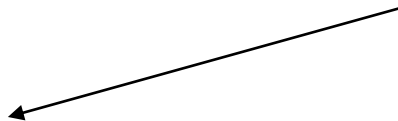
Jeremy Colbertson
High Profile Textiles
234 Stamford Street
Nashville, TN 37217-1234

Ashley Montoya
Montoya Inc.
456 Maplewood Road
Indianapolis, IN 46256

James O'Donnell
HMS and Associates
164 Elm Street
Dallas, TX 79567-4566

Contestant #
Job 3

Graders: This is a footer and must be on all printouts as specified in the contest instructions. Exclusion of all or part counts





JOB 4 — REPORT

Smithe 1

Martha Smithe

Edna Renick

Administrative Support Department

Current Date

Note: Header should be right-aligned at .5" from top of page.

Planning a Presentation

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Several things can be done to lower the level of anxiety during a talk. Learning as much as possible about the audience prior to the talk can reduce uncertainty. Advanced planning and preparing are **essential**; the lack of either is a major cause of **anxiety**. Having the main points written on note cards to refer to when needed is also helpful. Using visual aids can also lessen the exposure a person feels. These are but a few ideas that may be used to develop better speaking skills.

Contestant #
Job 4

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