

ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

Regional– 2008

TOTAL POINTS _____ (600)

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 60 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 25 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 a footer in the lower left-hand corner of all work submitted.**
5. Please 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.

Multiple Choice: Identify the letter that best completes each sentence or answers the question and mark it on the Scantron form provided.

1. The central processing unit (CPU) in a personal computer contains the
 - a. control unit only
 - b. control unit and arithmetic/logic unit
 - c. arithmetic/logic unit and bus
 - d. arithmetic/logic unit only

2. The ability to move your hands skillfully is an aptitude known as _____.
 - a. Finger dexterity
 - b. Mobility
 - c. Manual dexterity
 - d. All of the above

3. Goals that will be accomplished in the next few days or weeks are called _____.
 - a. Short-term goals
 - b. Intermediate goals
 - c. Minor goals
 - d. Long-term goals

4. The body of the letter of application should do which of the following?
 - a. Supply your address
 - b. Express your interest in the company
 - c. Contain a greeting followed by a colon
 - d. Express your appreciation

5. Training employees to be efficient in more than one skill is called _____.
 - a. Flextime
 - b. Job sharing
 - c. Job rotation
 - d. Permanent part-time

6. Which of the following workplace trends allows flexibility for employees in work hours?
 - a. Job rotation
 - b. Job sharing
 - c. Permanent part-time
 - d. Flextime

7. The amount of your take-home pay is also known as _____.
 - a. Gross pay
 - b. Deductions
 - c. Net pay
 - d. Optional deductions

8. Which of the following is not a required employee deduction?
 - a. Workers' compensation
 - b. State taxes
 - c. Federal taxes
 - d. Social security

9. Which of the following is included in the block format when writing business letters?
 - a. Date is centered
 - b. Paragraphs are indented
 - c. Signature block is centered
 - d. None of the above

10. Which of the following defines mixed punctuation?
 - a. A comma after the salutation
 - b. A comma after the salutation and complimentary close
 - c. A comma after the salutation and a colon after the complimentary close
 - d. A colon after the salutation and a comma after the complimentary close

11. What information should be in a second page header for a letter?
 - a. Sender's name, page number and date
 - b. Recipient's name, page number and date
 - c. Page number
 - d. Date

12. What does the c at the bottom of letters represent?
 - a. colon
 - b. comma
 - c. copy
 - d. communicate

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13. Find the overtime pay at the overtime rate of time and a half: \$8.50 per hour x 44 hours
- a. \$374.00
 - b. \$76.50
 - c. \$51.00
 - d. \$34.00
14. Jack Byers worked Monday, Tuesday, and Thursday from 9:00 A.M. to 4:30 P.M. with a half hour for lunch each day. What were her total hours worked?
- a. 21.0
 - b. 22.5
 - c. 28.0
 - d. 30.0
15. Raylee Tutak packs and seals pens at the rate of \$0.235 per pack. At the end of her eight-hour shift, Raylee has packed and sealed 480 packs of pens. How much did she earn?
- a. \$110.40
 - b. \$112.80
 - c. \$384.00
 - d. 902.40
16. Sharise Brodhead folds and glues corrugated cardboard boxes at the rate of \$0.47 per box. If she averages 40 boxes an hour, how much is her average hourly pay?
- a. \$18.80
 - b. \$24.00
 - c. \$28.20
 - d. \$37.60
17. Paul Simmons earns \$47,500 as an office manager for a CPA firm. If his company issues weekly paychecks, how much is each check?
- a. \$913.46
 - b. \$989.58
 - c. \$1,826.92
 - d. \$3,958.33

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18. Kirklyn Miller sells appliances and earns 2.5 percent commission in addition to her salary of \$2,000. Last month she sold \$63,000 in appliances. How much was her commission check?
- a. \$157.50
 - b. \$393.75
 - c. \$1,575.00
 - d. \$5,250.00
19. Zane Banister sells furniture and earns nine percent commission on his total sales. Last month he had \$33,500 in sales. How much did he earn?
- a. \$2,791.67
 - b. \$2,865.00
 - c. \$2,976.88
 - d. \$3,015.00
20. Find the straight time pay: \$9.25 per hour x 35 hours.
- a. \$315.00
 - b. \$317.25
 - c. \$318.75
 - d. \$323.75
21. In records management, the process of identifying how a record is to be stored is called
- a. indexing
 - b. coding
 - c. cross-referencing
 - d. filing
22. Hiring a firm to design and produce packaging for your product is an example of
- a. outsourcing
 - b. demographics
 - c. innovation
 - d. corporate venture
23. In an alphabetic file name, numbers in names
- a. are always spelled out for filing purposes
 - b. that are digits are filed before alphabetic letters or words
 - c. are always written as digits for filing purposes
 - d. are filed before all alphabetic letters or words regardless of whether they are written as words or digits

24. Which one of the following describes the written record of a meetings actions and decisions?
- a. organizational plan
 - b. agenda
 - c. minutes
 - d. motion
25. Which file would be placed first in an alphabetic filing system?
- a. Michael Blakely
 - b. Michael Blake
 - c. Blake Michaels
 - d. Zane Blak

Job 1 – Memorandum

Please key the following memo using your Professional Business Associates Style and Reference Manual. Correct any spelling or punctuation errors you find.

The memo is to Julie Smith, Human Resources Department, from Nancy Wells, Chief Executive Officer. Please send a copy of the memo to Roger Meyer, Marketing Department.

The body of the memo is:

Our staff is very excited that Business Professionals of America is hosting their National Conference in Reno, Nevada this year. Our staff wants to welcome them to our city and let them know a few of the exciting events that are happening in Reno.

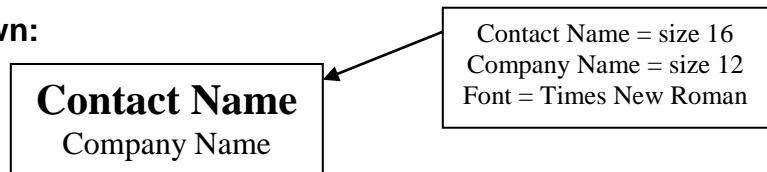
Artown, one of the nation's largest and most inclusive arts and culture festivals has been presenting world-class cultural events' in Reno for more than a decade. Artown has done it again with more legendary names and an exclusive selection of ticketed events and must-see performances from Herbie Hancock, Hell's Kitchen Dance with Mikhail Baryshnikov, Pink Martini and American Ballet Theatre.

Our staff would love to help them attend any of then wonderful events that will occur during their stay. You will find attached a copy of the sample events than may take place during their conference. Please contact us with any questions that you may have.

Job 2 – Database/Mailing Labels

Please create the following database and print labels that contain the contact name and the company name with the formatting that is shown below. (Do not place the title (Mr./Mrs.) on the name badge.) Use Avery 5095, Name Badge labels. You will use the database information later in your jobs.

Please create the Label as shown:



Ageless Repertory Theater
Mr. Len Overholser
(775) 345-7323
lromjo@aol.com
73 West Plumb Lane
Reno, Nevada 89509

All-American Song and Piano
Mrs. Susan Olenwine
(775) 827-4589
susan@allamerican.com
655 Tyener Way
Reno, Nevada 89506

Art Paws
Mr. Landess Witmer
(775) 722-6594
www.petfoliomagazine.com
PO Box 8997
Reno, Nevada 89507

Art Slaves
Mr. Bea Whitney
(775) 527-5030
www.artslaves.com
beaonearth@sbcglobal.net
210 North Center Street
Reno, Nevada 89501

Artouring
Mrs. Toni Lowden
(775) 826-3655
www.Artouring.com
artouring@gbis.com
9410 Prototype Drive
Reno, Nevada 89521

Artown
Ms. Natasha Bourlin
(775) 322-1538
www.renoisartown.com
natasha@renoisartown.com
500 N Sierra Street
Reno, Nevada 89503

Asha Belly Dancers
Ms. Holly Johnson
(775) 848-7203
www.ashabellydancers.com
ashanurseholly@yahoo.com
1049 S Virginia Street
Reno, Nevada 89501

Bantu Spirit
Mrs. Sandra Adams
(775) 337-1717
www.bantuspirit.com
african_shonaarts1@bantuspirit.com
17 S Virginia St., Suite 140
Reno, Nevada 89501

Job 3 – Letter/Mail Merge

Directions: Please key the following letter using the information stored in the database from Job 2. Please use the Professional Business Associates Style and Reference Manual format for this report and correct all spelling and punctuation errors.

The letter is to the individuals in the database from Job 2. Please use their contact name and company name in the address. The letter is from Nancy Wells, Chief Executive Officer.

The body of the letter is:

Business Professionals of America is hosting the 2008 National Leadership Conference in Reno, Nevada this coming May. According to the tentative schedule, <<company name>> is performing during their conference time. Several thousand student's and advisors will be in town and would like to know if you would consider giving their group a special performance.

There students are very excited to attend the National Leadership Conference and would be thrilled to experience your show. Please contact our office with any possible information.

Please Print the Form letter and the letters to Landess Witmer and Bea Whitney.

Job 4 – Table

Using the data from Job 2, please create a table with borders. The title should be "Reno Performers". The subtitle should be May 2008. The headings should include: Contact Name, Company Name, E-mail Address, and Website. Please sort the table in ascending order by the Company Name. Please print the table in Landscape View and remove all of the hyperlinks. Please use the Professional Business Associates Style and Reference Manual format for this document.



ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

KEY

Regional—2008

Objective Questions (25 @ 4 pts. each) _____ (100 pts.)

Production Portion

Job 1 Memorandum _____ (100 pts.)

Job 2 Database/Name Badges _____ (100 pts.)

Job 3 Letter w/Mail Merge _____ (200 pts.)

Job 4 Table _____ (100 pts.)

TOTAL POINTS _____ **(600 pts.)**

Judges/Graders:

Please double-check and verify all scores!

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Objective Questions

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



MEMORANDUM

TO: Julie Smith, Human Resources Department
FROM: Nancy Wells, Chief Executive Officer
CC: Roger Meyer, Marketing Department
DATE: Current Date
SUBJECT: Artown (or an appropriate subject)

Job 1—Memo
0 Errors = 100
1 Error = 90
2 Errors = 70
3+ Errors = 0

Our staff is very excited that Business Professionals of America is hosting their National Conference in Reno, Nevada,* this year. Our staff wants to welcome them to our city and let them know a few of the exciting events that are happening in Reno.

Artown, one of the nation's largest and most inclusive arts and culture festivals, has been presenting world-class cultural events in Reno for more than a decade. Artown has done it again with more legendary names and an exclusive selection of ticketed events and must-see performances from Herbie Hancock, Hell's Kitchen Dance with Mikhail Baryshnikov, Pink Martini and American Ballet Theatre.

Our staff would love to help them attend any of the wonderful events that will occur during their stay. You will find attached a copy of the sample events that may take place during their conference. Please contact us with any questions that you may have.

xx (xx should be their Contestant Number)

Attachment

Graders Notes:

Grayed words are errors that students should have corrected and should be counted as errors.

*Students could have added a comma after Nevada, and should not be penalized for the added comma.



Len Overholser
Ageless Repertory Theater

Susan Olenwine
All-American Song and Piano

Contact Name = size 16
Company Name = size 12
Font = Times New Roman

Landess Witmer
Art Paws

Bea Whitney
Art Slaves

Toni Lowden
Artouring

Natasha Bourlin
Artown

Holly Johnson
Asha Belly Dancers

Sandra Adams
Bantu Spirit

Job 3—Form Letter

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

20 points total for
printing the form letter,
Letter to Mr. Witmer, &
Letter to Ms. Whitney.
All or nothing for these
20 points.

Error Pts 100
Printing Pts 20
Witmer Letter 40
Whitney Letter 40
Total Job 3 Pts 200



Current Date

<<Contact Name>>
<<Company Name>>
<<Address>>
<<City>>, <<State>> <<Zip>>

Dear <<Contact Name>>

Business Professionals of America is hosting the 2008 National Leadership Conference in Reno, Nevada, this coming May. According to the tentative schedule, <<company name>> is performing during their conference time. Several thousand students and advisors will be in town and would like to know if you would consider giving their group a special performance.

Their students are very excited to attend the National Leadership Conference and would be thrilled to experience your show. Please contact our office with any possible information.

Sincerely

Nancy Wells
Chief Executive Officer

xx (xx should be their Contestant Number)



Current Date

Mr. Landess Witmer
Art Paws
P.O. Box 8997
Reno, NV 89507

Job 3—Letter to Mr. Witmer

8 Merge Codes
5 points each

40 Points Total
(To receive full credit, make sure
there are no spacing mistakes
before/after each code.)

Dear Mr. Witmer

Business Professionals of America is hosting the 2008 National Leadership Conference in Reno, Nevada this coming May. According to the tentative schedule, Art Paws is performing during their conference time. Several thousand students and advisors will be in town and would like to know if you would consider giving their group a special performance.

Their students are very excited to attend the National Leadership Conference and would be thrilled to experience your show. Please contact our office with any possible information.

Sincerely

Nancy Wells
Chief Executive Officer

xx (xx should be their Contestant Number)



Current Date

Ms. Bea Whitney
Art Slaves
210 North Center Street
Reno, NV 89501

Job 3—Letter to Ms. Whitney

8 Merge Codes
5 points each

40 Points Total
(To receive full credit, make sure
there are no spacing mistakes
before/after each code.)

Dear Mr. Whitney

Business Professionals of America is hosting the 2008 National Leadership Conference in Reno, Nevada this coming May. According to the tentative schedule, Art Slaves is performing during their conference time. Several thousand students and advisors will be in town and would like to know if you would consider giving their group a special performance.

Their students are very excited to attend the National Leadership Conference and would be thrilled to experience your show. Please contact our office with any possible information.

Sincerely

Nancy Wells
Chief Executive Office

xx (xx should be their Contestant Number)

Contestant Number _____
Job 3



Job 4—Table

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

RENO PERFORMERS

May 2008

Contact Name*	Company Name	E-mail Address	Website
Mr. Len Overholser	Ageless Repertory Theater	lromjo@aol.com	
Mrs. Susan Olenwine	All-American Song and Piano	susan@allamerican.com	
Mr. Landess Witmer	Art Paws		www.petfoliomagazine.com
Ms. Bea Whitney	Art Slaves	beaonearth@sbcglobal.net	www.artslaves.com
Mrs. Toni Lowden	Artouring	artouring@gbis.com	www.Artouring.com
Ms. Natasha Bourlin	Artown	natasha@renoisartown.com	www.renoisartown.com
Ms. Holly Johnson	Asha Belly Dancers	ashanurseholly@yahoo.com	www.ashabellydancers.com
Mrs. Sandra Adams	Bantu Spirit	african_shonaarts1@bantuspirit.com	www.bantuspirit.com

Graders Notes:

*Column headings may be centered over column or blocked at left of column
 Students were instructed to remove hyperlinks so email address or website should NOT be underlined.

Contestant Number _____
 Job 4