

# BASIC OFFICE SYSTEMS & PROCEDURES (25)

## Regional—2007

Objective Questions (20 @ 5 pts. each) \_\_\_\_\_ (100 pts.)

### Production Portion

Job 1 Letter \_\_\_\_\_ (100 pts.)

Job 2 Mailing Labels \_\_\_\_\_ (150 pts.)

Job 3 Table \_\_\_\_\_ (120 pts.)

Job 4 Report \_\_\_\_\_ (100 pts.)

**TOTAL POINTS** \_\_\_\_\_ (570 pts.)

***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

Do **NOT** open test booklet until instructed to do so.

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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 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. What is an appropriate salutation for a letter to an organization composed of men and women?
  - a. Gentlemen
  - b. Ladies
  - c. Ladies and Gentlemen
  - d. To the Staff
  
2. Identify the sentence that is grammatically correct.
  - a. Everyone is expected to do their best.
  - b. Everyone are expected to do their best.
  - c. Each of the three executives were present.
  - d. Everyone is expected to do his or her best.
  
3. A ream of paper contains how many sheets?
  - a. 100
  - b. 250
  - c. 500
  - d. 100
  
4. As an administrative assistant screening calls for your employer, which of the following is most appropriate?
  - a. "May I tell her who is calling?"
  - b. "Who is this?"
  - c. "Who is calling?"
  - d. None of the above
  
5. An invoice dated May 25 has terms of 2/10, n/30. What is the due date to receive a discount on the merchandise?
  - a. June 5
  - b. June 4
  - c. June 3
  - d. June 2
  
6. Deciding the order in which tasks should be performed is
  - a. prioritizing
  - b. managing
  - c. organizing
  - d. controlling
  
7. If you want to improve your listening ability, you should do all but ONE of the following:
  - a. Concentrate on the speaker
  - b. Take down nearly everything the speaker says
  - c. Be mentally alert
  - d. Avoid being distracted

8. Your company needs information regarding a new health insurance plan for your employees, and you have been placed in charge of researching the alternatives. Based on your research, you have picked a plan that you believe would be the best for your company. What kind of report would you most likely write to inform the president of your findings?
  - a. information report
  - b. progress report
  - c. summary report
  - d. justification/recommendation report
  
9. A person's integrity is a reflection of his or her \_\_\_\_\_.
  - a. education
  - b. reasoning ability
  - c. ego
  - d. ethics
  
10. Choose the answer that represents the incorrectly spelled word in the following group.
  - a. weird
  - b. similar
  - c. accomodate
  - d. conscientious
  
11. What information would be included on an itinerary?
  - a. Confirmation number
  - b. Flight numbers
  - c. Telephone numbers
  - d. All of the above
  
12. To display each department's share of the total budget expenditures, a \_\_\_\_\_ chart would be your best choice.
  - a. pie
  - b. line
  - c. scatter
  - d. bar
  
13. The difference in punctuation styles lies in the punctuation \_\_\_\_\_.
  - a. after the salutation and complimentary closing
  - b. after the salutation and the reference initials
  - c. in the attention line and the complimentary closing
  - d. in the inside address
  
14. A handheld digital organizer is known as a(n) \_\_\_\_\_.
  - a. graphical user interface
  - b. personal digital assistant
  - c. electronic database browser
  - d. laptop computer

15. An hourly employee is paid \$8.55 per hour; the overtime rate for this employee would be
- \$8.55
  - \$10.55
  - \$12.82
  - \$12.83
16. If a call is placed at 10:30 a.m. in Phoenix, what time would it be in Cleveland? `
- 6:30 a.m.
  - 10:30 a.m.
  - 11:30 a.m.
  - 12:30 p.m.
17. Which is shown in correct alphabetic sequence?
- Anna C. delaCruz, A. Serafino Delacruz, Michael B. DeLacruz, Victor P. De La Cruz
  - Anna C. DeLa Cruz, Michael B. DeLacruz, Victor P. De La Cruz, A. Serafino Delacruz
  - A. Serafino Delacruz, Anna C. deLaCruz, Michael B. DeLacruz, Victor P. De La Cruz
  - Victor P. De La Cruz, A. Serafino Delacruz, Anna C. deLaCruz, Michael B. DeLacruz
18. The proofreader's mark that uses a single line drawn through a capital letter means that the \_\_\_\_\_.
- letter should be capitalized
  - letter should be made lowercase
  - letter should be deleted
  - letter should be changed
19. The amount left over after expenses have been paid is called
- net profit
  - owner's equity
  - gross profit
  - capital
20. The purpose of a postscript in a business letter is
- to express an afterthought
  - to effectively express an idea withheld from the letter
  - to emphasize a major point in the letter
  - all of the above

**Job 1 – Letter**

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

The letter is to:

Miss Carmen E. Blanque; Business Education Department; Viking Vocational High School; 435 N. Andrew Avenue; Orlando, FL 33301-2859

The letter is from:

The sales manager of Omni computers, Kermit L. Adams

The body of the letter is:

Your order for six Omni XT computers and one printer is currently being processed. We are pleased to include you in the growing number of customers who are satisfied with this quality equipment.

We plan to deliver and install this equipment at three o'clock on Thursday December 20, to avoid disrupting your classroom activities. Please advise me as to whether this date and time are convenient for you.

The installation process will take only one hour but we want to run several diagnostic tests to be certain that everything is working properly.

Please telephone me at 407-838-2549 to confirm or change the appointment.

**Job 2 – Mailing Labels**

**Please prepare the following mailing labels in ZIP code order.**

Mr. Robert J. Caldwell  
373 Pleasant Valley Drive  
Harrisburgh, Virginia 22801-6624

Ms. Judi N. Nalish  
8011 Armond Way  
Sarasota, Florida 33577-3912

Dr. Ralph D. Narcissi  
95 Stapleton Road  
Richmond, Virginia 23230-4433

Mr. Jerry L. Osterly  
1907 South Market Street  
Shreveport, Louisiana 71107-4568

Mrs. Sandra B. Scholl  
321 Centerville Parkway  
Sturgis, Michigan 49091-8244

Miss Linda A. Woodson  
302 Dauphin Road  
New Orleans, Louisiana 70112-4688

**Job 3 – Table**

**Please create a table for the Paradise Realty Company with the title of Parade of Homes. The subtitle will be March 1-7, 2007. Include the location, builder, and construction price. Sort the table by price in descending order. On the second print out, include the average construction price of the homes. Write the formula used to calculate the average construction price on the second printout.**

3885 Wimbledon Lane, Brocks Construction, \$244,000  
3981 Glencliffe Lane, Murphey Home, Inc., 295,000  
225 Fernbrooke Drive, P & J Construction, 298,000  
808 Ashmore Drive, Barry & Sons Construction, 198,000  
5598 Blue Mountain Drive, Homes by Markley, 328,000  
4438 Mossridge Lane, Valleyview Home Builders, 225,000  
3872 Glencliffe Lane, Dalton & Jones Realty, 291,000  
112 Fernbrooke Drive, Your Home Builders, 275,000

- Create the table, keying the information in the given order.
- Print the table.
- Sort the table (by price); calculate average price.
- Print the table a second time.
- Write and label the formula used.



## **Job 4 – Report**

**Directions: Please key and format the following report. The title for the report is “Strategies for Effective Study.” The report is written by John Billingsly for Edna Resnick in the Administrative Support Department. Please use the Professional Business Associates Style and Reference Manual format for this report, and correct all spelling and punctuation errors.**

Effective learning depends upon good study techniques. Efficient study skills do not simply happen; they must first be learned and then applied with consistency. Good study techniques include a specific time for study a quiet place to study, and a well designed study plan.

### A Time for Study

We all think we have more things to do than we have time to do them, and studying time gets affected. It is important to prepare a schedule of daily activities that includes time for doing necessary studying. Within each study period, write in the specific study activity; for example, “Read Chapter 10 in Money Management; complete Activities 1 and 2.” Keep your schedule flexible so it can be easily modified after you assess your success in achieving your study goals within each time period.

### A Place to Study

Select the best place to study and use the same space each day. This designated location will help to put you in a study mood when you enter that place. According to research, a library is not always the most desirable place to study. Choose a space that has few distractions such as people traffic, conversation, telephone, TV, and other outside noises. The internet should be used for research purposes only; don’t be distracted by personal searches, e-mail, or games. Study is usually best done alone and in the absence of sights and sounds that distract the eye and ear. In your chosen study space, force your mind to concentrate on the task at hand.

### A Plan for Study

Research on the effects of specific study skills on student performance indicates that specific study techniques help to improve your academic performance.

Skim the chapter. Peruse specific headings, key words topic sentences, and definitions. This quick overview will give you a clue as to what you will be studying.

Convert headings into questions. As you create questions, seek answers to the questions you listed as you read.

Review highlighted items and notes. As you read highlight and take notes. Review your special highlights and notes and add to them while the material is fresh in your mind.

Test yourself. Test your recall of definitions and important terms brought up in your reading. Review the questions you created to see if you could respond to them.

There is a positive correlation between a student's positive study habits and a student's grades in school. The habits and the grades go hand in hand.



# **BASIC OFFICE SYSTEMS & PROCEDURES (25)**

## ***KEY***

Regional—2007

***TOTAL POINTS*** \_\_\_\_\_ ***(570 pts)***

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Graders:

When grading computer-generated problems, refer to the Style and Reference Manual and Production Standards in the *Workplace Skills Assessment Program Guidelines* for further instructions.

Please double-check and verify all scores.

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**BASIC OFFICE SYSTEMS & PROCEDURES  
REGIONAL 2007  
KEY  
PAGE 2 OF 8**



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



**Job 1- LETTER**

Current date

Miss Carmen E. Blanque, Chair  
Business Education Department  
Viking Vocational High School  
435 N. Andrew Avenue  
Orlando, FL 33301-2859

Dear Miss Blanque

Your order for six Omni XT computers and one printer is currently being processed. We are pleased to include you in the growing number of customers who are satisfied with this quality equipment.

We plan to deliver and install this equipment at three o'clock on Thursday, December 20, to avoid disrupting your classroom activities. Please advise me as to whether this date and time are convenient for you.

The installation process will take only one hour, but we want to run several diagnostic tests to be certain that everything is working properly.

Please telephone me at 407-838-2549 to confirm or change the appointment.

Sincerely yours

Kermit L. Adams, Sales Manager

contestant number



**Job 2**

**MAILING LABELS**

Mr. Robert J. Caldwell  
373 Pleasant Valley Drive  
Harrisburgh, VA 22801-6624

Dr Ralph D Narcissi  
95 Stapleton Road  
Richmond, VA 23230-4433

Ms Judi N Nalish  
8011 Armond Way  
Sarasota, FL 33577-3912

Mrs. Sandra B Scholl  
321 Centerville Parkway  
Sturgis, MI 49091-8244

Miss Linda A Woodson  
302 Dauphin Road  
New Orleans, LA 70112-4688

Mr. Jerry L Osterly  
1907 South Market Street  
Shreveport, LA 71107-4568

**NOTE TO GRADERS:**

- Charge one error for contestant NOT arranging labels by zip code
- Charge one error for contestant NOT using two-letter state abbreviations
- May be sorted vertically or horizontally



**Job 3**

**Printout 1**

**PARADE OF HOMES**

**March 1-7, 2007**

<b>Location</b>	<b>Builder</b>	<b>Price</b>
5598 Blue Mountain Drive	Homes by Markley	328,000
225 Fernbrooke Drive	P & J Construction	298,000
3981 Glencliffe Lane	Murphey Home, Inc.	295,000
3872 Glencliffe Lane	Dalton & Jones Realty	291,000
112 Fernbrooke Drive	Your Home Builders	275,000
3885 Wimbledon Lane	Brocks Construction	244,000
4438 Mossridge Lane	Valleyview Home Builders	225,000
808 Ashmore Drive	Barry & Sons Construction	198,000



## Printout 2

### PARADE OF HOMES

March 1-7, 2007

<u>Location</u>	<u>Builder</u>	<u>Price</u>
5598 Blue Mountain Drive	Homes by Markley	328,000
225 Fernbrooke Drive	P & J Construction	298,000
3981 Glencliffe Lane	Murphey Home, Inc.	295,000
3872 Glencliffe Lane	Dalton & Jones Realty	291,000
112 Fernbrooke Drive	Your Home Builders	275,000
3885 Wimbledon Lane	Brocks Construction	244,000
4438 Mossridge Lane	Valleyview Home Builders	225,000
808 Ashmore Drive	Barry & Sons Construction	198,000
<b>Average</b>		<b>269,250</b>

#### NOTE TO GRADERS:

- Tables may be keyed with or without gridlines
- There are two printouts—one typed as shown; the second sorted by price descending with formula for average
- Tables must be vertically AND horizontally centered on page
- Charge one error if formula not listed on second printout; formula is
  - =average(above) OR =average(range)





## **Job 4- REPORT**

John Billingsly

Billingsly 1  
(should be in header at .5”)

Edna Resnick

Administrative Support Department

current date—note style in Style & Reference Manual

### Strategies for Effective Study

Effective learning depends upon good study techniques. Efficient study skills do not simply happen; they must first be learned and then applied with consistency. Good study techniques include a specific time for study, a quiet place to study, and a **well-designed** study plan.

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## Billingsly 2

Study is usually best done alone and in the absence of sights and sounds that distract the eye and ear. In your chosen study space, force your mind to concentrate on the task at hand.

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There is a positive correlation between a student's positive study habits and a student's grades in school. The habits and the grades go hand in hand.

#### NOTE TO GRADERS:

- Be sure to refer to BPA style manual for report style
- Margins are one-inch all around
- Planted errors are highlighted