

ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

Regional—2007

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

Production Portion

Job 1 Mail Merge _____ (150 pts.)

Job 2 Minutes _____ (150 pts.)

Job 3 Memo _____ (100 pts.)

Job 4 Handout _____ (110 pts.)

TOTAL POINTS _____ (610 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 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.
5. Key your contestant number and job number as a footer in the lower left-hand corner of all work submitted. On hand-written jobs, information should be written.
6. 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.
7. 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.
8. 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/she wants to have the Scantron scoring sheet turned in.*) Use your time wisely. You have 90 minutes to complete this test.

DIRECTIONS: Answer the following questions by filling in the best choice on the Scantron.

1. When preparing a business report, take care to avoid committing _____, which is passing off the words and ideas of other as your own without giving proper credit to the source.
 - A. plagiarism
 - B. citationism
 - C. sensationalism
 - D. borrowing

2. To maintain a positive impression of an organization, which of the following telephone techniques should be used?
 - A. Assist the caller as efficiently as you can
 - B. Identify the company and yourself immediately
 - C. Answer the phone promptly
 - D. All of the above

3. Planning and using the hours and minutes of a workday in the most effective and efficient manner possible to accomplish all tasks assigned is
 - A. time management
 - B. ergonomics
 - C. productivity
 - D. charting

4. Sexual harassment as defined by the Equal Opportunity Commission (EEOC) is identified as any unwelcome sexual advance that
 - A. creates an unpleasant, hostile, or offensive working environment
 - B. is issued as a condition of employment
 - C. affects your chance of promotion
 - D. all of the above

5. An item with an original selling price of \$45 is selling at 20 percent off. What is the total selling price of the item including a 7½ percent sales tax?
 - A. \$36.00
 - B. \$38.16
 - C. \$38.52
 - D. \$38.70

6. The formula for calculating simple interest is
 - A. $I=P \cdot R$
 - B. $I=P/R/T$
 - C. $I=P \cdot R \cdot T$
 - D. $I=P \cdot T$

7. When it is 11 a.m. in New York, what time is it in Los Angeles?
 - A. 9 a.m.
 - B. 8 a.m.
 - C. 12 noon
 - D. 1 p.m.

8. A statement sent to the customer along with the goods ordered which describes the goods ordered and their total prices is a(n)
 - A. sales order
 - B. invoice
 - C. purchase requisition
 - D. expense comparison

9. Assuming that all men like sports is an example of
 - A. subtle discrimination
 - B. prejudice
 - C. stereotyping
 - D. good judgment

10. Calling selected customers to solicit additional sales is referred to as
 - A. add-on selling
 - B. up-selling
 - C. cross-selling
 - D. telemarketing

11. Last week Lauren Burns worked the following hours: $9\frac{1}{4}$, 8, $5\frac{1}{2}$, 6, and $6\frac{3}{4}$. With an hourly rate of \$8.45, what was Lauren's gross pay for the week?
 - A. \$240.82
 - B. \$299.97
 - C. \$299.98
 - D. \$298.28

12. The amount which is added to the cost of an item to determine the selling price is the
 - A. expense
 - B. profit
 - C. markup
 - D. commission

13. The price of a laptop computer dropped from \$1,800 to \$1,200. What was the percent of decrease?
 - A. 30%
 - B. $\frac{1}{3}$
 - C. 33.33%
 - D. .333

14. When a source has three or more authors, give the last name of the first author followed by
- A. et al.
 - B. ibid
 - C. et cetera
 - D. the last names of all the authors
15. Which of the following words is spelled incorrectly?
- A. business
 - B. receive
 - C. customers
 - D. appreciate
16. Which sentence is correctly written?
- A. He completed three 6-page documents by 4:00 p.m.
 - B. He completed three six-page documents by 4 p.m.
 - C. He completed 3 6-page documents by 4 p.m.
 - D. He completed 3 six-page documents by 4 p.m.
17. Select the most appropriate salutation for business correspondence where the letter is written to one person, gender unknown (Lynn Jackson)
- A. Dear Lynn Jackson
 - B. Dear Lynn
 - C. Dear Mr. or Ms. Jackson
 - D. Ladies and Gentlemen
18. A letter style in which the salutation and complimentary closing are omitted is
- A. simplified
 - B. block
 - C. modified block
 - D. personal business
19. A letter that accompanies a resume is known as a(n)
- A. dedication letter
 - B. transmittal letter
 - C. informational letter
 - D. cover letter
20. A negative number in a column of numbers may be designated by
- A. enclosing the figure in parentheses
 - B. inserting a minus sign directly to the left of the figure
 - C. displaying the figure in red text
 - D. all of the above

ADVANCED OFFICE SYSTEMS & PROCEDURES

REGIONAL 2007

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21. A listing of dates for departures, arrivals, meetings, appointments, and reservations is known as a(n)
- A. agenda
 - B. itinerary
 - C. matrix
 - D. ledger
22. Businesses often use window envelopes to eliminate the need for
- A. addressing
 - B. sealing
 - C. signing
 - D. stamping
23. Which of the following is the correct alphabetic filing order?
- A. Robert Min; R.J. Min; Roberto John Min
 - B. R.J. Min; Robert Min; Roberto John Min
 - C. Robert Min; Roberto John Min; R.J. Min
 - D. R.J. Min; Roberto John Min; Robert Min
24. Choose the answer that represents the *correctly* spelled word.
- A. convience
 - B. conveniance
 - C. convenience
 - D. convinience
25. Written reports of a board meeting are known as
- A. minutes
 - B. policy manuals
 - C. charters
 - D. bylaws

Job 1: Mail Merge

Please use the appropriate format to key the following letter from Samuel Romley, President, Romley Technology. Use the merge feature to send the letter to the following individuals. Make sure all the parts of a standard business letter are in place; correct all errors. Print a copy of the original document showing the merge codes. Perform the merge and print the four merged letters.

Ms. Brenda Vegas T & M Enterprises 5656 Crescendo Drive Cincinnati, Ohio 45246-7654	Mrs. Marilyn Blewit Allen Brookline, Inc. 645 New Rollins Parkway Cincinnati, Ohio 45246-7654
Mr. George Harrison Harrison Resources, Inc. 4488 Old Millstone Oval Cincinnati, Ohio 45231-1200	Ms. Wanda Griffith Griffith Consulting 329 Jefferson Blvd. Blue Ash, Ohio 45236-1254

I just received a note from our board of Directors and it contains a straight to the point message. You and the other managers are to fly to the home office as soon as possible.

As anyone in our company knows, the board does not issue such an invitation without a good, valid reason. I believe the intent is to merge the three divisions in the south. Such a merger would not bode well for us. Each division would lose a number of the salespeople of its current personal roster. Unfortunately, the younger, less-experienced employees would be the first to be terminated, and this would be a pity since each has proved to be conscientious, anxious to learn, and eager to do well.

The board's concern was aroused this past winter because of our total sales, which were affected by the unseasonably cold weather. The drop-off rate was 23%.

We will meet in the Los Angeles headquarters on Monday, June 2d; the meeting will begin promptly at 9:00 a.m. I have enclosed a copy of the proposed agenda for the meeting. Please make all necessary travel arrangements.

Job 2 – Minutes

Please use the notes shown below to prepare the meeting minutes using Professional Business Associates Style & Reference Manual. Use proper grammar, correct errors, and complete sentences as necessary.

University of Central Ohio
Regular Monthly Administrative Office Technology Department Meeting
December 3, 2007
Regular Meeting
9555 West Southside Road
Columbus, Ohio
9 a.m.

Present:

Victor Arabella, Department Chair
Roberta Sanchez, Associate Professor of Technology
Gloria Waselko, Assistant Professor of Business
Anita Diatschenko, Information Technology Department Manager
Andrew Costello, Professor of Web Programming
Lydia Simms, Assistant Professor of Technology

Victor Arabella, Chairperson, presided
Gloria Waselko, Secretary, recorded the proceedings of meeting

Announcements

Minutes of last meeting were approved.

The schedule for the academic year 2007-2008 was presented for approval by the dept. chair. Minor changes were made to the schedule. It was approved.

The dept. chair presented the list of eligible students for the Outstanding Student Award for the year 2007 in three categories. The criteria was reviewed with the department. The following students were selected as outstanding Office Technology students and will be recognized at the January graduation Ceremony.

Mary Smythe, Web Page Programming
Carl Brehmer, Administrative Office Assistant
Juanita Santora, Computer Support

Sunshine Club report given by Anita Diatschenko. It was reported that Andrew Costello and his wife Susan had a new baby boy Jonathan Alex Costello. An account at the Univ. of Central Ohio Credit Union was opened in Jonathan's name. As of December 1st the Sunshine Club account balance is \$352.50.

Next meeting scheduled January 5, 2008 at 9:00 a.m.; same location.

No further business. Meeting adjourned at 10:15 a.m.

Job 3: Memo

Please use the appropriate format to key the following memo. Provide all the parts to the memo. Give an appropriate subject line. Make any necessary corrections in grammar, spelling, or punctuation.

The memo is to all marketing department staff members from Roger Meyer.

I would like all marketing department staff members to attend a seminar on “Ergonomics” at the University of Central Ohio on February 1st 2008. I am throughly convinced this topic has tremendous implications for Professional Business Associates and I believe all members of our department should attend. One of the main speakers is Dr. William Blonder an imminent researcher in the field of ergonomics and a former colleague of mine.

As you know I have conducted extensive research on the impact of ergonomics on the design of office technology and furnishings. After we attend this workshop, we will begin formulating our plans for extensive consulting in this field. My research proves conclusively that stricter ergonomic standards will increase workers will-being and increase efficiency.

I have gained approval from Nancy Wells to cover all expenses for this seminar for our entire department. My administrative assistant will handle reservations and travel authorizations for everyone. Please RSVP as soon as possible at Extension 8385. If you have conflicts please give this seminar you priority.

Job 4 – Handout

The department needs a handout for the teamwork presentation being made to the Professional Business Associates next Friday. Please prepare the information below in an attractive handout, using bullets, appropriate fonts, and graphics to add to the overall effectiveness of the handout. Correct any errors you may find in the draft. Lay out your information so it fills the page attractively; the handout must be on one page.

TEAMWORK

Each team member must . . .

- understand the goals the team is trying to accomplish
- put the goals of the team above personal goals
- participate in determining how the goals of the team will be accomplished
- recognize and accept the role he or she must play in order for the team to accomplish its goals
- respect every member of the team regardless of that member's role
- regardless of role, share in both the victories and the defeats of the team
- have team spirit

Let's Show Our Team Spirit!



ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

KEY

Regional—2007

TOTAL POINTS

_____ (*610 pts.*)

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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Workplace Skills Assessment Program competition.



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



Job 1: MAIL MERGE

Current date

Ms. Brenda Vegas
T & M Enterprises
5656 Crescendo Drive
Cincinnati, Ohio 45246-7654

Dear Ms. Vegas

I just **received** a note from our **B**oard of Directors, and it contains a straight-**to-the-point** message. You and the other managers are to fly to the home office as soon as possible.

As anyone in our company knows, the board does not issue such an invitation without a good, valid reason. I believe the intent is to merge the three divisions in the **S**outh. Such a merger would not bode well for us. Each division would **lose** a number of the salespeople of **its** current **personnel** roster. Unfortunately, the younger, less-experienced employees would be the first to be terminated; and this would be a pity since each has proved to be conscientious, anxious to learn, and eager to do well.

The board's concern was aroused this past winter because of our total sales, which were affected by the unseasonably cold weather. The drop-off rate was 23 **percent**.

We will meet in the Los Angeles headquarters on Monday, June **2**; the meeting will begin promptly at 9 a.m. I have enclosed a copy of the proposed agenda for the meeting. Please make all necessary travel arrangements.

Sincerely yours

Samuel Romley
President

contestant number

Enclosure

Contestant Number
Job Number



Job 1, continued

Note to Graders:

- Proofread letter for grammar, spelling, and punctuation corrections
- Be sure printout with merge codes is included
- Printouts to the four individuals should be included; the other three addresses are listed below

Mrs. Marilyn Blewit
Allen Brookline, Inc.
645 New Rollins Parkway
Cincinnati, Ohio 45246-7654

Mr. George Harrison
Harrison Resources, Inc.
4488 Old Millstone Oval
Cincinnati, Ohio 45231-1200

Ms. Wanda Griffith
Griffith Consulting
329 Jefferson Blvd.
Blue Ash, Ohio 45236-1254

Note to Graders: Job 1 = 150 points total

Planted errors = 50 points (10 errors @ 5 pts each)

Mailability = 100 points

0 errors = 110

1 error = 90

2 errors = 70

3 or more errors = 0



Job 2: Minutes

UNIVERSITY OF CENTRAL OHIO

Minutes

Regular Meeting of Administrative Office Technology Department

December 3, 2007

A regular meeting of the Administrative Office Technology Department was called to order at 9555 West Southside Road, Columbus, Ohio, at 9 a.m.

The following department members were present: Victor Arabella, Department Chair; Roberta Sanchez, Associate Professor of Technology; Gloria Waselko, Assistant Professor of Business; Anita Diatschenko, Information Technology Department Manager; Andrew Costello, Professor of Web Programming; Lydia Simms, Assistant Professor of Technology.

Victor Arabella, Chairperson, presided and Gloria Waselko, Secretary, recorded the proceedings of meeting.

The minutes of the last meeting were approved.

The schedule for the academic year 2007-2008 was presented for approval by the department chair. Minor changes were made to the schedule. The adjusted schedule was approved.

The department chair presented the list of eligible students for the Outstanding Student Award for the year 2007 in three categories. The criteria were reviewed with the department. The following students were selected as outstanding Office Technology students and will be recognized at the January graduation ceremony.

Mary Smythe, Web Page Programming
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The Sunshine Club report was given by Anita Diatschenko. It was reported that Andrew Costello and his wife Susan had a new baby boy, Jonathan Alex Costello. An account at the University of Central Ohio Credit Union was opened in Jonathan's name. As of December 1, the Sunshine Club account balance is \$352.50.

Contestant Number
Job Number



University of Central Ohio
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December 3, 2007

The next meeting is scheduled for January 5, 2008, at 9:00 a.m.; the meeting will be held in the same location.

There being no further business, the meeting was adjourned at 10:15 a.m.

Secretary

Note to Graders

- Final minutes should have complete sentences and correct punctuation. The key above is a suggestion.
- Note bold heading
- Note two-inch signature line for secretary
- Note heading page 2

Grading = 150 pts on Mailability



Job 3: Memo

MEMORANDUM

TO: Marketing Department Staff Members
FROM: Roger Meyer, Marketing Department Manager
DATE: Current Date
SUBJECT: Ergonomics Seminar

I would like all Marketing Department staff members to attend a seminar on “Ergonomics” at the University of Central Ohio on February 1, 2008. I am thoroughly convinced this topic has tremendous implications for Professional Business Associates, and I believe all members of our department should attend. One of the main speakers is Dr. William Blonder, an imminent researcher in the field of ergonomics and a former colleague of mine.

As you know, I have conducted extensive research on the impact of ergonomics on the design of office technology and furnishings. After we attend this workshop, we will begin formulating our plans for extensive consulting in this field. My research proves conclusively that stricter ergonomic standards will increase workers’ well-being and increase efficiency.

I have gained approval from Nancy Wells to cover all expenses for this seminar for our entire department. My administrative assistant will handle reservations and travel authorizations for everyone. Please RSVP as soon as possible at Extension 8385. If you have conflicts, please give this seminar your priority.

contestant number

Note to Graders:

Mailability = 100 pts

Contestant Number
Job Number



Job 4: Handout



TEAMWORK

Each team member must . . .

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- respect every member of the team regardless of that member's role
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- have team spirit

Let's Show Our Team Spirit!

NOTE TO GRADERS:

- Handout should be laid out with appropriate attention to overall appearance; it must be one page only. Wording will vary.
- The above handout is a suggested layout
- Spelling and punctuation should be corrected in the handout
- Use of graphics, layout, and font use should be considered in assigning points

Grading - 150 points possible

100 points Mailability points

35 points Included all 7 points above (+5 each)

Contestant Number
Job Number