

ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

Regional—2006

Objective Questions (25 @5 points each) _____(125 pts.)

Production

Job 1 Mail Merge _____(150 pts.)

Job 2 Minutes _____(150 pts.)

Job 3 Letter _____(150 pts.)

Job 4 Travel Reimbursement/Composition _____(150 pts.)

TOTAL POINTS _____(725)

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. No programmable cordless calculators, PDAs, or personal information managers may be used in any event.***

No more than ten (10) minutes orientation
No more than 90 minutes for testing/production
No more than ten (10) minutes wrap-up

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

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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.
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, the jobs should be arranged in job number 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.

1. The rapidly expanding type of business that operates on the Internet is called _____.
 - a. e-commerce
 - b. multinational corporations
 - c. state-of-the-art technology
 - d. telework environments

2. Which of the following professional organizations would be recommended for the administrative office professional who maintains the office filing system?
 - a. American Association for Medical Transcription (AAMT)
 - b. ARMA International
 - c. International Association of Administrative Professionals (IAAP)
 - d. National Association of Legal Secretaries (NALS)

3. *Attitude* is
 - a. the beliefs that determine how we live.
 - b. a person's outlook on life.
 - c. the process of deriving logical conclusions from known premises.
 - d. various body motions or gestures.

4. In business communication, the *originator* is the
 - a. feedback given to the communicator.
 - b. idea being presented by the communicator.
 - c. person for whom the message is intended.
 - d. sender of the original message.

5. *Ergonomics* refers to
 - a. denying the physical body the proper amount of sleep for a long period of time.
 - b. exercise that causes the body to use oxygen.
 - c. office furniture and equipment that is physiologically, biologically, and technically sound.
 - d. the application of experience to determine a future direction.

6. The type of network that links technological equipment over a distance equal to the size of a city and its surroundings is a(n) _____.
 - a. Extranet
 - b. LANs
 - c. MANs
 - d. WANs

7. Your supervisor is at a conference in Maine. Your home office is in Dallas, Texas. You need to contact your supervisor prior to her morning meeting. In order to reach her at 9:00 a.m. in Maine, you need to call her at _____.
 - a. 7:00 a.m. Dallas time
 - b. 8:00 a.m. Dallas time
 - c. 9:00 a.m. Dallas time
 - d. 10:00 a.m. Dallas time

8. The proper procedure for cell phone use during a business meeting would be to _____.
 - a. turn the phone off
 - b. put the phone on vibrate
 - c. have the calls answered by voicemail
 - d. All of the above

9. An electronic message that is sent from the computer via a broadband pipeline to another computer is a(n) _____.
 - a. cable modem
 - b. cellular transmission
 - c. email
 - d. FAX

10. Checking to see that the correspondence is ready to be filed is called _____.
 - a. coding
 - b. filing
 - c. indexing
 - d. inspecting

11. The standard of right and wrong a person has is his/her _____.
 - a. empathy
 - b. self image
 - c. ethics
 - d. pragmatism

12. Treatment or consideration based on class or category rather than individual merit is _____.
 - a. discrimination.
 - b. due process.
 - c. prejudice.
 - d. sexual harassment.

13. Which of the following is NOT likely to be a stress reducer?
 - a. balance work and play
 - b. eat right
 - c. exercise
 - d. work long hours

14. Three of the C's in effective correspondence are:
 - a. casual, complete, complicated.
 - b. complete, casual, contrary.
 - c. complete, considerate, correct.
 - d. complicated, careless, casual.

15. Communicating in the fewest and most direct words possible is the meaning of _____.
 - a. clearness
 - b. completeness
 - c. conciseness
 - d. correctness

16. When dealing with international guests in your office, it is important to know their cultures and customs.
 - a. True
 - b. False

17. Team presentations require collaborative planning; this collaborative planning should include brainstorming to release the creativity of the group.
 - a. True
 - b. False

18. The feeling of exhaustion following a flight through several times zones is called _____.
 - a. jet lag
 - b. recurring illness
 - c. allergic reaction
 - d. timing syndrome

19. The least expensive type of air travel accommodations where seats are closer together, there is less leg room, and less service is expected is _____.
 - a. business class
 - b. coach class
 - c. first class
 - d. stand-by class

20. Audio conferencing allows several people at locations around the world to talk with each other at one time through telephone technology.
 - a. True
 - b. False

21. A seating arrangement that works well for small groups of six to eight people is _____.
 - a. two small circles
 - b. rectangular arrangement
 - c. semicircular arrangement
 - d. u-shaped arrangement

22. Special postal services (provided by the USPS) include all but which of the following?
 - a. Telegram
 - b. Express mail
 - c. Insured mail
 - d. Certified mail

23. Ranking tasks in the order in which they should be completed is called _____.
 - a. making deadlines
 - b. setting priorities
 - c. communicating results
 - d. searching a database

24. Facts are different from opinions in that facts are _____.
 - a. never carried on the grapevine
 - b. verifiable and also quantifiable at times
 - c. usually proven to be unfounded
 - d. often part of the rationalization trap

25. To proofread names and numbers accurately, you should _____.
 - a. verify only the capitalization of names
 - b. read each one aloud to check for spelling errors
 - c. compare the names and numbers with the original sources
 - d. let your spell checker on the computer verify both

Job 1 – Mail Merge

Please use the appropriate format to key the following memorandum from Julie Smith, Manager, Human Resources. Use the merge feature to send the memorandum to the following department managers: Roger Meyer, Marketing Department; Tom Carlson, Information Services & Systems Department; Edna Renick, Administrative Support Department; and Harvey Rosen, Financial Services Department. Use an appropriate subject line.

Print a copy of the original document including the merge codes. Perform the merge and print the memorandum to Roger Meyer.

Emergencies, disasters, accidents, and injuries can occur in any setting and at any time, usually without warning. Being prepared physically and psychologically to handle emergencies is an individual responsibility as well as an organizational one.

The enclosed guide will acquaint you with a plan for handling emergencies and to establish guidelines to follow at work and at home. Once you are familiar with this information, you should be able to protect yourself and perhaps save the life of another.

Please post the guide where employees in the *<merge department name here>* department will have access to the information.

If a catastrophic event occurs, the Professional Business Associates' Security Team will call the Bureau of Disaster Services. Thank you again for your full support and cooperation with this project. Our company will truly benefit from your efforts.

Job 2 –Minutes

Please use the notes shown below to prepare the meeting minutes for Professional Business Associates regular meeting of the Board of Directors. Use proper grammar and complete sentences as necessary.

December 21, 2005

Regular Meeting

5454 Cleveland Avenue

Columbus, Ohio

9:00 a.m.

Notice sent to all directors in accordance with bylaws

Present:

Nancy Wells, CEO

Harvey Rosen, Financial Services Department Manager

Roger Meyer, Marketing Division Manager

Tom Carlson, Info. Tech. Dept. Mgr.

Edna Renick, Admin. Support Dept. Mgr.

Julie Smith, Human Resources Dept. Mgr.

Nancy Wells, Chairperson, presided

Edna Renick, Assistant Secretary, recorded the proceedings of mtg.

Minutes of last meeting approved.

Mr. Carlson reported a new computer system being installed on July 3, 2006. The installation plan calls for the server to be down over a long weekend, which will affect the regular work week. Since this is a holiday week, staff will be given an extra day of vacation to accommodate the installation.

Ms. Renick reported that twenty-five employees would be participating in the National Office of Career Preparation all day training on June 1. This opportunity is offered to all full and part-time employees. Any management personnel who are interested in attending the training and receiving a certificate of completion should contact Julie Smith at (314) 555-7890.

Next meeting scheduled July 30, 2006, at 9:00 a.m.

No further business adjourned at 11:00 a.m.

Job 3 – Letter

Please use the appropriate format to key the following letter. Correct any errors that you find in the paragraphs.

Mr. Jonas Stock
Stockton Brothers Store
18 North State Street
Westerville, OH 43081

Subject: Shipment of trees

Your order for sixteen Norfolk pines will be shipped tomorrow to your store just in time for your annual tree sale event. These trees are already 4 feet high and should reach their maximum growth within a few years of planting.

The trees will be arriving at your store by federal express and should be there within two business days. When the trees arrive, it will be important for you to uncrate them and allow them to settle in for a few hours before unwrapping the paper around each tree.

We are proud of our business relationship with Stockton Brothers Store and look forward to having you as a customer for many years to come. Enclosed is a gift certificate worth 20 percent off your next tree order. Happy shopping!

Roger Meyer, Marketing Department Manager

Job 4 – Travel Expense Report/Memorandum

- A. Complete the following expense report submitted by Lauren Ortega for her trip to Kansas City, Kansas that you arranged for Sunday, March 4 through Wednesday, March 7. The conference is scheduled from Monday through Wednesday. (Do not key the form.) Lauren's expenses were as follows: The hotel rate including tax is \$150 per night; all meals are included in the price of the seminar except the \$25 dinner the evening before the seminar and lunch \$8.00 on the last day of the conference; taxi to hotel \$25; shuttle to airport \$15; on-site registration \$225. Lauren faxed a report on the 4th, and was charged \$9. Lauren will fly to Kansas City on Sunday and fly home on Wednesday afternoon. The airfare was paid through the company travel agent.
- B. Send Lauren a memo that you need the receipt for the hotel expense. Use today's date and your contestant number for a sender's name on the memo.



ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

KEY

Regional—2006

Objective Questions (25 @ 5 points each) _____(125 pts.)

Production

Job 1 Mail Merge _____(150 pts.)

Job 2 Minutes _____(150 pts.)

Job 3 Letter _____(150 pts.)

Job 4 Travel Reimbursement/Memo _____(150 pts.)

TOTAL POINTS _____(725)

Graders:

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

Double-check and verify all scores!

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**ADVANCED OFFICE SYSEM AND PROCEDURES
REGIONAL 2006
KEY
PAGE 2
Objective Answers**



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



Job 1 – Mail Merge KEY

MEMORANDUM

TO: «FirstName», «LastName», «Department»

FROM: Julie Smith, Manager, Human Resources

DATE: Current Date

SUBJECT: Emergency Procedures

Emergencies, disasters, accidents, and injuries can occur in any setting and at any time, usually without warning. Being prepared physically and psychologically to handle emergencies is an individual responsibility as well as an organizational one.

The enclosed guide will acquaint you with a plan for handling emergencies and to establish guidelines to follow at work and at home. Once you are familiar with this information, you should be able to protect yourself and perhaps save the life of another.

Please post the guide where employees in the «merge department name here» department will have access to the information.

If catastrophic event occurs, the Professional Business Associates' Security Team will call the Bureau of Disaster Services. Thank you again for your full support and cooperation with this project. Our company will truly benefit from your efforts.

Contestant Number

Grader Note: Students should have a memo printed for Roger Meyer, Marketing Dept.



Job 2 – Minutes

PROFESSIONAL BUSINESS ASSOCIATES

Minutes

Regular Meeting of Board of Directors

December 21, 2005

A regular meeting of the Board of Directors of Professional Business Associates was called to order at 5454 Cleveland Avenue, Columbus, Ohio, at 9:00 a.m. pursuant to the notice sent to all directors in accordance with bylaws.

The following managers were present: Nancy Wells, CEO; Harvey Rosen, Financial Services Department Manager; Roger Meyer, Marketing Division Manager; Tom Carlson, Information Technology Department Manager; Edna Renick, Administrative Support Department Manager; and Julie Smith, Human Resources Department Manager.

Nancy Wells, Chairperson, presided and Edna Renick, Assistant Secretary, recorded proceedings of the meeting.

The minutes of last meeting were approved.

Mr. Carlson reported on new computer system being installed on July 3, 2006. The installation plan calls for the server to be down over a long weekend, which will affect the regular work week. Since this is a holiday week, staff will be given an extra day of vacation to accommodate the installation.

Ms. Renick reported that twenty-five employees would be participating in the National Office of Career Preparation all day training on June 1. This opportunity is offered to all full and part-time employees. Any management personnel who are interested in attending the training and receiving a certificate of completion should contact Julie Smith at (314) 555-7890.

The next meeting of the Board will be held on July 30, 2006, at 9:00 a.m.

There being no further business, the meeting was adjourned at 11:00 a.m.

NOTE TO GRADERS:

- The line for the Secretary's signature must be two inches long.
- The word Secretary is to be centered below the line.
- Wording may vary as students were given rough draft and they composed minutes.
- Production standards = 100, proper construction = 50 points. TOTAL 150 points
0 errors = 100, 1 error = 90, 2 errors = 70, 3 or more errors = 0 points

Contestant Number



Job 3 –Letter

Current Date

Mr. Jonas Stock
Stockton Brothers Store
18 North State Street
Westerville, OH 43081

SHIPMENT OF TREES

Dear Mr. Stock:

Your order for 16 Norfolk pines will be shipped tomorrow to your store just in time for your annual tree sale event. These trees are already four feet high and should reach their maximum growth within a few years of planting.

The trees will be arriving at your store by Federal Express and should be there within two business days. When the trees arrive, it will be important for you to uncrate them and allow them to settle in for a few hours before unwrapping the paper around each tree.

We are proud of our business relationship with Stockton Brothers Store and look forward to having you as a customer for many years to come. Enclosed is a gift certificate worth 20% off your next tree order. Happy shopping!

Sincerely,

Roger Meyer
Marketing Department Manger

(Contestant Number)

Graders:

Letter Corrections
(underlined)

10@ 5 each = 50 points

Production Standards = 100 points

0 errors = 100

1 error = 90

2 errors = 70

3+ errors = 0

Total points = 150

Graders: Planted errors are underlined that should be corrected by the contestant.

Contestant Number



Job 4 – Travel Expense Report (Report & Memo)

**Professional Business Associates
 INDIVIDUAL TRIP EXPENSE REPORT**

NAME Lauren Ortega		TYPE OF VEHICLE (CHECK ONE): <input type="checkbox"/> COMPANY CAR <input type="checkbox"/> RENTAL <input type="checkbox"/> PRIVATE VEHICLE <input type="checkbox"/> OTHER						
WEEK ENDING	SUN	MON	TUE	WED	THU	FRI	SAT	TOTALS
<i>March 3, 2006</i>								
Hotel/Motel Charge (Attach receipt)	<i>150.00</i>	<i>150.00</i>	<i>150.00</i>					<i>450.00</i>
BREAKFAST								
LUNCH				<i>8.00</i>				<i>8.00</i>
DINNER	<i>25.00</i>							<i>25.00</i>
AIRFARE								
VEHICLE								
RAIL								
TAXI	<i>25.00</i>							<i>25.00</i>
RENTAL CAR								
OTHER TRANSPORT				<i>15.00</i>				<i>15.00</i>
PARKING								
CLIENT ENTERTAINMENT*								
BUSINESS-RELATED SUPPLIES								
MISCELLANEOUS OTHER*	<i>9.00</i>	<i>225.00</i>						<i>234.00</i>
TOTALS	<i>209.00</i>	<i>375.00</i>	<i>150.00</i>	<i>230.00</i>				<i>757.00</i>

***EXPLANATION OF ENTERTAINMENT AND MISCELLANEOUS:**

Report faxed on March 4 for \$9.00. On-site registration on March 5 in the amount of \$225.00

 Employee's Signature

 Date

 Supervisor's Signature

 Date



TO: Lauren Ortega
FROM: Contestant #
DATE: Current Date
SUBJECT: Kansas Trip Hotel Receipt Request

In order to complete your travel reimbursement form, I need your original receipt for your stay at the Marriott in Kansas City, Kansas.

Once I receive the receipts from you, I will process the form for your signature.

NOTE TO GRADERS:

Contestants were instructed to compose a memo requesting receipt for hotel expenses. Wording may vary.

- Correct information and totals on travel reimbursement form: 100 points (22 @ 4 points each correct entry and 12 points for neatness and legibility).
- Appropriate memo: 50 points
25 points for composition
25 points production
- 0 errors = 25 points
- 1 error = 22 points
- 2 errors = 18 points
- 3 or more errors = 0

Contestant Number