

BASIC OFFICE SYSTEMS & PROCEDURES (25)

Regional—2005

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

Production Portion

Job 1 Letter _____ (100 pts.)

Job 2 Mailing List _____ (180 pts.)

Job 3 Table _____ (120 pts.)

Job 4 Report _____ (100 pts.)

TOTAL POINTS _____ (600 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.***

Maximum test time is 90 minutes

(A five-minute warning will be given to ensure all printing is complete.)

NOTE: The administrator should allow time for orientation, instructions, warm-up, checking equipment, etc., before starting test time.

Do NOT open test booklet until instructed to do so.

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Workplace Skills Assessment Program regional 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/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. When someone is giving you eye contact it _____.
 - a. indicates interest
 - b. regulates interaction
 - c. shows attentiveness
 - d. all of the above

2. Your employer asks you to book a flight to Memphis from your airport. Which of the following information will you need to know before you make the reservation?
 - a. the time of day, date of departure, return date and time, and preferred airline
 - b. the weather forecast for Kentucky
 - c. all flights scheduled from your local airport
 - d. transportation arrangements to the airport

3. Millhouse and Jackson Insurance Company canceled Mrs. Towson's insurance after 96 days (Use 360 days/year.). Her annual premium was \$885. How much money did the company retain?
 - a. \$855
 - b. \$630.12
 - c. \$232.77
 - d. They did not retain anything

4. Memos are usually used _____.
 - a. to communicate with people outside the company
 - b. in place of other types of correspondence
 - c. to communicate bad news
 - d. to communicate with people inside the company

5. After the first purchase, customers continue to buy because of _____.
 - a. price
 - b. convenience
 - c. service
 - d. advertising

6. A service attitude means that you _____.
 - a. go a little extra, do a little more to help the customer
 - b. emphasize the service industry to get help for the customer
 - c. stall in your offer of service to the customer
 - d. encourage the customer to seek service from the field

7. Elmero Alvero earns \$400 per week as a sales clerk. He also earns 12% commission on sales over \$1,000. Last week he sold \$1,455 worth of auto parts. What was his gross pay for the week?
 - a. \$174.60
 - b. \$574.60
 - c. \$54.60
 - d. \$454.60

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8. A handheld digital organizer is known as a(n) _____.
 - a. graphical user interface
 - b. personal digital assistant
 - c. electronic database browser
 - d. laptop computer

9. A person's integrity is a reflection of _____.
 - a. education
 - b. reasoning ability
 - c. ego
 - d. ethics

10. Choose the answer that represents the incorrectly spelled word in the following group.
 - a. equaled
 - b. hauling
 - c. hereditary
 - d. colloquium

11. Most organizations use the filing rules published by the _____.
 - a. AARM
 - b. AMAR
 - c. RAMA
 - d. ARMA

12. A machine that sends written, graphic, and photographic images across telephone lines is a(n) _____.
 - a. electronic media machine
 - b. facsimile machine
 - c. OCR
 - d. video phone

13. Equipment connected to the CPU is called _____.
 - a. graphics
 - b. RAM
 - c. ROM
 - d. peripherals

14. Choose the word nearest in meaning to veracious _____.
 - a. a clamp
 - b. greedy
 - c. truthful
 - d. ravenousness

15. 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 complementary closing
 - d. in the inside address

16. A call placed at 8:30 a.m. in Los Angeles would be received in Nashville at _____.
- 6:30 a.m.
 - 10:30 a.m.
 - 11:30 a.m.
 - 12:30 p.m.
17. What is the correct alphabetic filing order for 1 Hour Dry Cleaning, III Star Productions and 4 Star Costumes?
- III Star Productions, 4 Star Costumes, 1 Hour Dry Cleaning
 - 1 Hour Dry Cleaning, 4 Star Costumes, III Star Productions
 - 1 Hour Dry Cleaning, III Star Productions, 4 Star Costumes
 - 4 Star Costumes, 1 Hour Dry Cleaning, 4 Star Costumes
18. The proofreader's mark that uses three short lines under a letter means that the _____.
- letter should be capitalized
 - letter should be deleted
 - letter should be underlined
 - word should be underlined
19. The process of recording information in the ledger from the journal is known as _____.
- balancing
 - posting
 - ruling
 - totaling
20. The most emphatic position(s) in a business letter _____.
- is the letterhead
 - is the complimentary close
 - are the middle paragraphs
 - are the opening and closing paragraphs
21. Your company, Heatherton and McFarlin, needs a new Internet service provider (ISP), and you have been placed in charge of researching the alternatives. Based on your research, you have picked an ISP that you believe would be the best for your company. What kind of report would you most likely write to inform the president of Heatherton and McFarlin of your findings?
- summary report
 - justification/recommendation report
 - information report
 - progress report

22. An emergency has come up at work, and a decision is needed immediately. The board of directors is in conflict over what that decision should be. Because of the time issue, which pattern of conflict resolution should be used?
- avoidance/withdrawal
 - collaboration/problem solving
 - compromise
 - competition/forcing
23. The most important part of preparing for an oral presentation is _____.
- analyzing the audience
 - determining the purpose
 - gathering research
 - deciding what you are going to wear so you will look great
24. In writing to someone from another culture, you can improve your chances of being understood by adopting local styles, by using short sentence and short paragraph, and by including _____.
- slang
 - idioms
 - acronyms
 - action-specific words
25. You just received a great joke from a friend via e-mail. You immediately forward the joke to everyone in your department. What netiquette rule have you violated?
- You have just sent spam.
 - You have just “shouted” to your colleagues.
 - You have just sent blanket copies to people who may not want or need to see the message.
 - You have just sent an attachment that your reader may not be able to open.

Job 1 – Letter

Please key the following letter using your Style Manual Guidelines. Correct any spelling or punctuation errors you find.

Letter is to:

Mr. Robert P. Fritz
5113 Elm Street
Compton, California 90223-3952

Subject is Specialist Degree Program

Letter is from:

Jackson Armbruster, Chairperson
School of Graduate Studies

Letter will read

Enclosed is an admission form to the School of Graduate Studies. Please filled out and return to Dr. Gayle Stillman, Dean of the School of Graduate Studies. Be sure to check the box for the specialist degree program in business education.

The specialist degree program carries a seven year time limit. Any courses that are included in the specialist degree program mutt be completed within a seven year time span. The course that you took at the University of Connecticut is outdates; however, the other twelve hours that you have completed would all count toward your specialist degree.

By taking Information Processing, Intermediate Accounting, and this one week workshop, you will have completed almost 2/3 of your program. I also recommend that you enroll in BE 796, Section 2, Instructional Materials for Post-secondary Technical Schools for the week of August 2. This class meets from 9 am to 12 pm daily.

A copy of our summer session brochure is enclosed also. If you have other questions about the specialist degree or the summer session program, please let me know.

Job 2 – Mailing Labels

Please prepare the following mailing labels in proper (OCR) form. Use the Avery 5161 template to set up the labels. Key the labels in ZIP code order.

Stephen Dorsen
Dorsen and Associates
1621 Summers Avenue
Chicago, Illinois 60656-1623

Zebadia Wilson
ABC Production Company
105 South Sycamore Street
Dallas, Texas 79567-4566

Louise Pakisonton
Smith Markets and Groceries
1332 Shamrock
Columbus, OH 43231-4567

Raymond Davidson
Financial Consultants of Tennessee
345 Victoria Avenue
Nashville, TN 37217-1234

Jeanette Stokes
Stokes Personnel Consultants
5934 Quail Hollow Road
Bloomington, IN 47406

Jennifer Willington
Willington International
5301 South Lowe Avenue
Indianapolis, IN 46256

Job 3 – Table

Please create a table for the Middletown Clinic employees with the title of Middletown Clinic Employees and 2005-2006 as the subtitle. Include the 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 and label the formula used to calculate the weekly salaries.

Florence Smithhorst, Pediatrics, Ext. 5220, \$15.50, 40 hours
Helen Saunders, Internal Medicine, Ext. 5325, \$14.35, 36 hours
Diana Calvins, Surgery, Ext. 5631, \$10.09, 40 hours
Jerry Leweston, Dermatology, Ext. 5630, \$13.54, 40 hours
Jane Fiddleworth, OB-Gyn, Ext. 5547, \$12.02, 40 hours
Bonnie Colton, Medical Records, Ext. 5224, \$12.51, 36 hours
Dennis Oberton, Business Office, Ext. 5837, \$14.09, 40 hours

- Create the table, putting the information into it in the order that is given.
- Print the table.
- Sort the table (by last name).
- 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 “Recommendations for the Harrison Street Crossing”. The report is written by John Billings for Edna Renick. Please use the Style Manual format for this report and correct all spelling and punctuation errors.

This report contains the basic data gathered and analyzed to make recommendations regarding the Harrison Street Crossing. The recommendation made by this committee strongly supports the building of the crossing as soon as possible.

Purpose

The purpose of this committee was to study possible alternatives to the traffic problem as it now exists at the Harrison Street crossing. This includes recommendations for an arterial street improvement which would serve the central part of the city, provide access to the downtown area and the major industrial complex, link U.S. Highway 84 with the east/west arterial street system across the Ohio River, and eliminate the serious and chronic problem with the M&M Railroad traffic.

The Problem

Existing conditions. Topography and the location of commercial business have primarily determined the character and location of the street network in the immediate area. Because of the steep grades in certain areas, several industries are located on the plateau of the river. As a result, access roads have tended to be located in valleys, where lesser slopes are available. These locations limit the continuity, which results in many jogs and offsets in the street system.

Congestion. In addition to peak hour capacities, congestion is caused by four existing conditions:

1. A major delay is created by the at-grade level crossing of the railroad. Heavy vehicular traffic, 15 regular trains and several locals, and switching movements each day make it quite evident that the railroad represents a significant disruption to traffic flow.
2. The combination of step grades and the at-grade roadway causes congestion, as normal traffic is not able to pass slow-moving traffic.
3. Harrison Street east of the intersection and Harrison Street west of the intersection do not line up. A sharp right turn is also required from Dennison Street northeast onto East Harrison Street. Motorists traveling east on Harrison Street assume they have the right-of-way, they do not hesitate to cross over the dividing line into the right east-bound lane, often creating potential accidents with Dennison Street motorists.

Proposal

Recommendation. This committee recommends that the intersection be rebuilt. The grade of Harrison Street is considerable, rising 44.6' in the relatively short distance of 417 feet—an 11% grade. East of the intersection the situation is somewhat improved. The rise of 30 feet is made over the distance of 809 feet—somewhat less rise in twice the distance (6% grade).



BASIC OFFICE SYSTEMS & PROCEDURES (25)

KEY

Regional—2005

Objective Questions (25 @ 4 pts. each)		_____ (100 pts.)
Production Portion		
Job 1	Letter	_____ (100 pts.)
Job 2	Mailing List	_____ (180 pts.)
Job 3	Table	_____ (120 pts.)
Job 4	Report	_____ (100 pts.)
	TOTAL POINTS	_____ (600 pts.)

Graders:

When grading computer-generated problems, refer to the *Style & Reference Manual* and Production Standards in the *Workplace Skills Assessment Program Guidelines*. Formats must match the style manual.

Double-check and verify all scores!

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**BASIC OFFICE SYSTEMS & PROCEDURES
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KEY
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Objective Questions Answer Key

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



Job 1 – Letter

Today's Date

Mr. Robert P. Fritz
5113 Elm Street
Compton, CA 90223-3952

Dear Mr. Fritz

SPECIALIST DEGREE PROGRAM

Enclosed is an admission form to the School of Graduate Studies. Please **fill** out and return to Dr. Gayle Stillman, Dean of the School of Graduate Studies. Be sure to check the box for the specialist degree program in business education.

The specialist degree program carries a **seven-year** time limit. Any courses that are included in the specialist degree program **must** be completed within a **seven-year** time span. The course that you took at the University of Connecticut is **outdated**; however, the other twelve hours that you have completed would all count toward your specialist degree.

By taking Information Processing, Intermediate Accounting, and this **one-week** workshop, you will have completed almost **two thirds** of your program. I also recommend that you enroll in BE 796, Section 2, Instructional Materials for Post-secondary Technical Schools for the week of August 2. This class meets from **9 a.m.** to **12 p.m.** daily.

A copy of our summer session brochure is enclosed also. If you have other questions about the specialist degree or the summer session program, please let me know.

Sincerely

Jackson Armbruster, Chairperson
School of Graduate Studies

Graders: Make sure students follow
Style Manual Guidelines.
Planted errors are bolded. Deduct 2 points
for each error not corrected.

xxx

(Contestant Number)

Enclosures



Job 2 – Mailing List

RAYMOND DAVIDSON
FINANCIAL CONSULTANTS OF TENNESSEE
345 VICTORIA AVENUE
NASHVILLE TN 37217-1234

LOUISE PAKISONTON
SMITH MARKETS AND GROCERIES
1332 SHAMROCK
COLUMBUS OH 43231-4567

JENNIFER WILLINGTON
WILLINGTON INTERNATIONAL
5301 SOUTH LOWE AVENUE
INDIANAPOLIS IN 46256

JEANETTE STOKES
STOKES PERSONNEL CONSULTANTS
5934 QUAIL HOLLOW ROAD
BLOOMINGTON IN 47406

STEVEN DORSEN
DORSEN AND ASSOCIATES
1621 SUMMERS AVENUE
CHICAGO IL 60656-1623

ZEBADIA WILSON
ABC PRODUCTION COMPANY
105 SOUTH SYCAMORE STREET
DALLAS TX 79567-4566

Graders:

- *Students must follow Style-Manual (OCR) format.*
- *One or two spaces after state abbreviation is acceptable.*
- *The two states that need to be abbreviated are bolded. Subtract 5 points for each one that is not corrected.*
- *Correct alphabetical order may be horizontal or vertical. Subtract 5 points for each one not in the correct place.*
- *Production Standards = 100 points*
- *Total points = 180*



Job 3 – Table

MIDDLETOWN CLINIC EMPLOYEES

2005-2006

(First Printing)

Names	Departments	Extension	Hourly Salary	Weekly Hours	Weekly Salary
Smithhorst, Florence	Pediatrics	Ext 5220	15.50	40	620.00
Saunders, Helen	Internal Medicine	Ext 5325	14.35	36	516.60
Calvins, Diana	Surgery	Ext. 5631	10.09	40	403.60
Leweston, Jerry	Dermatology	Ext 5630	13.54	40	541.60
Fiddleworth, Jane	OB-Gyn	Ext. 5547	12.02	40	480.80
Colton, Bonnie	Medical Records	Ext. 5224	12.51	36	450.36
Oberton, Dennis	Business Office	Ext. 5837	14.09	40	563.60

(Second-sorted-printing)

Names	Departments	Extension	Hourly Salary	Weekly Hours	Weekly Salary
Calvins, Diana	Surgery	Ext. 5631	10.09	40	403.60
Colton, Bonnie	Medical Records	Ext. 5224	12.51	36	450.36
Fiddleworth, Jane	OB-Gyn	Ext. 5547	12.02	40	480.80
Leweston, Jerry	Dermatology	Ext 5630	13.54	40	541.60
Oberton, Dennis	Business Office	Ext. 5837	14.09	40	563.60
Saunders, Helen	Internal Medicine	Ext 5325	14.35	36	516.60
Smithhorst, Florence	Pediatrics	Ext 5220	15.50	40	620.00

Formula: $=d2*e2$

Graders:

- *Tables may vary – see Style Manual*
- *Deduct 10 points if second print out is not in correct alphabetical order (all or none)*
- *Written formula: 20 points*
- *Production standards: 100 points*



Job 4 – Report

Billings 1

John Billings

Edna Renick

Administration Support Department

Current Date

Recommendations for the Harrison Street Crossing

This report contains the basic data gathered and analyzed to make recommendations regarding the Harrison Street crossing. The recommendation made by this **committee** strongly supports the rebuilding of the crossing as soon as possible.

Purpose

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Graders:

- *Check style manual for format.*
- *Planted errors are in bold; deduct 5 points for each error not found.*
- *Margins are one inch all around.*