Contestant Number	

Total Work Time

Rank	
Nam	

# **ADVANCED OFFICE SYSTEMS** & PROCEDURES (26)

## Regional—2005

<b>Objective Quest</b>	ions (25 @ 4 points each)	(100 pts.)
Production Port	ion	
Job 1	Mail Merge	(197 pts.)
Job 2	Minutes	(160 pts.)
Job 3	Letter	(100 pts.)
Job 4	Mailing Labels	(110 pts.)
TOTAL H	POINTS	(667 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.
- 5. Key your contestant number and job number as a footer in the lower left-hand corner of <u>all</u> 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.

### ADVANCED OFFICE SYSTEMS & PROCEDURES REGIONAL 2005 PAGE 3 of 10

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

1.		Ranking tasks in the order in which they should be completed is called  A. communicating results  B. setting priorities  C. making deadlines  D. searching a database
2.		A chronological system for keeping track of future actions.  A. appointments B. inventory C. tickler file D. check register
3.		Meeting participants normally receive an agenda a week or more before the meeting. An agenda  A. presents the names of the participants who will attend the meeting B. allows participants to offer another time for the meeting C. takes into account the type of meeting, either formal or informal D. lists the topics to be discussed during the meeting
4.		In order to assist your supervisor when traveling to several different cities for meetings, you will prepare a detailed pan of the trip, called  A. a confirmation number  B. an itinerary  C. an expense report  D. a confirmed reservation
5.		Records are usually kept according to a retention schedule. To be sure that you follow the correct procedures, you should follow  A. your own method of filing and storing records  B. the list that was printed and placed on the filing cabinet  C. company policy for retaining records  D. the schedule that will save you space in the file room
	6.	Microimage technology takes the form of  A. microfilm B. microfilm and microfiche C. diskettes D. microform, microfiche, and diskettes

### ADVANCED OFFICE SYSTEMS & PROCEDURES REGIONAL 2005 PAGE 4 of 10

A. B. C.	ocess of dividing a document into individual pages for printing cut header pagination appendix
A. B. C.	is more serious than alcohol abuse is less serious than alcohol abuse and alcohol abuse are both serious issues is not a big problem in the workplace
A. B. C.	nployees who are paid overtime are usually paid an wage. salary hourly commission compensatory time-off workers
sp A. B. C.	written, step-by-step standardized pattern of behavior that is followed when completing ecific task or activity is called a  procedure task policy review
ca A. B. C.	sing computers to observe, record, and review an individual's use of the computer is lled snooping spying computer monitoring outsourcing
A. B. C.	<u>.</u>
	the network administrator

# ADVANCED OFFICE SYSTEMS & PROCEDURES REGIONAL 2005 PAGE 5 of 10

A. B. C.	e largest, fastest, and most expensive computer systems available are the  minicomputer supercomputer mainframe computer server computer
leve A. B. C.	be of organization whose decision-making authority is concentrated in the hands of top- el managers and little authority is delegated to lower levels of the organization. centralized decentralized informal group formal group
A. B. C.	on-the-job training on-the-fly training teamwork process outside training methods
of h A. B. C.	en workers are required to report for work on each working day and work a given number nours, it is called  compressed workweek  job sharing  standard work week  flextime workday
pos A. B. C.	nessage that states what is wanted to communicate in the fewest and most direct words sible is  clear courteous correct concise
	document used to communicate with people and organizations outside the company is  memo letter report itinerary

## ADVANCED OFFICE SYSTEMS & PROCEDURES REGIONAL 2005 PAGE 6 of 10

20.	data A. B. C.	ple who work at home or away from the workplace and have their own computers and communication devices are: managers blue-collar workers virtual workers satellite workers
21.	A. B. C.	cess of deciding how to identify each record to be filed coding guide indexing accession log
22.	A. B. C.	most secure service offered by the United States Postal Service. registered mail insured mail proof of delivery certified mail
23.	A. B. C.	Robert Min; R.J. Min; Roberto John Min R.J. Min; Roberto John Min Robert Min; Roberto John Min Robert Min; Roberto John Min; R.J. Min Robert Min; Roberto John Min; R.J. Min
24.	A. B. C.	daycare good-bye half-time schoolteacher
25.	A. B. C.	k deposits are always to the bank account in which it is deposited: billed credited debited journalized

#### Job 1: Mail Merge

Please use the appropriate format to key the following letter (correct all errors) from Ronda Turner, President, Rent-A-Maid. 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. Please print a copy of the original document showing the merge codes. Perform the merge and print the four letters.

Mr. Nicholas Bernard 2238 Sudberry Street Cincinnati, Ohio 45215-9876

Mrs. Meredith Bixby 61 New Hyde Park Road Cincinnati, Ohio 45246-7654

Ms. Janette Farlow-Sutton 4400 Middleton Road Cincinnati, Ohio 45231-1200

Ms. Wanda Browne 432 Caverton Road Blue Ash, Ohio 45236-1254

Are your weekends cluttered with household chores? Do you feel depressed on Friday evening looking at what lies ahead for the weekend? Rent-A-Maid will free your weekends for entertaining, outdoor activities, football, games, etc.

In today's busy world, working people do not have time for the routine chores around the house. Rent-A-Maid will come to your aid to provide cleaning services—including windows, floors, laundry, and bath rooms.

Rent-A-Maid is available Monday through Saturday from 7 a.m. to 6 pm. Call 513-555-5555 to make an appointment to enjoy your weekend. Rent-A-Maid is celebrating its first anniversary by offering a special discount to new customers in your area. Schedule Rent-A-Maid for one month, and the last week is FREE.

#### Job 2 – Minutes

Please use the notes shown below to prepare the meeting minutes using Professional Business Associates style and reference guidelines. Use proper grammar, correct errors, and complete sentences as necessary.

University of Southside Regular Monthly Administrative Office Technology Department Meeting November 1, 2004 Regular Meeting 9555 West Southside Road Columbus, Ohio 1:00 p.m. Present:

Victoria Wells, Department Chair Harriett Rosen, Associate Professor of Technology Roberta Meyer, Assistant Professor of Business Tina Carlson, Information Technology Department Manager Ethel Renick, Professor of Web Programming Julie Sanders, Assistant Professor of Technology

Victoria Wells, Chairperson, presided Ethel Renick, Secretary recorded the proceedings of meeting

Announcements

Minutes of last meeting approved.

The schedule for the academic year for 2005-2006 was presented for approval by the dept. chair. Minor changes were made to the schedule.

The dept. chair presented the list of eligible students for the outstanding student award in three categories. The criteria were reviewed with the department. The following students were selected as outstanding OAT students and will be recognized at the December Awards Ceremony

Mary Elizabeth Homer Web Page Programming Carolina Stewart, Administrative Office Assistant Jonathan Mathews, Computer Support

Sunshine Club report given by Ethel Renick. There was no transactions for this month. The outstanding balance is \$251.30.

Next meeting scheduled December 5, 2004 at 9:00 a.m.

No further business. Meeting adjourned at 3 p.m.

ADVANCED OFFICE SYSTEMS & PROCEDURES REGIONAL 2005 PAGE 9 of 10

#### Job 3: Letter

Please use the appropriate format to key the following letter. Provide all the parts to the business letter. Give an appropriate subject line. Use a bulleted list for the menu selections.

Letter is to Mr. James Brotherton; Brotherton and Family Catering Service; 18 North State Street Westerville, OH 43081. Letter is from Julie Smith, Human Resources Department Manager

Our Special Events Committee and the Human Resources Department are busy making final arrangements for the company picnic. Using the menu selections you provided, we have finalized the menu for the picnic on Saturday, August 9. The following are the selections we have made:

Barbecue Chicken and Spareribs
Grilled Hamburgers and Hot Dogs
Confetti Pasta Salad
Southern Potato Salad
Assorted Fruit Salad
Homestyle Baked Beans
Cookies
Cake
Beverage Assortment

Pavilion 5 at Clark Memorial Park has been reserved as the site for the picnic. On Friday, August 8 beginning at 8:00 a.m., the day before the event, you and your staff may use the adjoining indoor facility. As discussed previously, there is a complete kitchen you may use to prepare food.

If you are any questions, please contact me at (410) 555-6666.

ADVANCED OFFICE SYSTEMS & PROCEDURES REGIONAL 2005
PAGE 10 of 10

#### Job 4 – Mailing Labels

Directions: Using Avery 5162 labels, please prepare the following addresses for mailing. Use OCR format and sort them by city in descending order before printing them.

Mr. Ralph Stone Stone and Stone Engineering Firm 162 Summers Avenue Chicago, Illinois 60656-1623

Mr. Michael Evans-Smith ABC Production Company 105 South Sycamore Street Dallas, Texas 79567-4566

Ms. Sandra Schuler One-to-Two Marketing Industry 1332 Shamrock Columbus, OH 43231-4567

Mr. William Calgary Professional Consultants Inc. 345 Victoria Avenue Nashville, TN 37217-1234

Mrs. Nancy Stason Mead and Stason Beauty Consultants 5934 Quail Hollow Road Bloomington, IN 47406-1980

Mr. John Yonkers Yonkers International 5301 South Lowe Avenue Indianapolis, IN 46256-3421



# ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

# KEY

## Regional—2005

<b>Objective Questions</b>	<b>S</b> (25 @ 4 points each)	(100 pts.)	
Production Portion Job 1	Mail Merge	(197 pts.)	
Job 2	Minutes	(160 pts.)	
Job 3	Letter	(100 pts.)	
Job 4	Mailing Labels	(110 pts.)	
TOTAL POI	NTS	(667 pts.)	

#### 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 2005** 

KEY

PAGE 2 of 11

#### **Objective Answers**

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



ADVANCED OFFICE SYSEM AND PROCEDURES REGIONAL 2005 KEY PAGE 3 of 11



#### Job 1 – Mail Merge

Four merged letters, one field codes letter

Today's Date

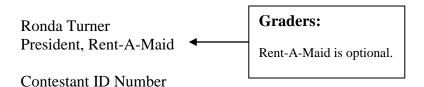
Mr. Nicholas Bernard 2238 Sudberry Street Cincinnati, Ohio 45215-9876

Dear Mr. Bernard

Are your weekends cluttered with household chores? Do you feel depressed on Friday evening looking at what lies ahead for the weekend? Rent-A-Maid will free your weekends for entertaining, outdoor activities, football, games, etc.

In today's busy world, working people do not have time for the routine chores around the house. Rent-A-Maid will come to your aid to provide cleaning services—including windows, floors, laundry, and **bathrooms**.

Rent-A-Maid is available Monday through Saturday from 7 a.m. to 6 **p.m.** Call 513-555-5555 to make an appointment to enjoy your **weekend**. Rent-A-Maid is celebrating its first anniversary by offering a special discount to new customers in your area. Schedule Rent-A-Maid for one month, and the last week is FREE.



ADVANCED OFFICE SYSEM AND PROCEDURES REGIONAL 2005 KEY PAGE 4 of 11



Today's Date

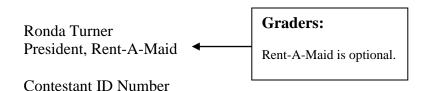
Mrs. Meredith Bixby 61 New Hyde Park Road Cincinnati, Ohio 45246-7654

Dear Mrs. Bixby

Are your weekends cluttered with household chores? Do you feel depressed on Friday evening looking at what lies ahead for the weekend? Rent-A-Maid will free your weekends for entertaining, outdoor activities, football, games, etc.

In today's busy world, working people do not have time for the routine chores around the house. Rent-A-Maid will come to your aid to provide cleaning services—including windows, floors, laundry, and **bathrooms**.

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#### ADVANCED OFFICE SYSEM AND PROCEDURES REGIONAL 2005 KEY PAGE 5 of 11



Today's Date

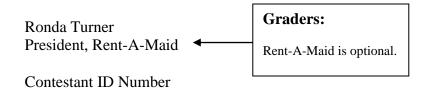
Ms. Janette Farlow-Sutton 4400 Middleton Road Cincinnati, Ohio 45231-1200 Today's Date

Dear Ms. Farlow-Sutton

Are your weekends cluttered with household chores? Do you feel depressed on Friday evening looking at what lies ahead for the weekend? Rent-A-Maid will free your weekends for entertaining, outdoor activities, football, games, etc.

In today's busy world, working people do not have time for the routine chores around the house. Rent-A-Maid will come to your aid to provide cleaning services—including windows, floors, laundry, and **bathrooms**.

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ADVANCED OFFICE SYSEM AND PROCEDURES REGIONAL 2005 KEY PAGE 6 of 11



Today's Date

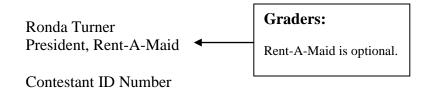
Ms. Wanda Browne 432 Caverton Road Blue Ash, Ohio 45236-1254

Dear Ms. Browne

Are your weekends cluttered with household chores? Do you feel depressed on Friday evening looking at what lies ahead for the weekend? Rent-A-Maid will free your weekends for entertaining, outdoor activities, football, games, etc.

In today's busy world, working people do not have time for the routine chores around the house. Rent-A-Maid will come to your aid to provide cleaning services—including windows, floors, laundry, and **bathrooms**.

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#### ADVANCED OFFICE SYSEM AND PROCEDURES REGIONAL 2005 KEY PAGE 7 of 11



#### MERGED FIELDS

Today's Date

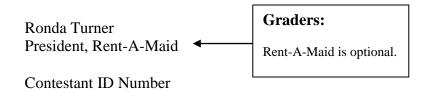
«Title» «FirstName» «LastName» «Address1» «City», «State» «PostalCode»

Dear «Title» «LastName»

Are your weekends cluttered with household chores? Do you feel depressed on Friday evening looking at what lies ahead for the weekend? Rent-A-Maid will free your weekends for entertaining, outdoor activities, football, games, etc.

In today's busy world, working people do not have time for the routine chores around the house. Rent-A-Maid will come to your aid to provide cleaning services—including windows, floors, laundry, and **bathrooms**.

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Graders: See Style Manual	
Four letters to be created See ans. key for errors that needed to be corrected –3 @10 each Merged Field Codes also must be present –9 @ 3 each Mailability Total	40 30 27 100 197

ADVANCED OFFICE SYSEM AND PROCEDURES REGIONAL 2005 KEY PAGE 8 of 11



Job 2 – Minutes

#### UNIVERSITY OF SOUTHSIDE

#### **Minutes**

# Regular Monthly Administrative Office Technology Department Meeting November 1, 2004

A regular meeting of the Administrative Office Technology Department Meeting was called to order at 9555 West Southside Road, Columbus, Ohio, at 1 p.m.

The following individuals were present: Victoria Wells, Department Chair, Harriett Rosen, Associate Professor of Technology, Roberta Meyer, Assistant Professor of Business, Tina Carlson, Information Technology Department Manager, Ethel Renick, Professor of Web Programming, and Julie Sanders, Assistant Professor of Technology.

Victoria Wells, Chairperson, presided and Ethel Renick recorded the proceedings of the meeting.

The minutes of the last meeting were approved.

The schedule for the academic year for 2005-2006 was presented for approval by the **department** chair. Minor changes were made to the schedule.

The **department** chair presented the list of eligible students for the outstanding student award in three categories. The criteria were reviewed with the department. The following students were selected as outstanding OAT students and will be recognized at the December Awards Ceremony at 7 p.m.

Mary Elizabeth Homer, Web Page Programming Carolina Stewart, Administrative Office Assistant Jonathan Mathews, Computer Support

Sunshine Club report given by Ethel Renick. There **were** no transactions for this month. The outstanding balance is \$251.30.

Chairperson Victoria Wells announced that the next regular meeting would be held on December 5, 2004 at 9 a.m.

The meeting was adjourned at 3 p.m.		
	Secretary	-

#### ADVANCED OFFICE SYSEM AND PROCEDURES REGIONAL 2005 KEY PAGE 9 of 11



#### Job 2—Minutes, continued

Graders—follow Style Manual format for m	inutes
Headings should be centered bold	10 pts
Title of organization should be all caps	5 pts
Signature line should be 2 inches in length	5 pts
All information should be given as requested	20 pts
Paragraphs are indented	5 pts
All errors corrected $-3 @ 5 pts each$	15 pts
Mailability	<u>100 pts</u>
Total	160 pts

#### ADVANCED OFFICE SYSEM AND PROCEDURES REGIONAL 2005 KEY PAGE 10 of 11



#### Job 3 -Letter

Today's Date

Mr. James Brotherton Brotherton and Family Catering Service 18 North State Street Westerville, OH 43081

Dear Mr. Brotherton

#### HARRY AND HARRISON STEEL COMPANY CATERED PICNIC

Our Special Events Committee and the Human Resources Department are busy making final arrangements for the company picnic. Using the menu selections you provided, we have finalized the menu for the picnic on Saturday, August 9. The following are the selections we have made:

- Barbecue Chicken and Spareribs
- Grilled Hamburgers and Hot Dogs
- Confetti Pasta Salad
- Southern Potato Salad
- Assorted Fruit Salad
- Homestyle Baked Beans
- Cookies
- Cake
- Beverage Assortment

Pavilion 5 at Clark Memorial Park has been reserved as the site for the picnic. You and your staff the day before the event may use the adjoining indoor facility beginning on Friday, August 8 at 8:00 a.m. As discussed previously, there is a complete kitchen you may use to prepare food.

If you are any questions, please contact me at (410) 555-6666.

Sincerely

Julie Smith Human Resources Department Manager **Graders:** 

Students needed to create a letter with given information following Style Manual

Sentence structure problems 5 pts
Subject line (may vary) 5 pts
Mailability 90 pts
Total 100 pts

ADVANCED OFFICE SYSEM AND PROCEDURES REGIONAL 2005 KEY PAGE 11 of 11



#### Job 4 – Mailing Labels

MR WILLIAM CALGARY PROFESSIONAL CONSULTANTS INC 345 VICTORIA AVENUE NASHVILLE TN 37217-1234 MR JOHN YONKERS YONKERS INTERNATIONAL 5301 SOUTH LOWE AVENUE INDIANAPOLIS IN 46256-3421

MR MICHAEL EVANS SMITH ABC PRODUCTION COMPANY 105 SOUTH SYCAMORE STREET DALLAS TX 79567-4566 MS SANDRA SCHULER ONE TO TWO MARKETING INDUSTRY 1332 SHAMROCK COLUMBUS OH 43231-4567

MR RALPH STONE STONE AND STONE ENGINEERING FIRM 162 SUMMERS AVENUE CHICAGO IL 60656-1623 MRS NANCY STASON MEAD AND STASON BEAUTY CONSULTANTS 5934 QUAIL HOLLOW ROAD BLOOMINGTON IN 47406-1980

#### **Graders**:

Students needed to change states to letter abbreviation -10 pts Must use OCR format—all caps with no punctuation - 20 pts May or may not have used titles.

Abbreviations could be used for street and road etc.

Sorted by city in descending order -20 pts

Mailability – 60 pts