

# BASIC OFFICE SYSTEMS & PROCEDURES (25)

## Regional—2004

Objective Questions (20 @ 5 pts. each)		_____ (100 pts.)
Production Portion		
Job 1	Memorandum	_____ (100 pts.)
Job 2	Mailing List	_____ (180 pts.)
Job 3	Table	_____ (150 pts.)
Job 4	Speech	_____ (100 pts.)
	Transparencies	_____ (50 pts.)
	<b>TOTAL POINTS</b>	_____ ( <b>680</b> )

**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 thereof (handwritten, photocopied, or keyed) are allowed in the testing area.**
- 3. Electronic devices will be monitored according to ACT standards.**

30 minutes of orientation/warm-up/wrap-up  
90 minutes for testing/production  
120 minutes total time allotted

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 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/she wants to have the Scantron scoring sheet turned in.*) Use your time wisely. You have 90 minutes to complete this test.

**Identify the letter that best completes each sentence or answers the question.**

1. Which of the following is NOT an editing function?
  - A. correcting a word's spelling
  - B. keying original information
  - C. moving a paragraph within the copy
  - D. deleting a sentence within the copy
  
2. 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
  
3. The subject line is used in correspondence to \_\_\_\_\_.
  - A. help the writer focus on the letter or memorandum
  - B. encourage the reader to answer quickly
  - C. tell the reader what the letter or memorandum is about at a glance
  - D. help the writer revise the letter or memorandum
  
4. 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
  
5. After the first purchase, customers continue to buy because of \_\_\_\_\_.
  - A. price
  - B. convenience
  - C. service
  - D. advertising
  
6. An application program which integrates two or more media to present information to capture and hold the attention of the audience is \_\_\_\_\_.
  - A. local area network
  - B. relational database
  - C. multimedia
  - D. modem
  
7. COD is the abbreviation for \_\_\_\_\_.
  - A. collect on delivery
  - B. cash on demand
  - C. cash on deposit
  - D. none of the above

8. A question represented in a way that a database program can understand is a \_\_\_\_\_.
- A. query
  - B. search
  - C. criterion
  - D. datamatch
9. Esther Beckingham earns \$400 per week as a sales clerk. She also earns 12% commission on sales over \$1,000. Last week she sold \$1,455 worth of merchandise. What was her gross pay for the week?
- A. \$174.60
  - B. \$574.60
  - C. \$54.60
  - D. \$454.60
10. The fastest delivery service offered by the USPS is \_\_\_\_\_.
- A. priority mail
  - B. first class mail
  - C. express mail
  - D. registered mail
11. A handheld digital organizer is known as a(n) \_\_\_\_\_.
- A. graphical user interface
  - B. personal digital assistant
  - C. electronic database browser
  - D. laptop computer
12. A(n) \_\_\_\_\_ is used to move from one page or place on a page to another within a Web site.
- A. main Frame
  - B. table
  - C. frame
  - D. hyperlink
13. A person's integrity is a reflection of his or her \_\_\_\_\_.
- A. education
  - B. reasoning ability
  - C. ego
  - D. ethics
14. Which of the following is contained in the front of a formal report?
- A. Table of Contents
  - B. Appendix
  - C. Glossary
  - D. Syntax

15. Items organized in time sequence are in \_\_\_\_\_ order.
- A. alphabetical
  - B. numerical
  - C. chronological
  - D. calendrical
16. A horizontal or vertical bar used with the mouse to display sections of a document is a \_\_\_\_\_.
- A. main frame
  - B. hyperlink
  - C. table
  - D. scroll bar
17. Acme Insurance Company canceled Ms. Silverstone's insurance after 96 days. Her annual premium was \$855. How much money did the company retain?
- A. \$855
  - B. \$630.12
  - C. \$244.88
  - D. They retained nothing.
18. Your supervisor asks you to reserve a flight for him from your local airport to Minneapolis. 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 Los Angeles.
  - C. All flights scheduled from your local airport.
  - D. Transportation arrangements to the airport.
19. Many business people use hand-held recorders to \_\_\_\_\_.
- A. avoid having to write letters to clients
  - B. furnish tapes to their service people
  - C. make notes or dictate documents to be transcribed
  - D. send messages that need immediate attention
20. Eye contact is an important element in communication for it \_\_\_\_\_.
- A. indicates interest
  - B. regulates interaction
  - C. shows attentiveness
  - D. all of the above

**Job 1 – Memorandum**

Please key the following memo using the Professional Business Associates' format. The memo is to Julie Smith, Manager Human Resources Department from Edna Renick, Manager of Administration Support Department. Supply an appropriate subject line, use today's date, alphabetize and change the bulleted list to an enumerated list.

---

Thank you for asking me to create a skill test for prospective administrative support employees. The candidates will be given a 30-minute skill test. Each occurrence of the following counts as one error:

- Misspelling
- Typographical error
- Grammatical error
- Incorrect punctuation
- Incorrect capitalization
- Incorrect syllabication
- Omission of enclosure or attachment notation
- Format error

A copy of the skill test is attached for your review. Please let me know how I may be of service regarding the implementation of this testing project.

**Job 2 – Mailing Labels**

**Please prepare the following mailing labels. Use Avery 5162 to set up the labels. Key the labels in OCR format. Sort them by zip code before printing them. Thanks, Julie.**

Stacy Dyer  
Dyer and Associates  
162 Summers Avenue  
Chicago, Illinois 60656-1623

Zeb Wilson  
NBC Production Company  
105 South Sycamore Street  
Dallas, Texas 79567-4566

Louise Smith  
Smith Marketing Industry  
1332 Shamrock  
Columbus, OH 43231-4567

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

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

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

**Job 3 – Table**

The October and November 2003 monthly sales have arrived from our four branch offices. Prepare a table and calculate the increase or decrease of sales. Please put the list in alphabetical order by city name. Write the formula you used for the increase/decrease column on your printout.

**SCHEDULE OF COMPARATIVE SALES**

For the Months October and November 2003

<u>City</u>	<u>October Monthly Sales</u>	<u>November Monthly Sales</u>	<u>Increase/Decrease</u>
Cincinnati	63,450	78,650	
San Diego	78,590	87,059	
Seattle	59,890	48,600	
Columbus	67,900	52,900	



## **Job 4 – Speech**

Please key this speech as a multi-page document. Please format using our standards. This speech will be given at the National Business Education Association Annual Conference. After keying the speech, please make originals for transparencies. You may use PowerPoint or a word processing software package to prepare slide transparencies.

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### Entrepreneurship

Entrepreneurship focuses on recognizing a business opportunity, starting a business based on the recognized opportunity, and operating and maintaining that business. Entrepreneurship is a natural fit for business education because entrepreneurship integrates the functional areas of business—accounting, finance, marketing, and management—and the legal and economic environments in which a new venture operates.

As with many areas of business education, entrepreneurship has a general education as well as professional education components. All students benefit from developing an appreciation for and understanding of entrepreneurship in our economy: most of the jobs (both professional and technical) created in recent years have been in the small business sector. Forecasts indicate that this trend will continue.

Thinking like an entrepreneur, then, is important, since many of today's students will start their own businesses or work closely with entrepreneurs. Being able to recognize new business opportunities is necessary not only for entrepreneurs but also for individuals working in the increasingly competitive corporate worlds.

Transparency 1:

Characteristics of an Entrepreneur:

Level 1 -- Identify the characteristics of a successful entrepreneur

Level 2 – Identify one's own personal traits that are typical characteristics of an entrepreneur

Level 3 – Analyze the degree to which one possesses the characteristics of an entrepreneur

Level 4 – Assess one's personal qualifications to become an entrepreneur

Instruction in entrepreneurship begins with developing the fundamentals in the lower educational grades and advancing to more abstract applications at the upper educational levels, as indicated in these standards. Considering the changing nature of the workplace, few subjects provide knowledge that is more valuable to all students, regardless of their career orientation.

Transparency 2:

Role of the entrepreneur in business

Level 1 – Describe the difference between employer and employee

Level 2 – Differentiate between a manager and an entrepreneur

Level 3 – Analyze the trade-offs between the roles of a manager and an entrepreneur

Level 4 – Identify and appraise the unique contributions of entrepreneurs to the economy of a country



# BASIC OFFICE SYSTEMS & PROCEDURES (25)

## *KEY*

### Regional—2004

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

Production Portion

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

Job 2            Mailing List            \_\_\_\_\_ (180 pts.)

Job 3            Table            \_\_\_\_\_ (150 pts.)

Job 4            Speech            \_\_\_\_\_ (100 pts)

Transparancies            \_\_\_\_\_ (50 pts)

***TOTAL POINTS***            \_\_\_\_\_ (***680***)

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**BASIC OFFICE SYSTEMS & PROCEDURES  
REGIONAL 2004  
KEY  
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1. /A♣ /B♣ /C♣ /D♣ /E♣
2. /A♣ /B♣ /C♣ /D♣ /E♣
3. /A♣ /B♣ /C♣ /D♣ /E♣
4. /A♣ /B♣ /C♣ /D♣ /E♣
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18. /A♣ /B♣ /C♣ /D♣ /E♣
19. /A♣ /B♣ /C♣ /D♣ /E♣
20. /A♣ /B♣ /C♣ /D♣ /E♣



**Job 1 – Memorandum**

**MEMORANDUM**

TO: Julie Smith, Human Resource Manager

FROM: Edna Renick, Manager, Administration Support Department

DATE: Current Date

SUBJECT: SKILL TEST FOR PROSPECTIVE EMPLOYEES

Thank you for asking me to create a skill test for prospective administrative support employees. The candidates will be given a 30-minute skill test. Each occurrence of the following counts as one error:

1. Format error
2. Grammatical error
3. Incorrect capitalization
4. Incorrect punctuation
5. Incorrect syllabication
6. Misspelling
7. Omission of enclosure or attachment notation
8. Typographical error

A copy of the skill test is attached for your review. Please let me know how I may be of service regarding the implementation of this testing project.

Attachment

Graders: Subject line and line may vary. List should be alphabetized and enumerated.  
**100 Total Points – *Production Standards***



**Job 2 – Mailing List**

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

LOUISE SMITH  
SMITH MARKETING INDUSTRY  
1332 SHAMROCK  
COLUMBUS OH 43231-4567

JENNIFER WILLINGTON  
WILLINGTON INTERNATIONAL  
5301 SOUTH LOWE AVENUE  
INDIANPOLIS IN 46256

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

STACY DYER  
DYER AND ASSOCIATES  
162 SUMMERS AVENUE  
CHICAGO IL 60656-1623

ZEB WILSON  
NBC PRODUCTION COMPANY  
105 SOUTH SYCAMORE STREET  
DALLAS TX 79567-4566



Graders: One or two spaces after state are acceptable.  
Correct alphabetical order may be horizontal or vertical = 5 pts. each = **80 points**  
Production Standards = **100 points**  
**Total points = 180**

**Job 3 – Table**

**SCHEDULE OF COMPARATIVE SALES**

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Columbus	67,900	52,900	(\$15,000.00)
San Diego	78,590	87,059	\$8,469.00
Seattle	59,890	48,600	(\$11,290.00)

Graders: Tables may vary – see Style Manual  
Correct alphabetical order by city = **10 points (all or none)**  
Correct answers (increase/decrease) 5 points each = **20 points**  
Written formula for increase/decrease column = **20 points**  
Production Standards = **100 points**  
**Total points = 150**



**Job 4** – Speech (Top margin = 1”, Side margins = 1”, Spacing in Body = QS)

## National Business Education Association

### Entrepreneurship

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since many of today's students will start their own businesses or work closely with

entrepreneurs. Being able to recognize new business opportunities is necessary not only for

entrepreneurs but also for individuals working in the increasingly competitive corporate worlds.

Transparency 1:

- Characteristics of an Entrepreneur:
  
- Level 1 -- Identify the characteristics of a successful entrepreneur
  
- Level 2 – Identify one's own personal traits that are typical characteristics of an  
  
entrepreneur
  
- Level 3 – Analyze the degree to which one possesses the characteristics of an  
  
entrepreneur





- Level 4 – Assess one’s personal qualifications to become an entrepreneur

Instruction in entrepreneurship begins with developing the fundamentals in the lower educational

grades and advancing to more abstract applications at the upper educational levels, as indicated

in these standards. Considering the changing nature of the workplace, few subjects provide

knowledge that is more valuable to all students, regardless of their career orientation.

Transparency 2:

- Role of the entrepreneur in business
- Level 1 – Describe the difference between an employer and an employee
- Level 2 – Differentiate between a manager and an entrepreneur
- Level 3 – Analyze the trade-offs between the roles of a manager and an entrepreneur



- Level 4 – Identify and appraise the unique contributions of entrepreneurs to the economy

of a country.

***Graders Note: the transparencies may be set off as bullets or some other style format.***

***Productions Standards 100 points for speech***

***Transparencies:***

***25 points each. May be done in PowerPoint or word processing software.  
Take off points if font is smaller than 18 points and grade for accuracy.***