

BASIC OFFICE SYSTEMS & PROCEDURE (220)

REGIONAL – 2019

Multiple Choice & Short Answer Section:

Multiple Choice (20 @ 5 points each) _____ (100 points)

Production Portion:

Job 1: Memorandum _____ (100 points)

Job 2: Agenda _____ (100 points)

Job 3: Letter _____ (100 points)

Job 4: Title Page _____ (100 points)

TOTAL POINTS _____ ***(500 points)***

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 ninety (90) minutes testing time
No more than ten (10) minutes wrap-up

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Workplace Skills Assessment Program competition.

General Instructions

You have been hired as an Administrative Assistant for Professional Business Associates, located at 5454 Cleveland Avenue, Columbus, Ohio 43231. Professional Business Associates provides accounting and other financial services for clients. You will complete jobs for Professional Business Associates' own accounting records, as well as for clients.

1. Use the Scantron scoring sheet provided for the Objective portion of the test.
2. Make certain this test booklet contains Jobs 1-4.
3. Key all jobs according to the instructions given.
4. Correct any obvious keyboarding errors and incorporate any editing notations.
5. Correct any errors in formatting. Use formatting shown in the *Style & Reference Manual*.
6. For any problem where you would normally key your reference initials, key your contestant number. Your name or initials should *not* appear on any work you submit.
7. Key your contestant number and job number as the footer in the lower left-hand corner of all work submitted unless otherwise specified.

Example: }}

99-9999-9999
Job 1

}}

8. If you finish before the end of the allotted testing time, notify the proctor. Time may be a factor in determining a winner when there is a tie score.
9. When turning in your materials, place your scoring sheet on top of your jobs. The jobs should be arranged in numerical order.

Production Standards	
0 Errors	100 points
1 Error	90 points
2 Errors	70 points
3 Errors	50 points
4+ Errors	0 points

MULTIPLE CHOICE

Identify the letter of the choice that best completes the statement or answers the question.

Mark A if the statement is True. Mark B if the statement is False.

1. When you or an office colleague answers the phone, what should be done?
 - a. Explain you are really busy with people in your office and don't have much time to talk
 - b. Announce your name and office affiliation
 - c. Begin talking about the first item on your list
 - d. Assume they recognize your voice

2. Which is *not* considered an input device?
 - a. keyboard
 - b. scanner
 - c. mouse
 - d. monitor

3. Which is *not* considered an output device?
 - a. Printer
 - b. Speaker
 - c. Keyboard
 - d. Microphone

4. A letter written by someone to deal with a personal matter is called a _____.
 - a. Private letter
 - b. Confidential letter
 - c. Personal-business letter
 - d. Classified letter

5. When sending an envelope, the sender's address should appear _____.
 - a. Either at the top left-hand corner or on the top of the back of the envelope
 - b. Either at the top right-hand corner or on the bottom of the back of the envelope
 - c. at the center of the envelope
 - d. on the front and back on the envelope

6. When proofreading a document you see QS, you are being asked to _____.
 - a. leave two blank lines, and bold the title above
 - b. leave three blank lines and bold the title above
 - c. leave three blank lines
 - d. leave four blank lines

7. What information will you need to know before you make a flight reservation?
 - a. The airplane pilot's credentials.
 - b. Your lodging information once you land.
 - c. Your preference seat preference
 - d. Time of day, date of departure, return date and time, and preferred airline

8. Which of the following indicates the correct order of the opening four elements of a personal-business letter?
 - a. Letter mailing address, date, return address, salutation
 - b. Date, return address, letter mailing address, salutation
 - c. Date, return address, salutation, letter mailing address
 - d. Return address, date, letter mailing address, salutation.

9. On an envelope, which of the following would *not* be an appropriate way to key the receiver's delivery address?
 - a. In block style
 - b. with a DS between all lines
 - c. in ALL CAPS
 - d. with no punctuation

10. Use a(n) _____ to separate three or more items in a series if any of the items already contain commas.
 - a. colon
 - b. semi-colon
 - c. comma
 - d. hyphen

11. Which of the following is an example of a properly written salutation in the block letter format?
 - a. Dear Alan
 - b. Dear Mr. Lopez
 - c. Dear Susan,
 - d. DEAR YOKO

12. Reference initials
 - a. Appear a DS below the writer's name at the left margin.
 - b. Should be keyed in lowercase letters.
 - c. Should be a part of every personal-business letter.
 - d. All of the above.

13. A _____ résumé starts by listing your work history, with the most recent position listed first.
 - a. Functional
 - b. Chronological
 - c. Skills
 - d. Reference

14. The two letter state abbreviation for California is_____.
 - a. CO
 - b. CE
 - c. CA
 - d. CL

15. File the following States in order NJ, NC, MS, NH:
 - a. Maryland, North Carolina, New Jersey, Nevada
 - b. Mississippi, New Hampshire, New Jersey, North Carolina
 - c. Mississippi, New Jersey, Nevada, North Carolina
 - d. Maine, New York, New Jersey, New Mexico

16. Symbols used when marking up copy are called proofreader's marks.
 - a. True
 - b. False

17. If you're creating a flyer for a picnic, use spreadsheet software.
 - a. True
 - b. False

18. The purpose of an organizations tagline is to serve as a linking device between the organization and the name.
 - a. True
 - b. False

19. Software that can be used, and then purchased if you decide to continue using it, is called trial for-purchase software.
 - a. True
 - b. False

20. A printer is an example of a peripheral.
 - a. True
 - b. False

Job 1 – Memorandum

Key the following memorandum using your *Style & Reference Manual*. Do not include hyperlink formatting for the web address provided. Correct any spelling and punctuation errors you find.

This memo is to Julie Smith and Tom Carlson, and you are keying this for Roger Meyer and the Chief Executive Officer will need to be copied.

Beginning Tuesday, September 25, 20xx, all employees of Professional Business Associates will be partaking in a strategic advertising campaign. Each employee will be provided a sample from the new clothing line and provide feedback during the upcoming Monday's departmental meeting.

By refocusing our advertising efforts of our new line of clothing we will be able to maximize the exposure of our product to our target market and therefore increase our sales. Taping into the trends of young adults will help us gain market share and sales through effective advertising.

Additionally, all employees will be provided one free company jacket from the new line of clothing to add an additional personal touch. Please go to www.cbpa.org to view the entire clothing line.

We value your opinion and hope that this information from all of the staff will increase our sales and gain additional exposure to our target market.

Job 2 – Agenda

Use the *Style & Reference Manual* format for the following agenda.

You have been instructed to key an agenda for a company that Nancy Wells volunteers on and serves as President. Please use PBA format for the agenda. The agenda is for the Advisory Committee of Jaxson Institute of Business. It is their annual meeting to be held on Friday, January 20, 20xx at 3:30 pm. They will meet in the Clearwater Room on the seventh floor. Nancy Wells will call to order, and Edna Bouie will provide the treasurer's report.

Please leave an agenda item for committee reports to include, Marketing by Carl Marsh, Public Relations, Lindsay John, Marshall Grey to report on Program Development and Kristy Brown on Personnel.

At the last meeting we discussed the Candy County School Board recruitment event, we need to revisit this as unfinished business. And under new business it has been requested that we consider a new opportunity to partner with the Chamber of Commerce.

Nancy will call the meeting to order and Mackenzie Ray who is secretary will conduct the roll call and read the minutes. Edna Bouie, treasurer will present the treasurer's report. We should leave a spot in the agenda in case other officers have things they would like to report. We will need to set our next meeting date and then we can adjourn.

Job 3 – Letter

Key the following letter using your *Style & Reference Manual*. Correct the spelling and punctuation errors you find.

The letter is to Ms. Edna Anderson, harmon institute of technology, marketing department, 6712 Cougar Drive Bld. 305, Port Orange, TX 75842-4585 from Nancy Wells, in her role as Chief Executive Officer Professional Business Associates. Please copy the Marketing Department Head of PBA.

(Note: reference the Style & Reference Manual for name of Marketing Department Manager.)

On behalf of the Board of Trustees of Professional Business Associates, it is my sincere honor to welcome your institution as many individuals who wrote on your behalf made clear you are a leader in the Career and Technical Education field.

We not only want to Thank you for your dedication and hard work, we want to honor you by extending this elite invitation to join some of the premier leaders throughout the country. Please review the enclosed materials, including the travel itineraries, passport requirements and committee assignments prior to our conference call in May.

I look forward to participating with you during the planning meeting. Once again welcome.
Sincerely

Job 4 – Title Page

You will create a title page for the Marketing Strategy Proposal for September 25, 20xx.



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TOTAL POINTS _____ ***(500 points)***

**Graders: Please double check and verify all scores
and answer keys!**

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



MEMORANDUM

TO: Julie Smith, Tom Carlson

FROM: Roger Meyer, Marketing Department

CC: Nancy Wells, CEO or Chief Executive Officer

DATE: September 25, 20__

SUBJECT: Advertising Campaign

Beginning Tuesday, September 25, 20xx, all employees of Professional Business Associates will be partaking in a strategic advertising campaign. Each employee will be provided a sample of the new clothing line and provide feedback during the upcoming Monday's departmental meeting.

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We value your opinion and hope that this information from all of the staff will increase our sales and gain additional exposure to our target market.

xx



JAXSON INSTITUTE OF BUSINESS

Agenda

Advisory Committee Annual Meeting

Friday, January 20, 20__, 3:30 p.m.

Clearwater Room, Seventh Floor

1. Call to Order—Nancy Wells, President
2. Roll Call—Mackenzie Ray, Secretary
3. Reading of the Minutes—Mackenzie Ray, Secretary
4. Treasurer's Report—Edna Bouie, Treasurer
5. Other Officer Reports
6. Committee Reports
 - Marketing— Carl Marsh
 - Public Relations—Lindsay John
 - Program Development—Marshal Grey
 - Personnel—Kristy Brown
7. Unfinished Business
 - Recruitment Event
8. New Business
 - Partnership with Chamber of Commerce
9. Date of Next Meeting
10. Adjournment



January 21, 20 ____ (*use current date unless otherwise specified*)

Ms. Edna Anderson
Harmon Institute of Technology
Marketing Department
6712 Cougar Drive Bld. 305
Port Orange, TX 75842-4585

Dear Ms Anderson

On behalf of the Board of Trustees of Professional Business Associates, it is my sincere honor to welcome your institution as many individuals who wrote on your behalf made clear you are a leader in the Career and Technical Education field.

We not only want to thank you for your dedication and hard work, we want to honor you by extending this elite invitation to join some of the premier leaders throughout the country. Please review the enclosed materials, including the travel itineraries, passport requirements and committee assignments prior to our conference call in May.

I look forward to participating with you during the planning meeting. Once again welcome.

Sincerely

Nancy Wells
Chief Executive Officer

xx

Enclosures

c Roger Meyer

(Note: reference the Style & Reference Manual for name of Marketing Department Manager.)

Contestant #

Job #



Marketing Strategy Proposal

01-**_****

Basic Office Systems and Procedures

September 25, 20xx

Contestant #
Job #