

# ADVANCED OFFICE SYSTEMS & PROCEDURES (225)

## REGIONAL – 2020

### Multiple Choice Section:

Multiple Choice (10 @ 10 pts. each) \_\_\_\_\_ (100 points)

### Production Portion:

Job 1: Letter \_\_\_\_\_ (100 points)

Job 2: Memo \_\_\_\_\_ (100 points)

Job 3: Minutes \_\_\_\_\_ (100 points)

Job 4: Itinerary \_\_\_\_\_ (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 90 minutes testing time  
No more than ten (10) minutes wrap-up

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*Workplace Skills Assessment Program* competition.

### GENERAL INSTRUCTIONS

1. Answer the objective questions using the Scantron scoring sheet provided. Write your contestant name, along with the contest number on the scantron sheet.
2. Make certain this test booklet contains Jobs 1-4 and the objective test.
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. 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 or 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. The \_\_\_\_\_, or typeface, defines the appearance and shape of letters, numbers, and special characters.
  - a. font
  - b. point
  - c. paragraph formatting
  - d. font size
  
2. Communicating in the fewest and most direct words possible is the meaning of
  - a. correctness
  - b. clearness
  - c. completeness
  - d. conciseness
  
3. When creating a memo according to the BPA Style and Reference Manual, you need to \_\_\_\_\_ between the date and the subject line.
  - a. Single Space
  - b. Double Space
  - c. Triple Space
  - d. Quadruple Space
  
4. A client sends you an email that doesn't look quite right. You know that a potential \_\_\_\_\_ virus hides within or is designed to look like a legitimate program.
  - a. boot sector
  - b. file
  - c. Trojan Horse
  - d. macro
  
5. When including a table with borders in your letter, \_\_\_\_\_.
  - a. always align the content to the middle of the cell
  - b. the body of the table can only be double spaced
  - c. the total line should be bold faced.
  - d. borders must be printed
  
6. Choose the correct spelling.
  - a. Dedcutkable
  - b. Deductkible
  - c. Deductable
  - d. Deductible

7. A business report must be
  - a. changed.
  - b. developed.
  - c. located.
  - d. well supported.
  
8. A computer security risk is defined as any event or action that could cause loss of, or damage to, \_\_\_\_\_.
  - a. computer equipment
  - b. software
  - c. data and information
  - d. all of the above
  
9. If a letter includes a second page or subsequent pages, a \_\_\_\_\_
  - a. header should be included in the right margin header.
  - b. header should be included in the left margin header.
  - c. footer should be included in the right margin footer.
  - d. footer should be included in the left margin footer.
  
10. Arrange the following names in alphabetical order. Select the correct order from among the alternatives. 1) Davidson, Abigail 2) Davidsen, Clay 3) Davids, Pierre 4) David, Pete 5) Davis, Jackson
  - a. 2,5,1,3,4
  - b. 4,3,2,1,5
  - c. 2,3,5,4,1
  - d. 4,2,3,1,5

**Job 1 – LETTER**

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

This letter is to:

Grace Mathis, Marketing Gurus, 1234 Stars Ave Austin, TX 98765

The letter is from: Contest ID Number

Copy the CEO of Professional Business Associates

The body of the letter:

Thank you for your offer to present at our upcoming leadership conference. While the topics you suggested were interesting, we didn't feel they aligned well with our membership goals due to the fact we have a high number of secondary students that will be attending.

However, after looking over your professional speaking portfolio, we did find that you have covered some topics in the past that would align better. We would like to ask if you are willing to still present, but on one of these topics instead: New Product Development - Professional Stage Gate Process, Gathering Customer Requirements - Interviewing - Gathering and Validating Requirements, Pricing a Product, Promotion - Creating Marketing and Sales Materials, how to market your product, or Placement - Where to sell your products to drive the best results.

We strongly believe that if you are willing to dust off and update these old presentations covering the 4 P's of Marketing at a high level (Product, Pricing, Placement and Promotion) will be greatly beneficial to our leadership conference attendees. Any of the two presentations listed above will be welcome at our conference, and we can't wait to work out presentation times with you if you find this acceptable.

Please let us know by June 2021 what your decision will be, and which of the presentations you will not only be willing to update, but present on.

**Job 2 – MEMO**

The Chief Executive Officer of PBA wants you to key in the memo regarding Professional Business Associates Technology Policy to be sent to all employees and the head of the Information Technology Department should be copied, use today's date and correct the spelling and punctuation errors you find.

Professional Business Associates would like to remind all employees about the company email policy and the protocol for using email on company computers.

Please remember that the email address you have been assigned and the company computer you use (laptop, desktop, tablet, etc.) to access email and the internet are in fact company assets and as such are to be used for legitimate, company related activities.

Please also remember that the company reserves, and is exercising its lawful right to review messages sent through or to its equipment through its server, or by other software monitoring methods employed for the purpose of insuring that company systems are not being used for non-business related purposes.

Time expended on the internet should be for legitimate, company related purposes. Logs are created for the user, web sites visited, time and date as well as elapsed time spent on each site when connecting through the company's server or a company system.

The purpose of these guidelines is to insure that the information systems we have invested in are used and not abused and that we are productive in our efforts to expand the company and serve our clients.

If you have any questions please feel free to let me know.

### Job 3 – MINUTES

Please use the notes shown below to prepare the meeting minutes for the monthly meeting for Marketing Gurus. Use proper grammar and correct the spelling and punctuation errors you find.

Regular Monthly Meeting of Department Heads  
May 11, 2020  
1234 Stars Ave  
Austin, TX 98765

Present:

Grace Mathis, CEO  
Copper Smith, Social Media Marketing Chair  
Kingston Monroe, Information Technology Chair  
Sophia Sanchez, Web Marketing Chair  
Linda Simmons, Business Coordinator  
Tom Varghese, Outreach Chair

Grace Mathis, Presiding Chair  
Tom Varghese, recorded the minutes as the secretary

Minutes: Meeting called to order at 9:00 am. Meeting Minutes from April 2020 were approved. Ms. Mathis presented a list of topics that PBA was willing to allow the company to present on at the upcoming Leadership Conference taking place next year. The following topics were suggested for presentations: Promotion - Creating Marketing and Sales Materials, How to Market Your Product, New Product Development - Professional Stage Gate Process, Interviewing - Gathering and Validating Requirements, Pricing a Product, Gathering Customer Requirements, or Placement - Where to sell your products to drive the best results. After a unanimous vote, the following presentations will be updated and proposed to present to PBA: Interviewing - Gathering and Validating Requirements and How to Market Your Product. Ms. Mathis will send PBA the updated presentation list for approval. Next meeting scheduled June 11, 2020 at 9; same location. No further business. Meeting adjourned at 10:13 am

#### Job 4 – ITNIERARY

Key the following Itinerary for Grace Mathis traveling to Columbus Ohio April 9-12 2021 using the *Style & Reference Manual*. Correct any spelling and punctuation errors you find. **Always spell out Marketing Research and Development Conference and Professional Business Associates.**

Friday April 9 2021: Depart Austin-Bergstrom International Airport ABIA on delta flight 876 at 5:54 am with one stop in Detroit Metropolitan Wayne County Airport DTW 9:50 am. Depart Detroit Metropolitan Wayne County Airport DTW. Land at John Glenn Columbus International Airport (CMH) at 11:18 am. 1:00pm arrive at Hampton Inn & Suites Columbus (downtown). 5:00 pm MRDC, presenter packet pick up at Greater Columbus Convection Center at Battelle Grand South Mezzanine. 5:30 p.m. Dinner on your own. Booth set up at 7:00 pm in Exhibit Hall A, Booth #612. Booth set up finished by 9:00 pm.

Saturday April 10 2021: 8:00 a.m. MRDC booth opens at 8:00 a.m. Work Booth #612 in Exhibit Hall A. 10:30 am *Interviewing - Gathering and Validating Requirements* presentation in Union Station Ballroom C. 11:30 Return to Booth #612 in Exhibit Hall A till noon for lunch on your own. 3:00 pm Repeat *Interviewing - Gathering and Validating Requirements* presentation in Union Station Ballroom C. 4:00 Return to Booth #612 in Exhibit Hall A. 7:00 close up booth 612 in Exhibit Hall A. 7:30 Presenters Appreciation Dinner, A Pod Level 1, Room A110. Seating has been pre-assigned; please check the seating chart at the entrance of the room. 9:00 pm return to Hampton Inn & Suites Columbus.

Sunday April 11 2021: 7:00 a.m. MRDC booth opens. Work Booth #612 in Exhibit Hall A. 10:30 am *How to Market your Product* presentation in Short North Ballroom A. 11:30 Return to Booth #612 in Exhibit Hall A, lunch on your own at noon. 3:00 pm Repeat *How to Market Your Product* presentation in Short North Ballroom. 4:00 Return to booth 612 in Exhibit Hall A. 5:00 attend MRDC closing session in Battelle Grand North. 7:00 pm return to Hampton Inn & Suites Columbus.

Monday April 12 2021: Depart from Hampton Inn & Suites 8:00 a.m. Depart John Glenn Columbus International Airport (CMH) on delta flight 934 at 10:25 am. Depart Detroit Metropolitan Wayne County Airport (DTW) at 12:13 pm. Arrive Austin-Bergstrom International Airport 3:45 pm.





# ADVANCED OFFICE SYSTEMS & PROCEDURES (225)

## REGIONAL 2020

### Multiple Choice Section:

Multiple Choice (10 @ 10 pts. each) \_\_\_\_\_ (100 points)

### Production Portion:

Job 1: Letter \_\_\_\_\_ (100 points)

Job 2: Memo \_\_\_\_\_ (100 points)

Job 3: Minutes \_\_\_\_\_ (100 points)

Job 4: Itinerary \_\_\_\_\_ (100 points)

***TOTAL POINTS*** \_\_\_\_\_ ***(500 points)***

**Failure to adhere to any of the following rules will result in disqualification:**

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No more than 90 minutes testing time

No more than ten (10) minutes wrap-up

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## GENERAL INSTRUCTIONS

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5. 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.
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**Multiple Choice: Identify the letter that best completes each sentence or answers the question and mark it on the Scantron form provided.**

Q #	Answer
1	A
2	D
3	B
4	C
5	C
6	D
7	D
8	D
9	B
10	B



**Job 1 – LETTER**

Current Date

**(QS)**

Grace Mathis  
Marketing Gurus  
1234 Stars Ave.  
Austin, TX 98765

<b>Letter</b> First Page Top Margin: 2” Second and Subsequent Page Top Margin: 1” Side Margins: 1” Use Open Punctuation Check for corrections on shaded words
--

Thank you for your offer to present at our upcoming leadership conference. While the topics you suggested were interesting, we didn't feel they aligned well with our membership goals due to the fact we have a high number of secondary students that will be attending.

However, after looking over your professional speaking portfolio, we did find that you have covered some topics in the past that would align better. We would like to ask if you are willing to still present, but on one of these topics instead: New Product Development - Professional Stage Gate Process, Gathering Customer Requirements - Interviewing - Gathering and Validating Requirements, Pricing a Product, Promotion - Creating Marketing and Sales Materials, how to market your product, or Placement - Where to sell your products to drive the best results.

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Please let us know by June 2021 what your decision will be, and which of the presentations you will not only be willing to update, but present on.

Sincerely (or other acceptable closing)

**(QS)**

Contestant # (as sender of letter)

c Nancy Wells

Contestant #  
Job 1



**Job 2 – MEMO**

**MEMORANDUM (16 pt. bold font)**

**Memorandum**  
Top Margin: 1”  
Side Margins: 1”  
Check for corrections on  
shaded words.

**TO:** All Employees

**FROM:** Nancy Wells

**CC:** Tom Carlson

**DATE:** Current Date (May 7, 2020)

**SUBJECT:** Professional Business Associates Technology Policy

Professional Business Associates would like to remind all employees about the company email policy and the protocol for using email on company computers.

Please remember that the email address you have been assigned and the company computer you use (laptop, desktop, tablet, etc.) to access email and the internet are in fact company assets and as such are to be used for legitimate, company related activities.

Please also remember that the company reserves and is exercising its lawful right to review messages sent through or to its equipment through its server, or by other software monitoring methods employed for the purpose of insuring that company systems are not being used for non-business related purposes.

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The purpose of these guidelines is to ensure that the information systems we have invested in are used and not abused and that we are productive in our efforts to expand the company and serve our clients.

If you have any questions, please feel free to let me know.

Contestant #

Contestant #  
Job 2



**Job 3 – MINUTES**

**MARKETING GURUS**

**Minutes**

**Regular Monthly Meeting of Department Heads**

**May 11, 2020**

**(QS)**

**Minutes**  
Top Margin: 1”  
Side Margins: 1”  
The wording can vary slightly as long as the meaning is not changed and there are no grammar or spelling errors.

A regular monthly meeting of the department heads was called to order at 1234 Stars Ave., Austin, Texas, at 9:00 a.m. pursuant to the notice sent to all department heads in accordance with the bylaws.

The following department heads were present: Grace Mathis, CEO, Copper Smith, Social Media Marketing Chair, Kingston Monroe, Information Technology Chair, Sophia Sanchez, Web Marketing Chair, Linda Simmons, Business Coordinator, and Tom Varghese, Outreach Chair

Grace Mathis, Presiding Chair, and Tom Varghese, Secretary, recorded the proceedings of the meeting.

The meeting minutes from April 2020 were approved.

Ms. Mathis presented a list of topics that PBA was willing to allow the company to present on at the upcoming Leadership Conference taking place next year. The following topics were suggested for presentations: Promotion - Creating Marketing and Sales Materials, How to Market Your Product, New Product Development - Professional Stage Gate Process, Interviewing - Gathering and Validating Requirements, Pricing a Product, Gathering Customer Requirements, or Placement - Where to sell your products to drive the best results. After a unanimous vote, the following two presentations will be updated and proposed to present to PBA: Interviewing - Gathering and Validating Requirements and How to Market Your Product. Ms. Mathis will send PBA the updated presentation list for approval.

The next meeting of the department heads will be held June 11, 2020 at 9 a.m.; same location.

There being no further business, the meeting was adjourned at 10:13 a.m.

**(2” line, right aligned)** \_\_\_\_\_  
Secretary



**Job 4 – ITINERARY**

**ITINERARY**

**Grace Mathis**

**April 9-12, 2021**

**(QS)**

**Itinerary**

Top Margin: 1”

Side Margins: 1”

**Notes:**

Times can be aligned at colon or left aligned.

Indents are ½” from left margin.

Details begin at 1.5” from left margin.

Each entry is single spaced.

Wording may vary slightly as long as meaning is not changed.

**Friday, April 9, 2021**

- 5:54 a.m. Depart Austin-Bergstrom International Airport (ABIA) on Delta Airlines, Flight 876 at (one stop)
- 9:50 a.m. Depart Detroit Metropolitan Wayne County Airport (DTW)
- 11:18 a.m. Land at John Glenn Columbus International Airport (CMH)
- 1:00 p.m. Arrive at Hampton Inn & Suites Columbus (downtown)
- 5:00 p.m. Marketing Research and Development Conference, presenter packet pick up, Greater Columbus Convention Center, Battelle Grand South Mezzanine
- 5:30 p.m. Dinner on your own
- 7:00 p.m. Booth set up, Exhibit Hall A, Booth #612
- 9:00 p.m. Booth set up finished

**Saturday, April 10, 2021**

- 8:00 a.m. Marketing Research and Development Conference booth opens. Work Booth # 612, Exhibit Hall A
- 10:30 a.m. *Interviewing - Gathering and Validating Requirements* presentation in Union Station Ballroom C
- 11:30 a.m. Return to Booth #612, Exhibit Hall A
- 12:00 p.m. Lunch on your own
- 3:00 p.m. Repeat *Interviewing - Gathering and Validating Requirements* presentation in Union Station Ballroom C
- 4:00 p.m. Return to Booth #612, Exhibit Hall A
- 7:00 p.m. Close up Booth #612, Exhibit Hall A



- 7:30 p.m. Presenters Appreciation Dinner, A Pod Level 1, Room A110. Seating has been pre-assigned; please check the seating chart at the entrance of the room.
- 9:00 p.m. Return to Hampton Inn & Suites Columbus

**Sunday, April 11, 2021**

- 7:00 a.m. Marketing Research and Development Conference booth opens. Work Booth #612, Exhibit Hall A
- 10:30 a.m. *How to Market your Product* presentation in Short North Ballroom A
- 11:30 a.m. Return to Booth #612, Exhibit Hall A
- 12:00 p.m. Lunch on your own
- 3:00 p.m. Repeat *How to Market Your Product* presentation, Short North Ballroom
- 4:00 p.m. Return to Booth #612, Exhibit Hall A
- 5:00 p.m. Attend Marketing Research and Development Conference closing session, Battelle Grand North
- 7:00 p.m. Return to Hampton Inn & Suites Columbus

**Monday, April 12, 2021**

- 8:00 a.m. Depart from Hampton Inn & Suites
- 10:25 a.m. Depart John Glenn Columbus International Airport (CMH), Delta Airlines, Flight 934 (one-stop).
- 12:13 p.m. Depart Detroit Metropolitan Wayne County Airport (DTW)
- 3:45 p.m. Arrive Austin-Bergstrom International Airport (ABIA)