

Contestant Number: \_\_\_\_\_

Time: \_\_\_\_\_

Rank: \_\_\_\_\_



# **BASIC OFFICE SYSTEMS & PROCEDURES (220)**

## **REGIONAL 2021**

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

**Production:**

**Job 1: Memorandum \_\_\_\_\_ (100 points)**

**Job 2: Table \_\_\_\_\_ (100 points)**

**Job 3: Itinerary \_\_\_\_\_ (100 points)**

**Job 4: Letter \_\_\_\_\_ (100 points)**

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

**Test Time: 90 minutes**

### GENERAL GUIDELINES:

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

1. Contestant must hand in this test booklet and all printouts if any. Failure to do so will result in disqualification.
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3. Electronic devices will be monitored according to ACT standards.

### EXAM GUIDELINES:

1. Ensure this test booklet contains Jobs 1-4.
2. Key all jobs according to the instructions given.
3. Correct any and all formatting, spelling or grammar errors. Use the formatting guide in the *Style & Reference Manual*.
4. Your name or initials should *not* appear on any work you submit. Use your contestant number in any occasion you would normally key your reference initials.
5. In the lower **right** hand corner of ALL work submitted (unless otherwise specified), key your contestant number and job number.
6. If you complete the event before the end of the time allotted, notify the proctor. Time could be considered a factor in determining a winner when there is a tie score.
7. Place your scoring sheet on top of your jobs. Jobs should be 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 that *best* completes each sentence or answers the question.**

1. An endorsement on a passport granting permission to enter a foreign country for a certain purpose and length of time is called a \_\_\_\_\_.
  - a. visa
  - b. reservation
  - c. stamp
  - d. timetable
  
2. A sum of money available to make small purchases is called \_\_\_\_\_.
  - a. a checking account
  - b. a joint account
  - c. a petty cash fund
  - d. a social fund
  
3. The two-letter mailing abbreviation for Washington, D.C, is \_\_\_\_\_.
  - a. DC
  - b. DW
  - c. WA
  - d. WC
  
4. Seth earns a salary of \$547 per week at his new job as an administrative assistant for Digital Solutions. What is Seth's annual gross salary?
  - a. \$26,900
  - b. \$27,976
  - c. \$28,444
  - d. \$32,280
  
5. To prevent eyestrain while using the computer, you should \_\_\_\_\_.
  - a. adjust your monitor so it sits slightly above your eye level
  - b. increase the level of lighting in your office
  - c. position your monitor 28-30 inches from your eyes
  - d. take 15-minute break every two hours from computer work
  
6. When filing simple personal names, the first indexing unit is the \_\_\_\_\_.
  - a. first name
  - b. middle initial
  - c. surname
  - d. none of the above
  
7. Which of the following names would be filed first?
  - a. Sanderson, T.
  - b. Sanderson, A.
  - c. Sanders
  - d. Sanderson, Thomas

8. For information to be valuable, it must be \_\_\_\_\_.
  - a. current and accurate
  - b. outdated or incorrect
  - c. subjective
  - d. none of the above
  
9. The proofreader symbol for inserting a space is \_\_\_\_\_.
  - a. /
  - b. #
  - c. ()
  - d. either a or b
  
10. Which of the following is *not* a time waster?
  - a. checking personal email
  - b. talking with personal visitors
  - c. prioritizing tasks for the day
  - d. sending text messages
  
11. An apostrophe is not used to \_\_\_\_\_.
  - a. form possessives of common nouns
  - b. form possessives of compound nouns
  - c. form possessives of personal pronouns
  - d. form possessives of plural common nouns ending with the s or z sound
  
12. The purpose of recording the minutes of a business meeting is \_\_\_\_\_.
  - a. to keep the meeting focused
  - b. to organize the meeting
  - c. to record events and actions
  - d. to be a verbatim transcript of the meeting
  
13. What is an appropriate salutation for a letter to an organization composed of men and women?
  - a. Gentlemen
  - b. Ladies
  - c. Ladies and Gentlemen
  - d. To the Staff
  
14. A ream of paper contains how many sheets?
  - a. 100
  - b. 250
  - c. 500
  - d. 1,000

15. Deciding the order in which tasks should be performed is \_\_\_\_\_.  
a. controlling  
b. managing  
c. prioritizing  
d. organizing
16. 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 complimentary closing  
d. in the inside address
17. An hourly employee is paid \$8.55 per hour; the overtime rate for this employee would be \_\_\_\_\_.  
a. \$8.55  
b. \$10.55  
c. \$12.82  
d. \$12.83
18. The proofreader's mark that uses a single line drawn through a capital letter means that the \_\_\_\_\_.  
a. letter should be capitalized  
b. letter should be made lowercase  
c. letter should be deleted  
d. letter should be changed
19. The amount left over after expenses have been paid is called \_\_\_\_\_.  
a. capital  
b. gross profit  
c. net profit  
d. owner's equity
20. The purpose of a postscript in a business letter is \_\_\_\_\_.  
a. to express an afterthought  
b. to effectively express an idea withheld from the letter  
c. to emphasize a major point in the letter  
d. all of the above

## Job 1: Memorandum

Please key the following memorandum to be sent to Julie Smith, Human Resource Department Manager at Digital Solutions. Following the *Style & Reference Manual* for proper format. Use the standard style for memos. Supply an appropriate subject and use the current date.

Thanks, Nancy Wells

---

We are pleased to announce that our organization has grown over the past two years and that we are in need of hiring additional employees for the following areas:

Programmer  
Digital Media Specialist  
Website Liaison  
Wellness Coordinator Assistant

The Human Resources needs to advertise these positions as soon as possible. The application period will be September 1, 2020, until September 20, 2020. I would like the department managers and you to conduct interviews no later than October 9, 2020. The job offers should be made by October 16, 2020, with a start date of November 9, 2020.

Let me know if you or any department managers have any questions.

## Job 2: Table

Below you will find the information for the Digital Media Solutions applications. Create a table with borders by using your *Style & Reference Manual*. Correct any spelling, grammar, and punctuation errors you find. Do not print the final table with hyperlink formatting.

Name	Degree	Years of Experience	Number of References	Contact Email	Contact Phone
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Thanks, Julie Smith, Human Resource Department Manager, Digital Solutions.

### Digital Media Specialist Applicants

Chase Lauro, BA Computer Programmer, no experience, 3 references, chase.lauro@gmail.com, (873) 975- 5436

Emilo Jenkins, BS Computer Science and Masters Computer Security, 10 years of experience, 5 references, jenkins356@yahoo.com, (568) 234-4578

Quinn McLaughlin, BS Communications, 5 years of experience, 4 references, quinn.mclaughlin@gmail.com; (345) 357-8646

Samantha Torres, BS Business Administration, 7 years of experience, 3 references, sam.torres@gmail.com; (195) 690-5738

Hannah Everhart, BS Marketing, 1 year of experience, 2 references, heverhart@icloud.com, (857) 247-7852

## **Job 3: Itinerary**

Key the following itinerary according to the *Style & Reference Manual*. Be sure to use the guidelines suggested by Digital Solutions. The itinerary is for October 5 – 6, 2020 for Tom Carlson.

Thanks, Julie Smith

Digital Media Specialist Interview Schedule

### **Monday, October 5, 2020**

Emilo Jenkins at 10:00 am

Chase Lauro at 11:00 am

### **Tuesday, October 6, 2020**

Quinn McLaughlin at 9:00 am

Hannah Everhart at 10:00 am

Samantha Torres at 11:00 am



## Job 4: Letter

Please key the following letter to Mr. Quinn McLaughlin, 57 Aviemore Drive, Columbus, OH 43231-4021 according to the *Style & Reference Manual*. Supply the current date, an appropriate salutation and complimentary closing.

Thanks, Julie Smith, Human Resource Department Manager, Digital Solutions

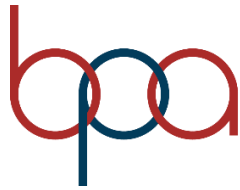
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We here at Digital Solutions, are very excited to meet you and get to know you over your interview. We have been impressed with your background and would like to formally offer you the position of Digital Media Specialist in the Information Technology Department.

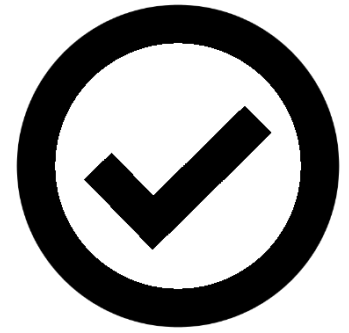
This is a full-time position. You will be reporting to the head of the Information Technology Department, Tom Carlson. Please note that Digital Solutions is an at-will employment. This means you or Digital Solutions are free to end the employment relationship at any time with or without notice or cause.

We will be offering a gross yearly salary of \$85,345.00. You will also have many additional benefits. Some of these benefits include health and dental insurance plan, 401K, corporate mobile, and 20 days of paid vacation per year. Attached is the Human Resource manual, which will outline this in more detail. Your expected start date is Monday, November 9, 2020. You will have to sign a contract at the beginning of your employment.

We would like to have your response by Monday, October 12, 2020. In the meantime, please free to contact me or Tom Carlson via email or phone should you have any questions. We are confident, Quinn, that you will find this new opportunity both rewarding and challenging. Everyone here at Digital Solutions is looking forward to having you join our team.



**BUSINESS  
PROFESSIONALS**  
of **AMERICA**  
Giving Purpose to Potential



# **BASIC OFFICE SYSTEMS & PROCEDURES**

**(220)**

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Contestant ID  
Job #

**Objective Questions:**

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

## Job 1: Memorandum

### MEMORANDUM

**TO:** Julie Smith, Human Resource Manager

**FROM:** Nancy Wells, Chief Executive Officer

**DATE:** Current Date

**SUBJECT:** Additional Employees

We are pleased to announce that our organization has grown over the past two years and that we are in need of hiring additional employees for the following areas:

- Programmer
- Digital Media Specialist
- Website Liaison
- Wellness Coordinator Assistant

The Human Resources needs to advertise these positions as soon as possible. The application period will be September 1, 2020, until September 20, 2020. I would like the department managers and you to conduct interviews no later than October 9, 2020. The job offers should be made by October 16, 2020, with a start date of November 9, 2020.

Let me know if you or any department managers have any questions.

xx (Contestant ID)

#### Grader Notes:

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- Margins – top 2”, bottom 1”, left 1”, and right 1”
- Memorandum at the top – 16-point font
- Subject Line may vary
- Contestant ID and Job # in the Footer



Contestant ID  
Job #

**Job 2: Table****Digital Solutions****Applicants**

<b>Name</b>	<b>Degree</b>	<b>Years of Experience</b>	<b>Number of References</b>	<b>Contact Email</b>	<b>Contact Phone</b>
Chase Lauro	BA Computer Programmer	0	3	chase.lauro@gmail.com	(873) 975-5436
Emilo Jenkins	BS Computer Science and Masters of Computer Security	10	5	jenkins356@yahoo.com	(568) 234-4578
Quinn McLaughlin	BS Communications	5	4	quinn.mclaughlin@gmail.com	(345) 357-8646
Samantha Torres	BS Business Administration	7	3	sam.torres@gmail.com	(195) 690-5738
Hannah Everhart	BS Marketing	1	2	heverhart@icloud.com	(857) 247-7852

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## Job 3: Itinerary

### ITINERARY

Tom Carlson

October 5-6, 2020

#### Monday, October 5, 2020

10:00 a.m. Emilo Jenkins

11:00 a.m. Chase Lauro

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## Job 4: Letter

Current Date

Mr. Quinn McLaughlin  
57 Aviemore Drive  
Columbus, OH 43231-4021

Dear Mr. McLaughlin

We here at Digital Solutions are very excited to meet you and get to know you over your interview. We have been impressed with your background and would like to formally offer you the position of Digital Media Specialist in the Information Technology Department.

This is a full-time position. You will be reporting to the head of the Information Technology Department, Tom Carlson. Please note that Digital Solutions is an at-will employment. This means you or Digital Solutions are free to end the employment relationship at any time with or without notice or cause.

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We would like to have your response by Monday, October 12, 2020. In the meantime, please feel free to contact me or Tom Carlson via email or phone should you have any questions. We are confident, Quinn, that you will find this new opportunity both rewarding and challenging. Everyone here at Digital Solutions is looking forward to having you join our team.

Sincerely

Julie Smith, Manager  
Human Resource Department

xx (Contestant ID)

Enclosure

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Contestant ID  
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