

Contestant Number: _____

Time: _____

Rank: _____



BASIC OFFICE SYSTEMS & PROCEDURES

(220)

REGIONAL 2022

Multiple Choice:

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

Production:

Job 1: Letter _____ (100 points)

Job 2: Memorandum _____ (100 points)

Job 3: Speech _____ (100 points)

TOTAL POINTS _____ **(400 points)**

Test Time: 90 minutes

GENERAL GUIDELINES:

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

1. Member must hand in this test booklet and all printouts if any. 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 (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

EXAM GUIDELINES:

1. Ensure this test booklet contains Jobs 1 through 3.
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 Member ID 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 Member ID and job number.
6. If you complete the event before the end of the time allotted, notify the proctor. Time may 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 placed 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. Administrative assistant is one of the largest occupations in the United States.
 - a. True
 - b. False

2. Technical skills are the ability to apply specialized knowledge and procedures to get a job done.
 - a. True
 - b. False

3. A key function of management is _____.
 - a. word processing
 - b. scheduling meetings
 - c. answering phones
 - d. managing information

4. A good method of avoiding procrastination is _____.
 - a. finding someone else to do a task
 - b. breaking a task into smaller steps
 - c. waiting until another day to start a task
 - d. focusing on less urgent, more enjoyable activities

5. Learning about the culture, structure, and management of the organization you work for will help you understand all but _____.
 - a. what to expect
 - b. acceptable behaviors and actions
 - c. your position in the organization
 - d. how much money the CEO of the company makes

6. One of the most common reasons that people fail to advance in their careers or are let go from their jobs is _____.
 - a. lack of technical skills
 - b. lack of critical-thinking skills
 - c. the failure to be productive
 - d. the inability to get along with others

7. Sexual harassment includes all of the following except _____.
 - a. telling suggestive or risqué jokes
 - b. requests for sexual favors
 - c. repeated romantic advances
 - d. asking a person their name

8. To help motivate team members, leaders should _____.
 - a. establish a rapport with them
 - b. use discipline
 - c. apply power
 - d. let them get away with anything

9. Using proper grammar when speaking with coworkers, clients, and others in the workplace is not important.
 - a. True
 - b. False

10. Something that interferes with successful communication is a _____.
 - a. communication barrier
 - b. channel
 - c. feedback
 - d. bad attitude

11. Hearing and trying to understand and remember the information being presented is _____.
 - a. casual listening
 - b. evaluative listening
 - c. emphatic listening
 - d. informative listening

12. When writing a business email message, _____.
 - a. omit the subject line to save time
 - b. send the message to everyone in your workgroup regardless of the subject
 - c. keep the body of the email message brief
 - d. be long winded and make sure and include all the information

13. In a video conference, two or more people located in separate geographical areas communicate by exchanging text messages.
 - a. True
 - b. False

14. For the security of your computer data, _____.
 - a. it is not important to make backup copies of the data
 - b. you should keep your password written in a place that is easy to find
 - c. you should update and run antivirus software regularly
 - d. you should not install a firewall

15. If you are creating a flyer for a company event, you should be using spreadsheet software.
 - a. True
 - b. False

16. The major points of the message and supporting details should be given in the presentation's_____.
- opening
 - body
 - closing
 - sidebar
17. An executive meeting with five people who report to him or her is an example of a _____ meeting.
- board of directors
 - staff
 - committee
 - task force
18. Which of the following is *not* considered an output device?
- Printer
 - Speaker
 - Keyboard
 - Headphones
19. When proofreading and you see QS you are being asked to _____.
- leave three blank lines
 - leave two blank lines and bold the title above
 - leave three blank lines and bold the title above
 - leave one blank line
20. The two-letter abbreviation for Mississippi is _____.
- MI
 - MS
 - MP
 - MO

JOB 1 – Letter

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

This letter is to Mr. Kenton Rogers, Managar, Sartel Marketing Company 1400 Lawson Street, Denver, CO 80203-1444, from Nancy Wells in her role as Chief Executive Officer of Digital Solutions. Please copy the Marketing Department Head of Digital Solutions. (Note: Reference the *Style & Reference Manual* for name of Marketing Department Manager.)

At Fridays meeting of the Executive committee of Digital Solutions, we selected the speakers that we are contacting to accept our invitation to participate in our annual conference on June 5 to June 8 in San Diego.

Several members of our executive team indicated that they heard you speak last year at the Eastern Division of Marketing Managers and recommended you be invited to give the keynote address at the summer conference of the National Sales Association on Wednesday, June 7 at 10:00 in the Sunnyside Hotel, San Diego. Your expenses will be paid and you will receive an honorarium.

Will you accept our invitation to be tha keynote speaker? I look forward to hearing from you.

JOB 2 – Memorandum

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

This memo is to Roger Meyer and you are keying it for Julie Smith. The Chief Executive Officer will need to be copied.

Each year we organize a community service project that all employees of Digital solutions will participate in. This year on Fridya June 6, Digital Solutions will clean up the Grove Street playground and plant shrubs and flowers. The company is donating new playground equipment and park benches and will be helping to install those as part of the project. Cleanup gear and tools will be provided.

A cookout will conclude the days activities and we invitee all employees to bring their families to participate in the cleanup and cookout. Farther information will be provided as the date draws nearer. Please encourage employees in all departments to participate in this worthwhile effort.

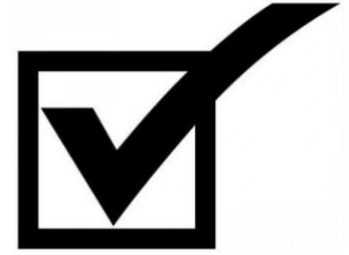
JOB 3 – Speech

Key the following speech using your *Style & Reference Manual*. Correct any spelling and punctuation. It is for the annual meeting for Digital Solutions.

Ladies and gentlemen, good morning As your chairman it is my pleasure to welcome you to the 35th annual Digital Solutions meeting. I also want to welcome branch managers joining us via zoom. Let me say how pleased we are to be holding our Annual Meeting in Chicago. To make sure as many of those branch managers as possible have an opportunity to attend a meeting, we have a policy of rotating our annual general meeting around the country. For the last three years we have held our anual general meetings in Columbus, with information meetings in San Diago, New York and Orlando. I am pleased to see so many managers here today.

This year makrs Digital Solutions 50th year and we considered it especially appropriate to hold this years meeting in Chicago to commemorate that anniversary. We are especially pleased to be able to bring to your our newest systems training development software and to experience the power it will bring to your business.

Welcome an enjoy your stay!



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

BASIC OFFICE SYSTEMS & PROCEDURES

(220)

REGIONAL 2022

Multiple Choice:

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

Production:

Job 1: Letter _____ (100 points)

Job 2: Memorandum _____ (100 points)

Job 3: Speech _____ (100 points)

TOTAL POINTS _____ **(400 points)**

Test Time: 90 minutes

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

January 10, 20xx (*use current date unless otherwise specified*)

Mr. Kenton Rogers, **Manager**
Sartel Marketing Company
1400 Lawson Street
Denver, CO 80203-1444

Dear Mr. Rogers

At **Friday's** meeting of the Executive committee of Digital Solutions, we selected the speakers that we are contacting to **accept** our invitation to participate in our annual conference on June 5 to June 8 in San Diego.

Several members of our executive team indicated that they heard you speak last year at the Eastern Division of Marketing Managers and recommended you be invited to give the keynote address at the summer conference of the National Sales Association on Wednesday, June 7 at 10:00 in the Sunnyside Hotel, San Diego. Your expenses will be paid, and you will receive an honorarium.

Will you accept our invitation to be **the** keynote speaker? I look forward to hearing from you.

Sincerely

Nancy Wells
Chief Executive Officer

xx (Member ID)

c Roger Meyer (Note: Reference the *Style & Reference Manual* for name of Marketing Department Manager.)

Member ID Job #1

MEMORANDUM

TO: Roger Meyer

FROM: Julie Smith, Human Resources Department

CC: Nancy Wells, Chief Executive Officer

DATE: January 25, 20xx (*use current date*)

SUBJECT: Community Service Project

Each year we organize a community service project that all employees of Digital Solutions will participate in. This year on Friday June 6, Digital Solutions will clean up the Grove Street playground and plant shrubs and flowers. The company is donating new playground equipment and park benches and will be helping to install those as part of the project. Cleanup gear and tools will be provided.

A cookout will conclude the day's activities and we invite all employees to bring their families to participate in the cleanup and cookout. Further information will be provided as the date draws nearer. Please encourage employees in all departments to participate in this worthwhile effort.

xx (Member ID)

Member ID Job #2

DIGITAL SOLUTIONS

Annual Meeting

Ladies and gentlemen, good morning. As your chairman it is my pleasure to welcome you to the 35th annual Digital Solutions meeting. I also want to welcome branch managers joining us via zoom. Let me say how pleased we are to be holding our Annual Meeting in Chicago. To make sure as many of those branch managers as possible have an opportunity to attend a meeting, we have a policy of rotating our annual general meeting around the country. For the last three years we have held our annual general meetings in Columbus, with information meetings in San Diego, New York and Orlando. I am pleased to see so many managers here today.

This year marks Digital Solutions 50th year and we considered it especially appropriate to hold this year's meeting in Chicago to commemorate that anniversary. We are especially pleased

to be able to bring to you our newest systems training development software and to experience

the power it will bring to your business.

Welcome and enjoy your stay!

Member ID
Job #3