

BASIC OFFICE PROCEDURES (25)

REGIONAL 2013

CONTESTANT ID# _____ START TIME _____ END TIME _____



Objective Questions (25 @ 4pts. each) _____ (100 pts)

Production Portion

Job 1	Letter	_____ (100 pts)
Job 2	Envelope	_____ (100 pts)
Job 3	Memo	_____ (100 pts)
Job 4	Outline	_____ (100 pts)

TOTAL POINTS _____ (500 pts)

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

Do **NOT** open test booklet until instructed to do so.

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Workplace Skills Assessment Program competition

GENERAL INSTRUCTIONS

1. Answer the 25 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. 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. A _____ resume starts by listing your work history, with the most recent position listed first.
 - a. skills
 - b. chronological
 - c. functional
 - d. work experience

2. If you see this # proofreaders mark in your document you are being asked to ____?
 - a. insert a hyphen
 - b. move right
 - c. add a space
 - d. align vertically

3. When filing simple personal names the names should be divided into which indexing unit?
 - a. last name, first name
 - b. last name, first name, middle name or initial
 - c. first name, last name, seniority titles
 - d. seniority titles, last name, first name, personal titles

4. You will be mailing 40 invoices at the end of the week. You need to have stamps on hand because your postage machine is being repaired. You have been asked to purchase 5 Double-Sided Convertible Booklets of 20 Liberty Bell stamps at .44 cents per stamp. How much will a booklet cost?
 - a. \$8.80
 - b. \$17.60
 - c. \$44.00
 - d. \$88.00

5. In a series, a comma before the conjunction is _____:
 - a. optional
 - b. required
 - c. dependent upon the series content
 - d. only required in a report

6. In a Business Plan _____:
 - a. only heading is bold
 - b. both heading and subheadings are bold
 - c. only the subheadings are bold
 - d. both heading and subheadings are bold and italicized

7. According to the Style and Reference Manual, _____ should be used for labels unless otherwise stated.
 - a. Avery 5160
 - b. Avery 5162
 - c. HP 10098
 - d. HP 10099

8. The line for a secretary's signature in meeting minutes must be ____ long.
 - a. 1 inch
 - b. 2 inches
 - c. 3 inches
 - d. There is not a line included for a secretary's signature in meeting minutes.

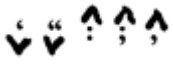
9. The inside address of a formal business letter is the _____?
 - a. content of the letter
 - b. personal title of the recipient
 - c. how you address the closing of the letter
 - d. recipient's address

10. The subject line of a business letter is:
 - a. after the closing
 - b. after the salutation
 - c. before the salutation
 - d. before the date

11. A _____ resume is used most often by people who are changing careers or who have gaps in their employment history.
 - a. skills
 - b. chronological
 - c. reference
 - d. functional

12. The two letter state abbreviation for Colorado is_____.
 - a. CO
 - b. CD
 - c. CT
 - d. CA

13. Which of the following State should be filed first:
 - a. New Jersey
 - b. South Carolina
 - c. South Dakota
 - d. New Hampshire

14. When filing, personal names with prefixes,:
- surnames that include a prefix are filed as one unit
 - surnames are not considered in the filing rules
 - and suffixes are never considered
 - with pseudonyms are filed as one unit
15. If you see this  proofreaders mark in your document you are being asked to ____?
- insert a hyphen
 - transpose letters or words
 - begin a new paragraph
 - insert a punctuation mark
16. The purpose of an organizations tagline is:
- to not be any larger than a 15pt font or smaller than a 7pt font
 - to serve as a linking device between the organization and the name
 - connect the logo to the company name
 - a marketing tool
17. When creating an invitation, which of the following software should be used:
- spreadsheet
 - word processing
 - presentation
 - desktop publishing
18. For output devices, an office professional can use:
- printer
 - keyboard
 - mouse
 - microphone
19. A standard large envelope is 9.5 inches by 4.125 inches it is also commonly referred to as:
- No 5
 - No 7
 - No 10
 - No 12
20. Database software:
- helps you enter, find, organize, update and report information
 - supplies the tools you need for combing text, photos, clip art and graphics
 - helps you produce documents, such as reports and letters
 - helps you design and customize Web pages

21. Corrupted operating system files on a disk or in memory can result in:
 - a. an unstable computer
 - b. limitations using your word processing software
 - c. problems with your printer
 - d. all of the above

22. Usually the spacing in the body of a letter is:
 - a. single spaced
 - b. multi spaced
 - c. double spaced
 - d. triple spaced

23. The table of content heading is typed in:
 - a. all caps
 - b. upper and lowercase
 - c. sentence case
 - d. lowercase

24. In an agenda numbers may be:
 - a. centered
 - b. only right aligned
 - c. left or right aligned
 - d. only left aligned

25. In a memorandum all headings should be:
 - a. in a 10pt font
 - b. in a 12pt font
 - c. in a 16pt font
 - d. none of the above

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:

Mr. John Carter, American Mutual Insurance Company, 1000 South Humble Street, Suite 226,
Columbus OH 43215

The letter is from:

Nancy Wells, CEO

Copy the Financial Services Department head of Professional Business Associates

The body of the letter:

As per our conversation, you will find inclosed check number 20982 in the amount of \$1230.00. As discussed, this is our insurance premium for the months of Mar, April and May.

With the recent natural disasters in are area .and the number of claims, we have submitted I believe it is time to sit down and review our policy. This is especially essential as we begin the process of preparing the 2014 budget proposal for our Board of Directors.

Additionally, as we are a small company, it is thyme to compare our options in terms of health coverage for our employees. Harvey Rosen, head of my Financial Services Department, would like to explore our options with American Mutual Insurance Company in respect to a health benefit program. At a suitable time please set up an appt with my administrative assistant, Jamie Dunn her email address is dunnjami@pba.com.

Job 2 – Envelope

Key an envelope for Job 1.

You may have to create a text box to include your contestant and job number on this document.

Job 3 – Memorandum

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

This memo is to:

Julie Smith, Harvey Rosen, Roger Meyer

The memo is from:

Nancy Wells, Chief Executive Officer

Copy Edna Renick, Administrative Support Department

Subject of the memo is Insurance and Health Benefit Proposal

The body of the memo:

We have been advised by our local insurance agent that it is time to review our company insurance policy. In light of our recent issues with high winds, resulting in the loss of part of our roof and the loss of some east facing siding, I have requested that John Carter of American Mutual Insurance Company consult with each department head.

On March 25, 20xx, at 9:00a.m., Mr. Carter will be available to meet with our staff individually to determine the needs in each department. At 11:00 am all staff and Mr. Carter will meet to discuss his findings. Please communicate with Edna Renic as she will be coordinating the meeting times. An outline of considerations about our insurance issues is available for your review on the company Intranet. Please review this document prior to your meeting with Mr. Carter.

Job 4 – Outline

Use the Style and Reference Manual convert the following information into the format of an outline. Be sure to use the necessary capitalization and punctuation needed for the outline format.

The outline title is Professional Business Associates Insurance Coverage

Level one (I) should include company insurance coverage with four sub categories including (A) natural disasters, (B) flooding, (C) fire and (D) theft. Sub-categories of these include under natural disasters, (1) wind, and (2) water. Sub-category under flooding includes (1) non natural. Sub-category under theft includes (1) internal and (2) external.

Level two (II) should include health benefits with four sub-levels including (A) employee, (B) employee and child, (C) employee and children and (D) employee, spouse and children.

Employee has a sub-category of (1) coverage cost to company. Employee and child has a sub-category of (1) coverage cost to company and employee. Employee and children has a sub-category of (1) coverage cost to company. Employee, spouse and children has a sub-category (1) coverage cost to company and employee.

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REGIONAL 2013

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KEY

Objective Questions (25 @ 4pts. each) _____ (100 pts)

Production Portion

Job 1	Letter	_____ (100 pts)
Job 2	Envelope	_____ (100 pts)
Job 3	Memo	_____ (100 pts)
Job 4	Outline	_____ (100 pts)

TOTAL POINTS _____ (500 pts)

Judges / Graders:

Please double-check and verify all scores!

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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	B
2	C
3	B
4	C
5	A
6	B
7	B
8	B
9	D
10	C
11	D
12	A
13	D
14	A
15	D
16	B
17	D
18	A
19	C
20	A
21	D
22	A
23	A
24	C
25	D

February 1, 20xx (use current date unless otherwise specified)

Mr. John Carter
American Mutual Insurance Company
1000 South Humble Street, Suite 226
Columbus OH 43215

Job 1 –Letter
0 Errors = 100
1 Error = 90
2 Errors = 70
3+ Errors = 0

Dear Mr. Carter

As per our conversation, you will find enclosed check number 20982 in the amount of \$1230.00. As discussed this is our insurance premium for the months of March, April and May.

With the recent natural disasters in our area and the number of claims we have submitted, I believe it is time to sit down and review our policy. This is especially essential as we begin the process of preparing the 2014 budget proposal for our Board of Directors.

Additionally, as we are a small company, it is time to compare our options in terms of health coverage for our employees. Harvey Rosen, head of my Financial Services Department, would like to explore our options with American Mutual Insurance Company in respect to a health benefit program. At a suitable time please set up an appointment with my administrative assistant, Jamie Dunn. Her email address is dunnjami@pba.com.

Sincerely

Nancy Wells
Chief Executive Officer

xx

Enclosure

c Harvey Rosen

xx (Contestant Number)
Job 1

Ms. Nancy Wells, Chief Executive Officer
Human Resources Department
Professional Business Associates
5454 Cleveland Avenue
Columbus, OH 43231-4021

Mr. John Carter
American Mutual Insurance Company
1000 South Humble Street, Suite 226
Columbus, OH 43215-4226

Job 2 –Envelope

0 Errors = 100
1 Error = 90
2 Errors = 70
3+ Errors = 0

MEMORANDUM

TO: Julie Smith, Harvey Rosen, Roger Meyer
FROM: Nancy Wells, CEO
CC: Edna Renick
DATE: March 2, 20xx
SUBJECT: Insurance and Health Benefit Proposal

Job 3 –Memorandum

0 Errors = 100
1 Error = 90
2 Errors = 70
3+ Errors = 0

We have been advised by our local insurance agent that it is time to review our company insurance policy. In light of our recent issues with high winds, resulting in the loss of part of our roof and the loss of some east facing siding, I have requested that John Carter of American Mutual Insurance Company consult with each department head.

On March 25, 20xx, at 9:00a.m., Mr. Carter will be available to meet with our staff individually to determine the needs in each department. At 11:00 a.m., all staff and Mr. Carter will meet to discuss his findings. Please communicate with Edna Renick as she will be coordinating the meeting times. An outline of considerations about our insurance issues is available for your review on the company Intranet. Please review this document prior to your meeting with Mr. Carter.

xx (Contestant Number)
Job 3

PROFESSIONAL BUSINESS ASSOCIATES INSURANCE COVERAGE

I. COMPANY INSURANCE COVERAGE

- A. Natural Disasters
 - 1. Wind
 - 2. Water
- B. Flooding
 - 1. Non Natural
- C. Fire
- D. Theft
 - 1. Internal
 - 2. External

II. HEALTH BENEFITS

- A. Employee
 - 1. Coverage cost to company
- B. Employee and Child
 - 1. Coverage cost to company and employee
- C. Employee and Children
 - 1. Coverage cost to company and employee
- D. Employee, Spouse and Children
 - 1. Coverage cost to company and employee

Job 4 –Outline

0 Errors = 100
1 Error = 90
2 Errors = 70
3+ Errors = 0

xx (Contestant Number)
Job 4