

ADVANCED OFFICE PROCEDURES (26)

REGIONAL 2013

CONTESTANT ID# _____ START TIME _____ END TIME _____



Objective Questions (20 @ 5 pts. each) _____ (100 pts)

Production Portion

Job 1	Table	_____ (100 pts)
Job 2	Memo	_____ (100 pts)
Job 3	Letter	_____ (100 pts)
Job 4	Press Release	_____ (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 20 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. _____ is typically sold in computer stores or at Web sites. Although you buy this software you actually purchase only the rights to use it.
 - a. shareware
 - b. commercial software
 - c. freeware
 - d. open source software

2. _____ is software that helps a computer control itself to operate efficiently and keep track of data.
 - a. Application software
 - b. A microcomputer application
 - c. A system unit
 - d. An operating system

3. A _____ is a popular portable storage device featuring a built-in connector that plugs directly into a computer.
 - a. surge strip
 - b. UPS flash drive
 - c. UPS power supply
 - d. USB flash drive

4. Every file has _____ that describe, name, type, location and size.
 - a. hidden files
 - b. file properties
 - c. executable properties
 - d. file formats

5. One of e-mails' main disadvantages is _____ ---unwanted electronic junk mail that arrives in your online mailbox.
 - a. netiquette
 - b. a Trojan horse
 - c. spam
 - d. a spam filter

6. When communicating through e-mail it is recommended to avoid _____.
 - a. sarcasm and humor
 - b. abbreviations and slang
 - c. inflammatory and confrontational wording
 - d. all of the above

7. Which of the following is not an example of computer hardware?
- wires
 - transistors
 - Excel
 - Circuits
8. A _____ connects computer and devices within a limited geographical area.
- wide area network
 - metropolitan area network
 - local area network
 - campus area network
9. A small file that represents a file, command, or another computer function is called a(n) _____
- snapshot
 - figure
 - icon
 - picture
10. In a word-processing program, the _____ provides a list of synonyms for a selected word.
- thesaurus
 - grammar checker
 - spell checker
 - format bar
11. The _____ feature in a word-processing program causes the insertion point to move down to the next line automatically when you reach the end of the current line.
- line drop
 - word wrap
 - auto drop
 - AutoCorrect
12. An e-mail address consists of which of the following?
- the user name
 - the @ symbol
 - the user's domain name
 - all of the above
13. Records management involves:
- updating records.
 - putting records in file drawers.
 - storing and maintaining records.
 - changing file folders periodically on certain records.

14. In computing a _____ is a reference to data that the reader can directly follow or that is followed automatically.
- hyperlink
 - hypertext
 - metatext
 - URL
15. In a table with borders all columns containing numbers should be
- left aligned.
 - centered.
 - right or decimal aligned.
 - left aligned and in bold.
16. Formal meetings must be conducted using
- parliamentary procedure
 - itinerary
 - an agenda
 - time keeper
17. Index the following list of names in the proper order **Miss Leslie, G. Mabry; Dr. Leslie, G. Mabry; Mr. Leslie G. Mabry and Ms. Leslie, G. Mabry.**
- Mabry, Leslie, G, Dr; Mabry, Leslie, G, Miss; Mabry, Leslie, G, Mr; Mabry, Leslie, G, Ms.
 - Mabry, Leslie, G, Miss; Mabry, Leslie, G, Ms; Mabry, Leslie, G, Dr; Mabry, Leslie, G, Mr;
 - Mabry, Leslie, G, Mr; Mabry, Leslie, G, Dr; Mabry, Leslie, G, Ms.; Mabry, Leslie, G, Miss;
 - Mabry, Leslie, G, Dr; Mabry, Leslie, G, Mr; Mabry, Leslie, G, Miss; Mabry, Leslie, G, Ms.
18. If a symbol, such as &, #, \$ or %, is part of a name, the symbol is indexed as
- if it were not part of the name.
 - if it were spelled out.
 - if it were considered one unit.
 - a distinctive name of the department.
19. _____ is a work arrangement where employees enjoy flexibility in working location and hours.
- Flextime
 - Telecommuting
 - Telecommunication
 - Telework
20. Customer service is the provision of service to customers
- before during and after a purchase.
 - before and after a purchase.
 - during and after a purchase.
 - after a purchase.

Job 1 – Table

Use the Style and Reference Manual format for the following table.

Title of the job: Canton Thunderbirds

The data below includes information in categories including First and Last Name, Player Position, Gym, Start Time of the event, the players' number and where the player is from. List the players number first, followed by first and last name, player position, gym, start time and where the player is from.

Create a table with titles that are appropriate for the data given. Use the state abbreviation in the table and sort the table by the gym number. Players and coaches names are listed last name first in the data below.

Franklin, Travis, player #24, F, 10:30 a.m., player will be in gym 3, China; Milligan, Dante, player #21, F, 9:00 a.m., player will be in gym 1, Colorado; Aguido, Antoine, player #17, G, 9:00 a.m., player will be in gym 1, Germany; Harris, Manny, player #9, G, 10:00 a.m., player will be in gym 2, Idaho; Gibson, Kyle, player #14, G, 10:30 a.m., player will be in gym 3, Louisiana; Newbie, Ira, Assistant, 9:00 a.m., player will be in gym 1, Massachusetts; Graves, Antonio, player #22, G, 9:00 a.m., player will be in gym 1, Michigan; Jensen, Alex, Head Coach, 10:00 a.m., player will be in gym 2, North Dakota; McLeod, Keith, player #11, G, 9:00 a.m., player will be in gym 1, New York; Campbell, TJ, player #10, G, 10:30 a.m., player will be in gym 3, Oregon; Biggs, Tyrell, player #32, F, 10:00 a.m., player will be in gym 2, Pennsylvania; Hassell, Franklin, player #33, F, 10:00 a.m., player will be in gym 2, Texas

Job 2 – 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, Human Resources

The memo is from: Roger Meyer, Marketing Department

Copy: Nancy Wells, CEO

Subject of the memo is Thunderbirds & Professional Business Associates Community Service Day

The body of the memo:

The Canton Thunderbirds have confirmed their participation in our Community Service Day on Sat, June 29, 2013. Coach Jensen has forwarded a list of ten players and 2 coaches who will attend. As you know this is our biggest community service event of the year with more than three hundred boys and girls who attend the one day event.

It will be vital that we have identified members of the Professional Business Associates team who will assist each player and coach as we navigate this event. We will expand our offerings to include the use of three of our gyms and we will divide the parking lots to create outdoor basketball space with mobile basketball hoops.

I will begin to develop a marketing plan based on this new collaboration and I will keep you informed of our progress. So that you may begin the security protocol process, I have included a list of the players and coaches below.

Alex Jensen, Head Coach; Ira Newbie, Assistant; Antoine Aguido, Player; Antonio Grave, Player; Keith McLeod, Player; Dante Milligan, Player; Tyrell Biggs, Player; Manny Harris, Player; Franklin Hassell, Player; TJ Campbell, Player; Travis Franklin, Player; Kyle Gibson, Player

Job 3 – Letter

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

This letter is to:

Pierce Stratton, Stratton Professional Image Management, 2356 E. Central Avenue, Columbus, OH 43209

The letter is from: Julie Smith

Copy the Marketing Department head of Professional Business Associates

The body of the letter:

We have recently confirmed the attendance of the Canton Thunderbirds along with two coaches for our annual Community Service Day held at Professional Business Associates. In November, you proposed a partnership of our two companies to showcase this event and to benefit the community. It is with great pleasure that I offer you the opportunity to cohost this year's event. With the added exposure of the NBA D-League players we believe the Community Service Day could benefit from your expertise.

This year's event will be held on Sat, June 29 at the corporate headquarters of Professional Business Associates. It will begin at 8:00 am with registration and activities. We have expanded the use of our indoor facilities and the parking lot to accommodate more youth.

If you or any member of your team is interested in participating, please consider attending the next committee meeting on Mar 10, 2013 at 1:00 p.m. in conference room #3 on the North Wing. Please contact my Administrative Assistant with name and contact information so that she can have credentials ready for the participants as they enter the facility.

We are looking forward to this collaborative community effort and I hope to be hearing from you soon. If you have any questions or concerns, or if you would like to meet with me prior to this committee meeting, please contact me on my private line at (601-444-2873).

Job 4 – NEWS RELEASE

Release Date: April 10, 2013

The head of the Marketing Department of Professional Business Associates wants you to key in the following news release information, use the Style and Reference Manual. Correct any spelling or punctuation errors you find.

Title of the News Release is: Community service day at professioanl business associates

Professional Business Associates announces the collaboration of Stratton Professional Image Management and the Canton Thunderbirds to host the 20xx Community Service Day. This years event will include team mentorship by NBA players including Dante Milligan,

Tyrell Biggs, and Kyle Gibson along with Head Coach Alex Jensen. This year's event will be held on Saturday, June 29 at the corporate headquarters of Professional Business Associates, 5454 Cleveland Avenue, Columbus, OH. Youth of all ages are encouraged to registrar by calling 602-394-3309, registering online at www.CSD.org or by picking up a registration from at any Albertson's or Food Saver.

Interested in volunteering your time? We can use your help with this community event contact Roger Meyer in the Marketing Department at Professional Business Associates at 614-555-5555 for more information.

ADVANCED OFFICE PROCEDURES (26)

REGIONAL 2013

CONTESTANT ID# _____ START TIME _____ END TIME _____



KEY

Objective Questions (20 @ 5 pts. each) _____ (100 pts)

Production Portion

Job 1	Table	_____ (100 pts)
Job 2	Memo	_____ (100 pts)
Job 3	Letter	_____ (100 pts)
Job 4	Press Release	_____ (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	D
3	D
4	B
5	C
6	D
7	C
8	C
9	C
10	A
11	B
12	D
13	C
14	A
15	C
16	A
17	A
18	B
19	B
20	A

Canton Thunderbirds

Number	First Name	Last Name	Position	Gym	Start Time	From
17	Antoine	Aguido	G	1	9:00 a.m.	Germany
22	Antonio	Graves	G	1	9:00 a.m.	MI
11	Keith	McLeod	G	1	9:00 a.m.	NY
21	Dante	Milligan	F	1	9:00 a.m.	CO
	Ira	Newbie	Assistant	1	9:00 a.m.	MA
32	Tyrell	Biggs	F	2	10:00 a.m.	PA
9	Manny	Harris	G	2	10:00 a.m.	ID
33	Franklin	Hassell	F	2	10:00 a.m.	TX
	Alex	Jensen	Head Coach	2	10:00 a.m.	ND
10	TJ	Campbell	G	3	10:30 a.m.	OR
24	Travis	Franklin	F	3	10:30 a.m.	China
14	Kyle	Gibson	G	3	10:30 a.m.	LA

Job 1 – Table

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

Graders:

Sorting errors should count as one production error each.
 All other production errors are individually counted.

xx (Contestant Number)
 Job 1

MEMORANDUM

TO: Julie Smith, Human Resources
FROM: Roger Meyer, Marketing Department
CC: Nancy Wells, CEO
DATE: Current Date

SUBJECT: Thunderbirds & Professional Business Associates Community Service Day

The Canton Thunderbirds have confirmed their participation in our Community Service Day on Saturday, June 29, 2013. Coach Jensen has forwarded a list of ten players and two coaches who will attend. As you know this is our biggest community service event of the year with more than 300 boys and girls who attend the one-day event.

It will be vital that we have identified members of the Professional Business Associates team who will assist each player and coach as we navigate this event. We will expand our offerings to include the use of three of our gyms and we will divide the parking lots to create outdoor basketball space with mobile basketball hoops.

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xx (Contestant Number)
Job 2

Job 2 –Memorandum

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

March 8, 2013 (use current date unless otherwise specified)

Pierce Stratton
Stratton Professional Image Management
2356 E. Central Avenue
Columbus, OH 43209

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

RE: Community Service Day

Dear Mr. Stratton

We have recently confirmed the attendance of the Canton Thunderbirds along with two coaches for our annual Community Service Day here at Professional Business Associates. In November, you proposed a partnership of our two companies to showcase this event and to benefit the community. It is with great pleasure that I offer you the opportunity to co-host this year's event. With the added exposure of the NBA D-League players we believe the Community Service Day could benefit from your expertise.

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If you or any member of your team is interested in participating, please consider attending the next committee meeting on March 10, 2013 at 1:00 p.m. in conference room #3 on the North Wing. Please contact my Administrative Assistant with name and contact information so that she can have credentials ready for the participants as they enter the facility.

We are looking forward to this collaborative community effort and I hope to be hearing from you soon. If you have any questions or concerns, or if you would like to meet with me prior to this committee meeting, please contact me on my private line at (601-444-2873).

Sincerely

Julie Smith
Human Resources Department

xx

c Roger Meyer

xx (Contestant Number)
Job 3

From Roger Meyer
5454 Cleveland Avenue
Columbus, OH 43231-4021
614-555-5555

Release April 10, 20__

Job 4 –News Release

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

COMMUNITY SERVICE DAY AT PROFESSIONAL BUSINESS ASSOCIATES

Professional Business Associates announces the collaboration of Stratton Professional Image Management and the Canton Thunderbirds to host the 20xx Community Service Day. This year's event will include team mentorship by NBA players including Dante Milligan, Tyrell Biggs, and Kyle Gibson along with Head Coach Alex Jensen. This year's event will be held on Saturday, June 29 2013 at the corporate headquarters of Professional Business Associates, 5454 Cleveland Avenue, Columbus, OH. Youth of all ages are encouraged to register by calling 602-394-3309, registering online at www.CSD.org or by picking up a registration form at any Albertson's or Food Saver.

Interested in volunteering your time? We can use your help with this community event contact Roger Meyer in the Human Resources Department at Professional Business Associates at 614-555-5555 for more information.

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xx (Contestant Number)
Job 4