

BASIC OFFICE PROCEDURES (25)

REGIONAL 2011

CONTESTANT ID# _____ START TIME _____ END TIME _____



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

Production Portion

Job 1 Memo _____ (100 pts.)

Job 2 Tables _____ (100 pts.)

Job 3 Mailing Labels _____ (100 pts.)

Job 4 Minutes _____ (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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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. Please 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. Karen worked a 50-hour week with Professional Business Associates. Calculate her gross pay at \$10.00 per hour; time and a half is paid after 40 hours.
 - a. \$400.00
 - b. \$550.00
 - c. \$150.00
 - d. \$450.00

2. Time management is:
 - a. Planning and using the hours and minutes of a workday in the most effective manner
 - b. Working well with others
 - c. Charting productivity
 - d. Answering the phone in a courteous manner

3. A _____ resume gives experience in time order:
 - a. Skills
 - b. Chronological
 - c. Reference
 - d. Work experience

4. The subject line in a letter is:
 - a. typed in all caps
 - b. after the salutation
 - c. before the salutation
 - d. both a and b

5. The fastest delivery service offered by the USPS is _____.
 - a. Priority Mail
 - b. Certified Mail
 - c. Express Mail
 - d. First Class

6. Principles of conduct that govern a group are:
 - a. Tone
 - b. Unanimous
 - c. Ethics
 - d. Decisions

7. Working from home is called:
 - a. Telecommuting
 - b. Teleconferencing
 - c. Videoconferencing
 - d. Virtual conferencing

8. Which of the following is NOT an editing function?
 - a. Keying original information
 - b. Deleting a sentence from text
 - c. Moving a paragraph within text
 - d. Running spell check in a document

9. Memos are usually used:
 - a. To communicate with people outside the company
 - b. To communicate with people within the organization
 - c. To communicate bad news
 - d. None of the above

10. A business owned by one person is a/an:
 - a. Corporation
 - b. Partnership
 - c. Sole proprietorship
 - d. Either a or c

11. Buying and selling goods and services on the Internet is:
 - a. E-mail
 - b. E-vending
 - c. E-purchasing
 - d. E-commerce

12. Suzie earns a 10% commission on all sales over \$2,500; last week she had sales of \$3750. What was her commission:
 - a. \$1,250.00
 - b. \$125.00
 - c. \$250.00
 - d. \$75.00

13. When filing personal names, which is the first filing unit?
 - a. Last name
 - b. First name
 - c. Middle name
 - d. Either a or b

14. You just received a great joke from a friend via e-mail. You immediately forward the joke to everyone in your department. What netiquette statement is true?
 - a. You have just "shouted" at your co-workers
 - b. You have just sent an attachment that contains a virus
 - c. You have just sent copies to people who may not want or need to see the message
 - d. You have just committed a cybercrime

15. A written record of meeting proceedings and decisions is:
 - a. Agenda
 - b. Itinerary
 - c. Index
 - d. Minutes

16. The preferred software to setup an address book would be:
 - a. Word processing software
 - b. Desktop publishing software
 - c. Database software
 - d. HTML

17. Characteristics of clear writing include:
 - a. Clarity
 - b. Conciseness
 - c. Courteousness
 - d. All of the above

18. The electronic transfer of information over a distance is:
 - a. Videoconferencing
 - b. Telecommuting
 - c. Telecommunications
 - d. Social networking

19. Records essential to a company that may not be replaceable are:
 - a. Vital records
 - b. Important records
 - c. Useful Records
 - d. Nonessential records

20. Listening and responding with full attention to what is being said is:
 - a. Passive listening
 - b. Body language
 - c. Active listening
 - d. Empathy

JOB 1 – MEMORANDUM

Please key the following memo using your Professional Business Associates Style and Reference Manual. Correct any spelling or punctuation errors you find.

The memo is to All Employees, from Julie Smith, Human Resources Manager. The subject is Wellness Initiative Program. Use the current date.

The body of the memo is:

Professional Business Associates is committed to the health and wellness of its employees. Over the past year, there has been a significant increase in the amount of illness related absences. Statistics show that in the United States, 80% of illness and disease are preventable. To help reduce and prevent illnesses, we will be implementing a new Wellness Initiative Program.

Employees are encouraged to take part in the program. Employees can gain wellness points by participating in stress management courses, completing physical activities, and other healthy behaviors. We will be offering a number of classes at a discount through Round the Clock Fitness. Employees would be able to redeem points for health-related items, discounts to fitness clubs, and comp time. There will be a mandatory meeting for all employees on September 7 2010 at 9:00 a.m. to discuss participation in the Wellness Initiative Program. Participation in the program is optional, but all employees must acknowledge they have been offered the program.

JOB 2 -- TABLE

As part of Professional Business Associates Wellness Initiative Program, a point system has been created to allow employees to earn points towards incentives and even comp time. Create a table outlining the incentives and the rewards. The title should read: Professional Business Associates Wellness Initiative Program and use Wellness Points as the subtitle. Use the following column headings: Activity, Points, and Maximum. Sort the table by the Activity in ascending order.

Not smoking, 5 points a day, limited to 150 points a month

Physical Activity, 1 point per 30 minutes, limited to 1 hour per day

Stress Management Class, 2 points per class, limited to 1 class per week

Fitness Classes, 10 points per class, limited to 1 class per week

Create another table below the Points Table. Include the title, Professional Business Associates Wellness Initiative Program and use Points Redemption as the subtitle. Use the following column headings: Level, Points, and Prize. Sort the table by Level.

Include the following note above the table:

Use your Wellness Points to earn these incentives. Employees are responsible for documenting their points. Points will be cumulative but prizes can only be redeemed once. Comp time can be granted as points are met.

Level 3, 250 points, Tote bag

Level 1, 50 points, Stress balls

Level 4, 350 points, T-shirt

Level 2, 150 points, Water bottle

Level 5, 600 points, 1 hour comp time

Print these tables with borders.

JOB 3 – MAILING LABELS

Professional Business Associates employees living across the United States are eligible to participate in the new PBA Wellness Initiative Program. Letters are being sent to the regional office managers below.

Prepare the following mailing labels. Key in alphabetical order by last name. Add appropriate title of either Mr. or Ms. They are all regional office managers. You will not include a department. Use state abbreviations on labels. Make sure to follow the Style Guide.

Harvey Rosen
90 Angel Ballpark Rd.
Anaheim, California 33409

Tom Carlson
1601 Pennsylvania Ave.
Washington, District of Columbia 05487

Julie Smith
312 Michigan Ave.
Chicago, Illinois 28001

Roger Meyer
654 Animal Kingdom Rd.
Orlando, Florida 99473

Edna Renick
907 Indy 500 Parkway
Indianapolis, Indiana 14622

Wade Newkham
5713 Daffy Duck Drive
Anaheim, California 33410

Katherine Shaw
#1 Liberty Statue St.
New York, New York 00287

Joseph Johnson
1776 Liberty Bell Lane
Philadelphia, Pennsylvania 87401

Nancy Wells
175 Mockingbird Lane
Dallas, TX 79567

JOB 4 – MINUTES

Please key the following minutes from the Professional Business Associates Mandatory Wellness Initiative Program meeting on September 7, 2010, using the appropriate style. Correct any spelling or punctuation errors you find.

The Mandatory Wellness Initiative Program meeting was called to order at 9 a.m. pursuant to the memorandum sent to all employees.

The following employees were present: Nancy Wells, Harvey Rosen, Tom Carlson, Julie Smith, Roger Meyer, Edna Renick, and Wade Newkham.

Joseph Johnson, Chairman, presided and Katherine Shaw recorded the proceedings of the meeting.

The minutes from the previous monthly employee meeting were approved.

Johnny Morton, renowned physical fitness expert, presented the incentive program to the employees. He explained the wellness points and demonstrated some fitness tips and tricks and led the group in some simple stretching exercises.

It was moved by Nancy Wells to accept his fitness challenge and offer the Wellness Initiative Program. Edna Renick seconded the motion. The motion carried and the Wellness Initiative will be implemented beginning October 1, 2010.

Roger Meyer then showed the incentive prizes and explained the redemption process.

The next meeting is scheduled for October 10, 2010, at 10 a.m.

The meeting was adjourned at 11:00 a.m.



BASIC OFFICE SYSTEMS & PROCEDURES (25)



KEY

Regional—2011

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

Production Portion

Job 1 Memorandum _____ (100 pts.)

Job 2 Table _____ (100 pts.)

Job 3 Mailing Labels _____ (100 pts.)

Job 4 Minutes _____ (100 pts.)

TOTAL POINTS _____ (**500 pts.**)

Judges/Graders:

Please double-check and verify all scores!

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Objective Questions

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



MEMORANDUM

TO: All Employees

FROM: Julie Smith, Human Resources Manager

DATE: October 25, 2010

SUBJECT: Wellness Initiative Program

Job 1—Memo
0 Errors = 100
1 Error = 90
2 Errors = 70
3+ Errors = 0

Professional Business Associates is committed to the health and wellness of its employees. Over the past year, there has been a **significant** increase in the amount of illness related absences. Statistics show that in the United States, 80% of illness and disease are preventable. To help reduce and prevent illnesses, we will be implementing a new Wellness Initiative Program.

Employees are encouraged to take part in the program. Employees can gain wellness points by participating in stress management courses, completing physical activities, and other healthy behaviors. We will be offering a number of classes at a discount through Round the Clock Fitness. Employees would be able to redeem points for health-related items, discounts to restaurants and fitness clubs, and comp time. **There** will be a **mandatory** meeting for all employees on September 7, 2010 at 9:00 a.m. to discuss participation in the Wellness Initiative Program. Participation in the program is optional, but all employees must acknowledge they have been offered the program.

xx (Contestant Number)



PROFESSIONAL BUSINESS ASSOCIATES WELLNESS INITIATIVE PROGRAM

Wellness Points

Activity	Points	Maximum
Fitness Classes	10 points a day	limited to 1 class per week
Not smoking	5 points a day	limited to 150 points a month
Physical Activity	1 point per 30 minutes	limited to 1 hour per day
Stress Management Class	2 points per class	limited to 1 class per week

PROFESSIONAL BUSINESS ASSOCIATES WELLNESS INITIATIVE PROGRAM

Points Redemption

Use your Wellness Points to earn these incentives. Employees are responsible for documenting their points. Points will be cumulative but prizes can only be redeemed once. Comp time can be granted as points are met.

Level	Points	Prize
Level 1	50 points	Stress balls
Level 2	150 points	Water bottle
Level 3	250 points	Tote bag
Level 4	350 points	T-shirt
Level 5	600 points	1 hour comp time

Note to graders: Information in the tables should be sorted as above. Column headings can be centered or left aligned. The paragraph above the second table may be centered or left aligned. Tables should be vertically and horizontally centered on the page.

Job 2—Tables
0 Errors = 100
1 Error = 90
2 Errors = 70
3+ Errors = 0



Mr. Tom Carlson, Regional Office Manager
Professional Business Associates
1601 Pennsylvania Ave.
Washington, DC 05487

Mr. Joseph Johnson, Regional Office Manager
Professional Business Associates
1776 Liberty Bell Lane
Philadelphia, PA 87401

Mr. Roger Meyer, Regional Office Manager
Professional Business Associates
654 Animal Kingdom Rd.
Orlando, FL 99473

Wade Newkham, Regional Office Manager
Professional Business Associates
5713 Daffy Duck Drive
Anaheim, CA 33410

Ms. Edna Renick, Regional Office Manager
Professional Business Associates
907 Indy 500 Parkway
Indianapolis, IN 14622

Mr. Harvey Rosen, Regional Office Manager
Professional Business Associates
90 Angel Ballpark Rd.
Anaheim, CA 33409

Ms. Katherine Shaw, Regional Office Manager
Professional Business Associates
#1 Liberty Statue St.
New York, NY 00287

Ms. Julie Smith, Regional Office Manager
Professional Business Associates
312 Michigan Ave.
Chicago, IL 28001

Ms. Nancy Wells, Regional Office Manager
Professional Business Associates
175 Mockingbird Lane
Dallas, TX 79567

Job 3—Labels

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

**** KEY for horizontal sorting**

Note to Graders: The Styles Guide specifies to use a title and to add the job title and company name to labels.

Students must change the font to Times New Roman 12 point.

Each of these is an error if not done.

Key for vertical sorting on next page.

Contestant Number
Job #3



**** KEY for vertical sorting**

Mr. Tom Carlson, Regional Office Manager
Professional Business Associates
1601 Pennsylvania Ave.
Washington, DC 05487

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Professional Business Associates
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Philadelphia, PA 87401

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Chicago, IL 28001

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3+ Errors = 0

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PROFESSIONAL BUSINESS ASSOCIATES

Minutes

Mandatory Wellness Initiative Program Meeting

September 7, 2010

Job 4—Minutes

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

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Joseph Johnson, Chairman, presided and Katherine Shaw recorded the proceedings of the meeting.

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The next meeting is scheduled for October 10, 2010, at 10 a.m.

The meeting was adjourned at 11:00 a.m.

Secretary