

# ADVANCED OFFICE SYSTEMS & PROCEDURES (26) REGIONAL 2011

CONTESTANT ID# \_\_\_\_\_ START TIME \_\_\_\_\_ END TIME \_\_\_\_\_



Objective Questions (20 @ 5 pts. Each) \_\_\_\_\_ (100 pts.)

## Production Portion

Job 1 Memorandum \_\_\_\_\_ (100 pts.)

Job 2 Itinerary \_\_\_\_\_ (100 pts.)

Job 3 Letter \_\_\_\_\_ (100 pts.)

Job 4 News 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 actual testing time  
No more than ten (10) minutes wrap-up

Property of Business Professionals of America.  
May be reproduced only for use in the Business Professionals of America  
*Workplace Skills Assessment Program* competition.

## GENERAL INSTRUCTIONS

1. Answer the objective questions using the Scantron scoring sheet provided.
2. Make certain this test booklet contains Jobs 1-4.
3. For any job 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 in the lower left-hand corner of a footer on all documents.**
4. If you finish before the end of the testing time, notify the administrator of the contest. Time may be a factor in determining the winner in the event of a tie.
5. When turning in your completed work, place your Scoring Sheet on top of all of your jobs. The jobs should be arranged in numerical order. Turn in all partial jobs.

**Multiple Choice**

Identify the letter of the choice that best completes the statement or answers the question.

1. Administrative professionals' job duties include
  - a. managing websites.
  - b. recommending office software.
  - c. basic computer troubleshooting.
  - d. all of the above.
  
2. Customer service is restricted to those customers you communicate with through cyberspace.
  - a. True
  - b. False
  
3. E-mail should not be used to
  - a. fire someone.
  - b. forward chain letters.
  - c. send personal e-mail.
  - d. do any of the above.
  
4. When proofreading, a document should be proofread according to the following:
  - a. general appearance and format
  - b. spelling and keyboarding errors
  - c. punctuation, word usage, and content
  - d. all of the above
  
5. A mouse is an example of external storage media.
  - a. True
  - b. False
  
6. Good telephone customer service skills include
  - a. helping the customer only if you can.
  - b. transferring a call if you cannot help the person.
  - c. transfer of the call and assumption the appropriate person is on the line.
  - d. all of the above.
  
7. The executive officer is responsible for the following when meetings are being planned:
  - a. establishing the time and location
  - b. taking meeting notes
  - c. sending an e-mail or memo stating there will be a meeting
  - d. all of the above

8. The administrative professional is often held responsible if a record cannot be located in a timely manner.
  - a. True
  - b. False
  
9. The following items need to be included in minutes:
  - a. name of the presiding officer
  - b. motions
  - c. place of meeting
  - d. all of the above
  
10. In preparing your daily to-do-list, you should
  - a. arrange papers alphabetically.
  - b. prioritize telephone messages.
  - c. discard items that have not been accomplished at the end of the day.
  - d. make no written list and just proceed with the tasks.
  
11. Tips for conquering procrastination include the following:
  - a. establishing deadlines.
  - b. focusing on perfectionism.
  - c. tackling the most difficult task last.
  - d. none of the above.
  
12. The input device that converts a printed document into an electronic document is a(n)
  - a. modem.
  - b. digital camera.
  - c. printer.
  - d. scanner.
  
13. Unwanted and unsolicited e-mail messages are commonly called
  - a. ham.
  - b. beef.
  - c. spam.
  - d. turkey.
  
14. Which of the following is a good telephone call management skill?
  - a. putting a caller on hold without first asking the caller's permission
  - b. listening carefully to what the caller is saying
  - c. disconnecting a caller when trying to transfer the call
  - d. hanging up when you are unsure how to handle a call

15. An e-mail address has three parts: a username, the @ sign, and a domain name.
  - a. True
  - b. False
  
16. A small, portable secondary storage device about the size of a package of gum is a(n)
  - a. personal digital assistant.
  - b. flash drive.
  - c. hard drive.
  - d. diskette.
  
17. Which of the following is not a unit of recorded information, called a record?
  - a. an e-mail message
  - b. a spreadsheet
  - c. a pencil
  - d. a letter
  
18. What is the correct indexing order for the business name: The North-West Women's Org.?
  - a. The NorthWest Women' Org
  - b. NorthWest Womens Org The
  - c. North-West Womens Org
  - d. NorthWest Womens Org
  
19. Common mistakes made in presentations include
  - a. giving too much background information.
  - b. using long, complicated sentences.
  - c. reading the speech.
  - d. both b and c.
  
20. The most common filing method that is found in one form or another in every organization is the
  - a. subject storage method.
  - b. geographic storage method.
  - c. alphabetic storage method.
  - d. numeric storage method.

**Job 1 – Memorandum**

Please key the following memo using Professional Business Associates Style and Reference Manual. The memo is to All Professional Business Associates, from the Human Resources Department. The subject is Employee Retreat. Use the current date. Make sure you proofread the document for any errors I may have overlooked.

---

**Empower Yourself** by registering today for the Professional Business Associates Employee Retreat. The retreat is scheduled for April 21 and 22, 2011. Our retreat this year will be held at the Ohio State University Fisher College of Business.

Registration must be completed online by March 30, 2011. Please make sure that your calendar is clear for the 2 days of activities. Dress will be Business Casual.

Our theme for the event will be "**Employee EmPOWERment**". The topics will include:

- Physical Wellness
- Emotional Wellness
- Time Management
- Work Ethics
- Communication Skills

We are planning a great too days of fun, learning, and recreation! Plan now to enjoy the fun and to enjoy the company of your co-workers.

**Job 2 – Itinerary**

Please key the following itinerary for Professional Business Associates employees.

---

Thursday, April 21, 2011

9:00 a.m. Arrival and Registration at Fisher College of Business at Ohio State University, Room 101

9:30 a.m. Orientation and “Break the Ice”

10:00 a.m. Break and mingle in the Professors’ Dining Hall

10:45 a.m. Morning Employee Empowerment Sessions--Organizational Structure

12:00 p.m. Lunch in the Professors’ Dining Hall

1:00 p.m. Afternoon Employee Empowerment Sessions including: Wellness and Time Management

5:00 p.m. “Dinner on the Grounds” behind the Fisher College of Business

7:00 p.m. “A Night with the Buckeyes” (Reserved seating in Section D to watch the basketball game)

Friday, April 22, 2011

8:00 a.m. Arrival and Breakfast at Fisher College of Business at Ohio State University, Room 101

9:00 a.m. Morning Employee Empowerment Session—Communication Skills and Work Ethics

12:00 p.m. Lunch in the Professors’ Dining Hall

1:00 p.m. “Where Do We Go from Here?”—Brainstorming on ways to empower employees to help them be more productive

4:00 p.m. Depart

**Job 3 – Letter**

Use the current date to prepare the following letter to the Ohio State University, Fisher School of Business, using the Professional Business Associates format. The address is 3501 Buckeye Lane, Columbus, Ohio 43231. Our contact person at Ohio State University is Mr. Lawrence Sauer. The letter is from Ms. Julie Smith, Manager, Human Resources Department. Supply an appropriate subject line. Make sure to proofread for any errors that may have been made.

---

Thank you so much for helping us by hosting our Employee Retreat on April 21 and 22, 2011. Many of our employees are graduates of Ohio State University and look forward to showing off their Alma Mater to there co-workers.

As a reminder, we will be using Rooms 101, 102, and the Professors’ Dining Hall. On Thursday, we will need access to Rooms 101 and 102 at 8:00 a.m. The session will begin at 9:00 a.m. We will need the following setup:

Room	Equipment	Seating
101	Microphone, projector, screen, podium	200 at round tables
102	Microphone, podium	Theater seating for 50

We look forward to working with you university. Please contact me at 614-555-5555 if you need additional information. We want to make this an excellent retreat for Professional Business Associates and for Ohio State University.



**Job 4 – News Release**

Please key the following news release from Julie Smith, 5454 Cleveland Avenue, Columbus, OH 43231-4021, 614-555-5555 dated today. The title should be Professional Business Associates holds Annual Retreat.

---

Professional Business Associates is holding its annual employee retreat on April 21-22 at the Fisher College of Business on the campus of Ohio State University.

The theme for this year's retreat is Employee Empowerment and will focus on topics to help employees excel both on the job and in their personal lives. Topics will include: wellness, time management, work ethics, communication skills, and organizational structure.

Employees will enjoy Thursday evening with dinner on the grounds of Ohio State and an exciting night at the Buckeye basketball game.

Job 5 – Table with Formulas

Please key the following information in a table with borders. The column headings will be: Department, 2008, 2009, 2010, Anticipated 2011, and Average. The title should be Professional Business Associates Annual Retreat. The subtitle will be Comparison of Attendee Numbers. Add a total row and determine the total number of attendees for each year and the total number of anticipated attendees for this year. In the Average column, determine the average number of attendees for each department and for the total. Adjust the department column so no information goes to a second line. Leave "Anticipated 2011" column heading on two lines. Follow the Style Guide formatting for tables. Print the table. Print a second copy of the table with the formulas showing.

Financial Services Department

2008 – 24  
2009 – 30  
2010 – 15  
Anticipated 2011 – 23

Information Technology Department

2008 – 19  
2009 – 26  
2010 – 25  
Anticipated 2011 – 15

Human Resources Department

2008 – 6  
2009 – 12  
2010 – 11  
Anticipated 2011 – 10

Marketing Department

2008 – 32  
2009 – 29  
2010 – 32  
Anticipated 2011 – 34

Administrative Support Department

2008 – 42  
2009 – 50  
2010 – 32  
Anticipated 2011 – 45



# ADVANCED OFFICE SYSTEMS & PROCEDURES (26)



## KEY

### Regional – 2011

Objective Questions (20 @ 5 pts. Each) \_\_\_\_\_ (100 pts.)

#### Production Portion

Job 1 Memorandum \_\_\_\_\_ (100 pts.)

Job 2 Itinerary \_\_\_\_\_ (100 pts.)

Job 3 Letter \_\_\_\_\_ (100 pts.)

Job 4 News Release \_\_\_\_\_ (100 pts.)

Job 5 Table with Formulas \_\_\_\_\_ (100 pts.)

**TOTAL POINTS** \_\_\_\_\_ **(600 pts.)**

---

#### ***Judges/Graders:***

Please double-check and verify all scores!

Property of Business Professionals of America.  
May be reproduced only for use in the Business Professionals of America  
*Workplace Skills Assessment Program* competition.



**MULTIPLE CHOICE**  
(5 points each)

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

Contestant Number  
Job Number



## MEMORANDUM

**TO:** All Professional Business Associates  
**FROM:** Human Resources Department  
**DATE:** Current Date  
**SUBJECT:** Employee Retreat

### Job 1 – Memorandum

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

**Empower Yourself** by registering today for the Professional Business Associates Employee Retreat. The retreat is scheduled for April 21 and 22, 2011. Our retreat this year will be held at the Ohio State University Fisher College of Business.

Registration must be completed online by March 30, 2011. Please make sure that your calendar is clear for the **two** days of activities. Dress will be Business Casual.

Our theme for the event will be “**Employee EmPOWERment**”. The topics will include:

- Physical Wellness
- Emotional Wellness
- Time Management
- Work Ethics
- Communication Skills

We are planning a great **two** days of fun, learning, and recreation! Plan now to enjoy the fun and to enjoy the company of your co-workers.

Contestant Number

Graders: Highlighted information is planted errors make sure these have been corrected. Each one that is not correct is a formatting error.

Contestant Number  
Job Number 1

Graders: This is a footer and must be on all printouts as specified in the contest instructions. Exclusion of all or part counts as one error.



## ITINERARY

### Professional Business Associates Employees

April 21-22, 2011

#### Job 2 – Itinerary

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

#### Thursday, April 21, 2011

- 9:00 a.m. Arrival and Registration at Fisher College of Business at Ohio State University, Room 101
- 9:30 a.m. Orientation and “Break the Ice”
- 10:00 a.m. Break and mingle in the Professors’ Dining Hall
- 10:45 a.m. Morning Employee Empowerment Sessions--Organizational Structure
- 12:00 p.m. Lunch in the Professors’ Dining Hall
- 1:00 p.m. Afternoon Employee Empowerment Sessions including: Wellness and Time Management
- 5:00 p.m. “Dinner on the Grounds” behind the Fisher College of Business
- 7:00 p.m. “A Night with the Buckeyes” (Reserved seating in Section D to watch the basketball game)

#### Friday, April 22, 2011

- 8:00 a.m. Arrival and Breakfast at Fisher College of Business at Ohio State University, Room 101
- 9:00 a.m. Morning Employee Empowerment Session—Communication Skills and Work Ethics
- 12:00 p.m. Lunch in the Professors’ Dining Hall
- 1:00 p.m. “Where Do We Go from Here?”—Brainstorming on ways to empower employees to help them be more productive
- 4:00 p.m. Depart

Graders: This is a footer and must be on all printouts as specified in the contest instructions. Exclusion of all or part counts as one error.

Contestant Number  
Job Number 2



**Job 3 – Letter**

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

Current Date

Graders: Highlighted information is planted errors make sure these have been corrected. Each one that is not correct is a formatting error.

Check Style Guide for various ways to format the table.

Subject lines may vary.

Mr. Lawrence Sauer  
Ohio State University  
Fisher School of Business  
3501 Buckeye Lane  
Columbus, OH 43231

Dear Mr. Sauer

**PROFESSIONAL BUSINESS ASSOCIATES EMPOWERMENT RETREAT**

Thank you so much for helping us by hosting our Employee Retreat on April 21 and 22, 2011. Many of our employees are graduates of Ohio State University and look forward to showing off their Alma Mater to **their** co-workers.

As a reminder, we will be using Rooms 101, 102, and the Professors' Dining Hall. On Thursday, we will need access to Rooms 101 and 102 at 8:00 a.m. The session will begin at 9:00 a.m. We will need the following setup:

<u>Room</u>	<u>Equipment</u>	<u>Seating</u>
101	Microphone, projector, screen, podium	200 at round tables
102	Microphone, podium	Theater seating for 50

We look forward to working with **your** university. Please contact me at 614-555-5555 if you need additional information. We want to make this an excellent retreat for Professional Business Associates and for Ohio State University.

Sincerely

Ms. Julie Smith, Manager  
Human Resources Department

Contestant Number

Graders: This is a footer and must be on all printouts as specified in the contest instructions. Exclusion of all or part counts as one error.

Contestant Number  
Job Number 3



**NEWS RELEASE**

From Julie Smith  
5454 Cleveland Avenue  
Columbus, OH 43231-4021  
614-555-5555

Release Current Date

**Job 4 – News Release**

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

**PROFESSIONAL BUSINESS ASSOCIATES HOLDS ANNUAL RETREAT**

Professional Business Associates is holding its annual employee retreat on April 21-22 at the Fisher College of Business on the campus of Ohio State University.

The theme for this year's retreat is Employee Empowerment and will focus on topics to help employees excel both on the job and in their personal lives. Topics will include: wellness, time management, work ethics, communication skills, and organizational structure.

Employees will enjoy Thursday evening with dinner on the grounds of Ohio State and an exciting night at the Buckeye basketball game.

Graders: This is a footer and must be on all printouts as specified in the contest instructions. Exclusion of all or part counts as one error.

Contestant Number  
Job Number 4



**Job 5 – Table –  
Printout 1**

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



**PROFESSIONAL BUSINESS ASSOCIATES ANNUAL RETREAT**

**Comparison of Attendee Numbers**

<b>Department</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Anticipated 2011</b>	<b>Average</b>
Financial Services	24	30	15	23	23
Information Technology	19	26	25	15	21
Human Resources	6	12	11	10	10
Marketing	32	29	32	34	32
Administrative Support	42	50	32	45	42
<b>Total</b>	<b>123</b>	<b>147</b>	<b>115</b>	<b>123</b>	<b>127</b>

Notes to Graders: Make sure the following formatting rules are followed. Each one not followed will count as 1 formatting error:

- Table must be centered horizontal and vertically on the page.
- Title and subtitle must be boldfaced.
- Column headings may be centered over column or blocked left.
- Column headings must be boldfaced.
- The table must have borders.
- All numbers must be aligned at the right.
- Body may be single or double-spaced.
- The total line must be boldfaced.
- The department column must be wide enough that names do not go to a second line.

Graders: This is a footer and must be on all printouts as specified in the contest instructions. Exclusion of all or part counts as one error.



**Job 5 – Table –  
 Printout 2**

Each formula is worth  
 10 points each.

Department	2008	2009	2010	Anticipated 2011	Average
Financial Services	24	30	15	23	=average(LEFT)#"0"
Information Technology	19	26	25	15	=average(left)#"0"
Human Resources	6	12	11	10	=average(left)#"0"
Marketing	32	29	32	34	=average(left)#"0"
Administrative Support	42	50	32	45	=average(left)#"0"
<b>Total</b>	=SUM(B2:B6)#"0"	=SUM(c2:c6)#"0"	=SUM(d2:d6)#"0"	=SUM(B2:B6)#"0"	=average(left)#"0"

Notes to Graders: The total formula could be a basic addition formula instead of a sum formula. It could be =B2+B3+B4+B5+B6. A formula with =sum(above) will not work on the columns with the date as a number. It will add the date into the total.

Graders: This is a footer and must be on all printouts as specified in the contest instructions. Exclusion of all or part counts as one error.