

BASIC OFFICE SYSTEMS & PROCEDURES (25)

Regional—2010

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

Production Portion

Job 1 Memorandum _____ (100 pts.)

Job 2 Table _____ (100 pts.)

Job 3 Itinerary _____ (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 as a footer in the lower left-hand corner of all work submitted.**

Example: 99-9999-9999
 Job 1

4. If you finish before the end of the testing time, notify the administrator. 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 your jobs. The jobs should be arranged in numeric order. Turn in all partial jobs.

Multiple Choice: Identify the letter that best completes each sentence or answers the question and mark it on the Scantron form provided.

1. When creating a budget, which of the following software should be utilized:
 - a. desktop publishing
 - b. word processing
 - c. spreadsheet
 - d. database
2. Equipment inventory is used in an office setting to:
 - a. deter theft
 - b. schedule maintenance
 - c. purchase upgrades
 - d. all of the above
3. When filing simple personal names, the first indexing unit would be:
 - a. surname
 - b. middle initial
 - c. first name
 - d. none of the above
4. Which of the following names would be filed first:
 - a. Sanderson, T.
 - b. Sanderson, A.
 - c. Sanders
 - d. Sanderson, Thoma
5. For information to be valuable it must be:
 - a. current and accurate
 - b. outdated or incorrect
 - c. subjective
 - d. none of the above
6. In the filing segment, M-N Mining Company
 - a. there are four indexing units.
 - b. M is the key unit.
 - c. M-N is the key unit.
 - d. Mining is the third unit.
7. A tickler file is
 - a. an accumulating record of items of work to be done on future days.
 - b. another name for database software.
 - c. a phone answering software package.
 - d. a method of determining a flexible work schedule.

8. The proofreader symbol for inserting a space is:
 - a. /
 - b. #
 - c. ()
 - d. either a or b
9. An apostrophe is not used to:
 - a. form possessives of singular common nouns
 - b. form possessives of compound nouns
 - c. form the possessive of personal pronouns
 - d. form the possessive of plural common nouns ending with the s or z sound
10. When you listen effectively you will be able to:
 - a. follow through on oral instructions
 - b. consider if additional information is needed
 - c. use time productively
 - d. all of the above
11. When a business phone rings how can you prepare yourself for the caller:
 - a. stop what you are doing
 - b. have a message pad and pen ready
 - c. set aside problems of the day and have a positive attitude
 - d. all of the above
12. Which of the following is not a time waster:
 - a. checking personal e-mail
 - b. personal visitors
 - c. prioritizing tasks for the day
 - d. sending text messages
13. Electronic etiquette is:
 - a. appropriate behavior for electronic communication
 - b. conveying personal opinions
 - c. behavior that disrupts effective work or communication
 - d. forwarding questionable e-mail
14. In an office, an incoming telephone call should be answered
 - a. whenever anyone can get to it.
 - b. before the third ring if at all possible.
 - c. by voice mail whenever possible.
 - d. by the highest level executive.

15. In the business world, currency is referred to as:
 - a. money order
 - b. checks
 - c. credit cards
 - d. coins and bills
16. A tickler file can be created on:
 - a. a cell phone
 - b. a 3 x 5 index card
 - c. a PDA
 - d. all of the above
17. The procedure used to organize, store, retrieve and dispose of records is:
 - a. Records management system
 - b. Records life cycle
 - c. Records disposition
 - d. Imaging system
18. Sorting mail means arranging or separating mail by:
 - a. type
 - b. receiver names
 - c. departments
 - d. all of the above
19. Which of the following is a correct telephone technique for responding to a caller who would like to speak to an employer who is not available?
 - a. Sorry, she's not here. I don't know where she is.
 - b. I have no idea if she's in or not. Hold on.
 - c. I wish you would have called yesterday, she was here then.
 - d. Ms. Smith is away from her desk at the moment, may I take a message?
20. The purpose of recording the minutes of a business meeting is:
 - a. to keep the meeting focused
 - b. to organize the meeting
 - c. to record events and actions
 - d. to be a verbatim transcript of the meeting

Job 1 – Memorandum

Please key the following memo. Format according to Professional Business Associates Style and Reference Manual and correct all spelling errors.

The memo is to All Professional Business Associates staff from Edna Renick. The subject is PBA Cruise. Use the current date.

The body of the memo is:

Mark your calendars for March 1-4, 2010. All PBA staff will set sail for British Columbia for an exciting, relaxing four-day “working” cruise.

Please plan to be at George Bush Intercontinental Airport at least two hours prior to our departure time of 8:00 a.m. Please be certain you have your pass port available prior to boarding the *Island Princess*.

The dress code for seminars will be business casual, so be sure to bring appropriate recreational clothing.

Prepare for a mentally refreshing time away from our normal corporate routine. See you at the airport on the first of March. Ban Voyage!

Job 2 – Table

Create a table for the PBA Cruise using the following information. The title for the table will be PBA Cruise and the subtitle will be Activity Room Assignments. Print the table without borders. Provide column headings for Room Name, Activity Name and Instructor Name.

Aloha- Yoga – Jerri Crowley
Baja –Aerobics – Annie Bennett
Caribe – Meditation – Brooke Stream
Dolphin-- Team Building -- Linda Brown
Emerald—Creativity Training--Sarah Lowry
Lido - Executive Coaching— Renada Grady
Gala – Ice Cream Social – Island Princess Staff

Job 3 – Itinerary

Directions: Please use the Professional Business Associates Style and Reference Manual format for the following itinerary.

The itinerary is for the Professional Business Associates staff cruise scheduled for March 1-4, 2010. Use the following information to create the itinerary:

Sunday, March 1 – depart George Bush Intercontinental Airport (IAH) in Houston on Continental Flight 52 at 8:00 a.m.; arrive Los Angeles International Airport (LAX) at 10:00 a.m. and Board the *Island Princess* cruise ship at 1:00 p.m. for a 4:00 p.m. departure time to sail to Victoria, British Columbia.

Monday, March 2 – 8:00 a.m. “Living With Passion” breakfast seminar conducted by Tony Robbins; 11:00 a.m. to 1:30 p.m. is reserved for recreational activities, followed by de-stress break-out sessions at 2:30 p.m.

Tuesday, March 3 – Mark Hillman, Ph.D. will be conducting a breakfast seminar at 8:00 a.m. followed by Corporate Training breakout sessions at 11:00 a.m. At 2:30 p.m. the ship will host an ice cream social for the staff.

Wednesday, March 4 – Disembark ship at 8:00 a.m. for guided tours, depart for Vancouver, British Columbia at 10:00 p.m.

Thursday, March 5 -- Arrive in Vancouver at 7:30 a.m. Depart Vancouver International Airport (YVR) on Continental Flight 200 at 1:13 p.m. and arrive IAH at 7:23 p.m.

Job 4 – News Release

Please key the following news release following proper Professional Business Associates format. The news release is from Edna Renick, 5454 Cleveland Avenue in Columbus, OH 43231-4021, 615-555-5555. The release date is March 1, 2010.

PROFESSIONAL BUSINESS ASSOCIATES HOSTS EMPLOYEE CRUISE

The employees of Professional Business Associates will embark today on an employee cruise to Victoria and Vancouver, British Columbia. The staff will fly to Los Angeles, California, to leave on the Island Princess this afternoon. This cruise will be a “working vacation.”

Tony Robbins will be presenting information on “Living with Passion.” Dr. Mark Hillman and staff will be doing breakout sessions on “Corporate Training.” The breakout sessions are entitled: Team Building, Executive Coaching, and Creativity Training.

While cruising, the staff will also enjoy “Stress Management” sessions. These will include Yoga, Aerobics, and Meditation. The staff will be able to choose the session of their choice.

The purpose of the cruise is to provide a break from the corporate “daily routine.”



BASIC OFFICE SYSTEMS & PROCEDURES (25)

KEY

Regional—2010

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

Production Portion

Job 1 Memorandum _____ (100 pts.)

Job 2 Table _____ (100 pts.)

Job 3 Itinerary _____ (100 pts.)

Job 4 News Release _____ (100 pts.)

TOTAL POINTS _____ (500pts.)

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.



Objective Questions

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



MEMORANDUM

TO: All Professional Business Associates Staff

FROM: Edna Renick

DATE: Current Date

SUBJECT: PBA Cruise

Job 1—Memo

Production Standards:
0 Errors = 100
1 Error = 90
2 Errors = 70
3+ Errors = 0

Mark your calendars for March 1-4, 2010. All PBA staff will set sail for British Columbia for an exciting, relaxing four-day “working” cruise.

Please plan to **be** at George Bush Intercontinental Airport at **least** two hours prior to our departure time of 8:00 a.m. Please be certain you have your **passport** available prior to boarding the *Island Princess*.

The dress code for seminars will be business casual, so be sure to bring appropriate recreational **clothing**.

Prepare for a mentally refreshing time away from our normal corporate routine. See you at the airport on the first of March. **Bon** Voyage!

Contestant Number

Note to Graders:

If a planted error is not caught—it counts as a production error.

Contestant Number
Job Number



Job 2

PBA CRUISE

Activity Room Assignments

<u>Room Name</u>	<u>Activity Name</u>	<u>Instructor Name</u>
Aloha	Yoga	Jerri Crowley
Baja	Aerobics	Annie Bennett
Caribe	Meditation	Brooke Stream
Dolphin	Team Building	Linda Brown
Emerald	Creativity Training	Sarah Lowry
Lido	Executive Coaching	Renada Grady
Gala	Ice Cream Social	Island Princess Staff

Job 2—Table

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

Contestant Number
Job Number



ITINERARY

Professional Business Associates Staff Cruise

March 1-4, 2010

Job 3—Itinerary

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

GRADERS: Pertinent information should be included, but additional words may be added.

Sunday, March 1

- 8:00 a.m. Depart Houston, George Bush Intercontinental Airport (IAH)
Continental Flight 52
- 10:00 a.m. Arrive Los Angeles International Airport (LAX)
- 1:00 p.m. Board the *Island Princess Cruise Ship*
- 4:00 p.m. Depart for Victoria, British Columbia

Monday, March 2

- 8:00 a.m. “Living with Passion” breakfast seminar conducted by Tony Robbins
- 11:00 a.m. Recreational activities
- 2:30 p.m. De-stress breakout sessions

Tuesday, March 3

- 8:00 a.m. Breakfast seminar conducted by Mark Hillman, Ph.D.
- 11:00 a.m. Corporate Training breakout sessions
- 2:30 p.m. Ice Cream Social

Wednesday, March 4

- 8:00 a.m. Disembark ship for guided tours
- 10:00 p.m. Depart for Vancouver, British Columbia

Thursday, March 5

- 7:30 a.m. Arrive Vancouver, British Columbia
- 1:13 p.m. Depart Vancouver International Airport (YVR) on Continental Flight 200
- 7:23 p.m. Arrive George Bush Intercontinental Airport (IAH)

Contestant Number
Job Number



From Edna Renick
5454 Cleveland Avenue
Columbus, OH 43231-4021
615-555-5555

Release March 1, 2010

Job 4—News Release

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

PROFESSIONAL BUSINESS ASSOCIATES HOSTS EMPLOYEE CRUISE

The employees of Professional Business Associates will embark today on an employee cruise to Victoria and Vancouver, British Columbia. The staff will fly to Los Angeles, California, to leave on the Island Princess this afternoon. This cruise will be a “working vacation.”

Tony Robbins will be presenting information on “Living with Passion.” Dr. Mark Hillman and staff will be doing breakout sessions on “Corporate Training.” The breakout sessions are entitled: Team Building, Executive Coaching, and Creativity Training.

While cruising, the staff will also enjoy “Stress Management” sessions. These will include Yoga, Aerobics, and Meditation. The staff will be able to choose the session of their choice.

The purpose of the cruise is to provide a break from the corporate “daily routine.”

###