

ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

Regional—2010

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

Production Portion

Job 1 Memorandum _____ (100 pts.)

Job 2 Database _____ (100 pts.)

Job 3 Letter _____ (130 pts.)

Job 4 Mailing Labels _____ (50 pts.)

Job 5 Table _____ (100 pts)

TOTAL POINTS _____ **(550 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

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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. Which of the following best describes advantages of Email over traditional mail?
 - a. more egalitarian information structure
 - b. more cost efficient and faster
 - c. less obtrusive
 - d. all of the above

2. Business and organization names are filed
 - a. with the most important name first.
 - b. with the last name first.
 - c. as written, using the business letterhead or trademark as a guide.
 - d. as written, using the telephone directory as a guide.

3. A tickler file is
 - a. an accumulating record of items of work to be done on future days.
 - b. a phone answering software package.
 - c. another name for database software.
 - d. a method of determining a flexible work schedule.

4. Which of the following is true of a subject line in an email?
 - a. Is optional
 - b. Is rarely used
 - c. Should only be used in correspondence of official nature
 - d. Helps reader mentally shift to the proper context

5. The two-letter state abbreviation Guam is
 - a. GM
 - b. GA
 - c. GU
 - d. not applicable since it is not a state in the US.

6. Electronic mail that asks for personal information using a replica of a credible website is called
 - a. flaming
 - b. a virus
 - c. spamming
 - d. phishing

7. Any text that contains links to other documents such as words or phrases that can be chosen by the reader to retrieve and display a document.
 - a. Hypertext
 - b. Uniform Resource Locator
 - c. HTML
 - d. Browser

8. Which of the following is true about attitude?
 - a. A good or bad attitude does not make a person good or bad
 - b. A person's health is not affected by attitude
 - c. Attitude is only reflected by a person's actions
 - d. Attitudes never change

9. The first step in efficiently managing your time is to
 - a. Identify time wasting activities
 - b. Prioritize tasks
 - c. Plan
 - d. Take an inventory of how time is spent each day

10. A W-2 Form is
 - a. An investment or savings plan
 - b. A form required by the IRS listing total salary and taxes withheld in a calendar year
 - c. An IRS form listing total salary and taxes withheld in a calendar year
 - d. Gross pay minus deductions

11. Why do more companies produce more black and white copies than color copies?
 - a. Black and white is clearer.
 - b. Color copies are too expensive.
 - c. Color copies cannot be bound.
 - d. Black and white is easier to produce.

12. When does an item become protected by copyright?
 - a. When it is registered with the Copyright Office
 - b. At the moment the copyright symbol is inserted next to the item
 - c. At the moment the work is actually created and fixed in tangible form
 - d. When the fee for the copyright has been paid

13. The amount of time that a copyrighted video clip can be used in a presentation is
 - a. 10% or 30 seconds, whichever is less
 - b. 10% or 3 minutes, whichever is less
 - c. 30% or 30 seconds, whichever is less
 - d. 30% or 30 seconds, whichever is less

14. Which of the following commands should be used to change the spelling of "Reid" to "Reed" in a company manual?
 - a. Replace
 - b. Spelling checker
 - c. Move
 - d. Copy and paste

15. Which of the following is an example of a "pending file"?
 - a. Files set up by company division
 - b. Files that are maintained according to purchase order number
 - c. Private files of your supervisor
 - d. Files set-up for unpaid invoices

16. OSHA stands for
 - a. Organizational Safety and Health Administration
 - b. Organizational Safety and Health Association
 - c. Occupational Safety and Health Administration
 - d. Occupation Safety and Health Association


17. Which of the following best describes workman's compensation?
 - a. Payments given to an employee who has retired
 - b. Payments given to an employee who has become disabled
 - c. Payments given to an employee who has been injured on the job
 - d. Payments given to an employee by the employer upon being laid off from work

18. When scheduling your employer's travel, she has indicated that she prefers nonstop or direct flights. A direct flight is one that
 - a. have a scheduled stop without a change of planes.
 - b. has no scheduled stops.
 - c. has no more than two scheduled stops.
 - d. has no more than one change of planes.

19. When making travel arrangements for a supervisor, it is important for an administrative assistant to prepare a correct, detailed outline of the trip called a(n)
 - a. analysis.
 - b. itinerary.
 - c. forecast.
 - d. chronology.

20. Which of the following is the "ampersand" symbol?
 - a. ~
 - b. *
 - c. &
 - d. @

21. Sound and pictures in presentations
 - a. should be used to help keep your audience's interest.
 - b. should not be used because they are too difficult to insert.
 - c. should be used to help take up time during the presentation.
 - d. should not be used to fill space in the slide.

22. The proofreader's mark for "transpose" is
 - a. #
 - b. 
 - c. @
 - d. ^

23. Because software recognizes websites as beginning with _____, websites should be written the same way in an email.
- www.
 - http://*
 - website name only i.e. google.com
 - emoticons
24. Which of the following is true about stress?
- Internalizing stress can cause physical reactions such as dermatological problems
 - Internalizing stress is a recommended coping skill on the job
 - Externalizing stress can build positive relationships with your supervisor
 - Externalizing stress can be a positive in team building among co-workers
25. Which of the following is a deduction for Social Security?
- FWT
 - FICA
 - WH
 - IRA

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 from Aracelli Reins, Wellness Coordinator. The memo should go to all department heads in the company. The subject line is "First Aid and CPR Training". ¶

As per company regulations, each department must have a minimum of three employees trained and certified in CPR and Red Cross First Aid Training. As Chief Health Officer, I will need your assistance in conducting the annual survey to determine this information. ¶ Please have each member of you department complete the attached survey and send the results back to me via email by Friday noon. ¶ A schedule is being developed that will include several opportunities for update the certifications. The completed schedule will be sent via email and a sign-up sheet of different times and places will be posted in the break room. ¶ Employees that cannot attend any sessions listed on the training schedule will be reimbursed they're registration fees for attending class elsewhere. In order to receive reimbursement of registration fees and be considered certified in the areas of CPR and First Aid, *the training must meet Red Cross guidelines.* ¶ Thank you for your assistance in keeping our work environment safe four everyone!

Job 2 – Database

Create a database that includes the following participants in the CPR and First Aid training. This information will be utilized to create the letters in Job 3 and the table in Job 4. Save the table as **Job 2, Contestant #**. Hide the address line 1, city, state, and zip fields. Sort by last name and print on landscape.

Saturday, March 20, 2010; Coweta Meeting Room; 9:00 a.m.; 3:00 p.m.;

Participants:

Mrs. Justine Sanction, 3567 Elm Street, Columbus, OH 43231-4021
Mr. Richard Robles, 358 Fir Street, Columbus, OH 43231-4021
Ms. Anja Meir, 93 Holiday Road, Columbus, OH 43232-3333
Ms. Brigetta Powers, 90023 Stevens Street, Columbus, OH 43230-4234

Saturday, March 27, 2010; Ogelthorpe Meeting Room; 8:30 a.m.; 2:30 p.m.;

Participants:

Ms. Latrelle Wilson, 390 Logan Avenue, Columbus, OH 43233-2433
Mr. Zain Ahmed, 9000 Orange Drive, Columbus, OH 43231-8900
Mrs. Rosina Halle, 3888 Hartwood Street, Columbus, OH 43231-2222
Dr. Rex Macon, 700 National Drive, Columbus, OH 43233-2398

Saturday, April 3, 2010; Coweta Meeting Room; 9:15 a.m.; 3:15 p.m.

Participants:

Mrs. Rita MacGarr, 7288 South Lawn Avenue, Columbus, OH 43233-8898
Ms. Kaina Leigh, 2544 James Murray Road, Columbus, OH 43231-1432
Dr. Kerr Hughes, 8998 Smithson Loop, Columbus, OH 43231-4322

Saturday, April 3, 2010; Ogelthorpe Meeting Room; 9:00 a.m.; 3:00 p.m.

Participants:

Mr. Kenneth Wayne, 9258 Northeast Avenue, Columbus, OH 43231-1234
Mr. Lionel Addle, 9389 East Tenth Street, Columbus, OH 43898-1432
Ms. Teresina Munoz, 3990 Stevens Street, Columbus, OH 43230-4234
Mr. Larry Davidson, 7777 West Elm Street, Columbus, OH 43231-1235

Job 3 - Confirmation of Training Reservation Letter

Create a form letter to send as confirmation of scheduled training for the employees. The letter is provided below. Utilize the database from Job 1.

Print the original letter showing merge codes. Complete the merge and print the letter to Rita MacGarr.

Date
Dear

Enclosed is your reservation card for the CPR/First Aid Training to be held at Columbus Civic Center on _____. The training will be held in _____ beginning at _____ and lasting until _____.

Please be on time as no late arrivals can be admitted.

If you cannot attend the training on the date designated above, please notify me at once. Each department must have at least three employees certified in CPR/First Aid Training by the end of the second quarter.

Loose, comfortable casual clothing is recommended as participants will be kneeling, stooping and bending over.

Sincerely yours
Tristan Fowler
Office Assistant
c Aracelli Reins
Enclosure

Job 4 – Mailing Labels

Using the guidelines in the Style and Reference Manual, create appropriate mailing labels for the participants entered in Job 1. Sort alphabetically by last name. Use mailing label Avery 5160.

Job 5 – Table

Create a simple table format in landscape that will provide a list of the participants. Pull the needed information from the database prepared in Job 1. Prepare an appropriate title. Sort by Date, Start Time, and Last Name. Column headings to be used are

Date
Start Time
End Time
Room
First Name
Last Name



ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

KEY

Regional—2010

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

Production Portion

Job 1 Memorandum _____ (100 pts.)

Job 2 Database _____ (100 pts.)

Job 3 Letter _____ (130 pts.)

Job 4 Mailing Labels _____ (50 pts.)

Job 5 Table _____ (100 pts.)

TOTAL POINTS _____ (**580 pts.**)

Judges/Graders:

Please double-check and verify all scores!

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Contestant Number
Job Number



Objective Questions

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



Job 1—Memo

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

MEMORANDUM

TO: All Department Heads
FROM: Aracelli Reins, Wellness Coordinator
DATE: Current
SUBJECT: First Aid and CPR Training

As per company regulations, each department must have a minimum of three employees trained and certified in CPR and Red Cross First Aid Training. As Chief Health Officer, I will need your assistance in conducting the annual survey to determine this information.

Please have each member of **your** department complete the attached survey and send the results back to me via email by Friday noon.

A schedule is being developed that will include several opportunities for **updating** the certifications. The completed schedule will be sent via email and a sign-up sheet of different times and places will be posted in the break room.

Employees that cannot attend any sessions listed on the training schedule will be reimbursed **their** registration fees for attending class elsewhere. In order to receive reimbursement of registration fees and be considered certified in the areas of CPR and First Aid, *the training must meet Red Cross guidelines.*

Thank you for your assistance in keeping our work environment safe **for** everyone!

999999 (Contestant Number)

Attachment

(Note to graders: Highlighted words were planted errors. Make sure the errors were corrected. If not, count each uncorrected word as a production error.)



Job 2

<p>Job 2—Database</p> <p>0 Errors = 100 1 Error = 90 2 Errors = 70 3+ Errors = 0</p>
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Notes to graders:

- If not sorted by last name, count 1 production error.
- If address line 1, city, state, and zip are not hidden, count 1 production error.
- If not printed on landscape, count 1 production error.
- Each typo will count as 1 production error.

Job 2, 99-9999-9999

7/16/2009

Date	Meeting Room	Start Time	End Time	Title	First Name	Last Name
Saturday, April 3, 2010	Ogelthorpe Meeting Room	9:00 a.m.	3:00 p.m.	Mr.	Lionel	Addle
Saturday, March 27, 2010	Ogelthorpe Meeting Room	8:30 a.m.	2:30 p.m.	Mr.	Zain	Ahmed
Saturday, April 3, 2010	Ogelthorpe Meeting Room	9:00 a.m.	3:00 p.m.	Mr.	Larry	Davidson
Saturday, March 27, 2010	Ogelthorpe Meeting Room	8:30 a.m.	2:30 p.m.	Mrs.	Rosina	Halle
Saturday, April 3, 2010	Coweta Meeting Room	9:15 a.m.	3:15 p.m.	Dr.	Kerr	Hughes
Saturday, April 3, 2010	Coweta Meeting Room	9:15 a.m.	3:15 p.m.	Ms.	Kaina	Leigh
Saturday, April 3, 2010	Coweta Meeting Room	9:15 a.m.	3:15 p.m.	Mrs.	Rita	MacGarr
Saturday, March 27, 2010	Ogelthorpe Meeting Room	8:30 a.m.	2:30 p.m.	Dr.	Rex	Macon
Saturday, March 20, 2010	Coweta Meeting Room	9:00 a.m.	3:00 p.m.	Ms.	Anja	Meir
Saturday, April 3, 2010	Ogelthorpe Meeting Room	9:00 a.m.	3:00 p.m.	Ms.	Teresina	Munoz
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Saturday, April 3, 2010	Ogelthorpe Meeting Room	9:00 a.m.	3:00 p.m.	Mr.	Kenneth	Wayne
Saturday, March 27, 2010	Ogelthorpe Meeting Room	8:30 a.m.	2:30 p.m.	Ms.	Latrele	Wilson



Job 3 – Print out #1

Current Date

«AddressBlock» ←

Note: Allow individual field codes as well

Dear «Title» «Last_Name»

Enclosed is your reservation card for the CPR/First Aid Training to be held at Columbus Civic Center on «Date». The training will be held in «Meeting_Room» beginning at «Start_Time» and lasting until «End_Time»

Note: Student will not add a period to the end of the sentence because the merge field ends in a period.

Please be on time as no late arrivals can be admitted.

If you cannot attend the training on the date designated above, please notify me at once. Each department must have at least three employees certified in CPR/First Aid Training by the end of the second quarter.

Loose, comfortable casual clothing is recommended as participants will be kneeling, stooping and bending over.

Sincerely yours

Tristan Fowler
Office Assistant

99-9999-9999

Enclosure

c Aracelli Reins

Award Points as follows:

Printout #1

Merge Codes (Date, Meeting Room, Start, End) 20 points

Printout #2

Only printed letter to Rita MacGarr 10 points

Production Standards..... 100 points

(Printout #2 on next page)



Job 3 – Print out #2

Current Date

Job 3—Database

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

Mrs. Rita MacGarr
7288 South Lawn Avenue
Columbus, OH 43233-8898

Dear Mrs. MacGarr

Enclosed is your reservation card for the CPR/First Aid Training to be held at Columbus Civic Center on Saturday, April 3, 2010. The training will be held in Coweta Meeting Room beginning at 9:15 a.m. and lasting until 3:15 p.m.

Note: Watch for double period. That is a production error.

Please be on time as no late arrivals can be admitted.

If you cannot attend the training on the date designated above, please notify me at once. Each department must have at least three employees certified in CPR/First Aid Training by the end of the second quarter.

Loose, comfortable casual clothing is recommended as participants will be kneeling, stooping and bending over.

Sincerely yours

Tristan Fowler
Office Assistant

99-9999-9999

Enclosure

c Aracelli Reins



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Columbus, OH 43230-4234

Mr. Zain Ahmed
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Columbus, OH 43231-8900

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Columbus, OH 43232-3333

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Columbus, OH 43230-4234

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Columbus, OH 43230-4234

Mr. Richard Robles
358 Fir Street
Columbus, OH 43231-4021

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3567 Elm Street
Columbus, OH 43231-4021

Mr. Kenneth Wayne
9258 Northeast Avenue
Columbus, OH 43231-1234

Ms. Latrelle Wilson
390 Logan Avenue
Columbus, OH 43233-2433



PARTICIPANT LIST FOR CPR AND FIRST AID TRAINING

Professional Business Associates

Date	Start Time	End Time	Room	First Name	Last Name
Saturday, April 3, 2010	9:00 a.m.	3:00 p.m.	Ogelthorpe Meeting Room	Lionel	Addle
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