

# ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

## Regional—2009

Objective Questions (25 @ 4 pts. each) \_\_\_\_\_ (100 pts.)

### ***Production Portion***

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

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

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

Job 4 Flyer \_\_\_\_\_ (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 60 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 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. What does the following statement do?  
Free calendars from Barb's Diner will be available on June 1.
  - a. Inform
  - b. Request
  - c. Record
  - d. Persuade
2. Which word poses the potential for bias.
  - a. server
  - b. foreman
  - c. actor
  - d. police officer
3. Which is not true of a Memorandum?
  - a. It provides a record
  - b. It informs
  - c. It sends informal messages
  - d. It sends formal messages
4. Corporate email
  - a. has the same federal laws protecting the recipient and sender as postal mail
  - b. cannot be reviewed by employer
  - c. Allows you the same email freedoms as your home email account.
  - d. is owned by the corporation and is not bound by federal postal laws
5. When writing an email, avoid using all capital letters, or
  - a. Flaming
  - b. Laughing
  - c. Shouting
  - d. Whispering
6. Before a meeting, the secretary must
  - a. prepare an agenda
  - b. prepare an itinerary
  - c. prepare the minutes
  - d. None of the above
7. Which is **NOT** true of a mission statement
  - a. indicates what the business is striving to become
  - b. is a broad description of the business's purpose
  - c. is simple and to the point
  - d. the key is effectiveness
8. Administrative office management
  - a. is the process of decision making
  - b. is the process of planning, organizing, and controlling and leading (directing)
  - c. is the process of planning, organizing and implementing
  - d. is the process of dealing with the administrative needs of the manager

9. An intrapreneur
  - a. is a manager who creates innovation of any kind outside their organization
  - b. an individual who invests in a business
  - c. someone who is self-employed
  - d. is a manager who creates innovation of any kind within their organization.
10. Total Quality Management (TQM ):
  - a. relates to productivity
  - b. is a philosophy and set of principals used to guide the entire organization in continuous improvement.
  - c. conscientiously chooses between two or more alternative courses of action.
  - d. makes use of engineering and mathematical skills to solve complex decision-making problems.
11. Authority is
  - a. the obligation and accountability for properly performing assigned work.
  - b. a broad guideline for operating the organization
  - c. the right to command or give orders
  - d. only in the hands of upper management
12. Which leadership style helps people to solve their problems or to meet the needs of a particular situation?
  - a. autocratic
  - b. bureaucratic
  - c. diplomatic
  - d. participative
13. Downward communication
  - a. informs employees of their job responsibilities.
  - b. enlists the understanding and support of employees about management objectives and company goals.
  - c. relays to employees the results of their job performance.
  - d. All of the above.
14. Civil Rights Act of 1964
  - a. deals with voting rights for persons under 21
  - b. prohibition of discrimination on the basis of race, color, religion, or national origin
  - c. deals with giving women equal rights under the law
  - d. None of the above
15. A task is
  - a. a set of actions expected from a person or machine.
  - b. a series of steps that must be followed in a regular, definite order
  - c. individual assignments or jobs that are necessary to complete a function of the job.
  - d. All of the above
16. Ergonomics
  - a. examines how the physical work environment affects the worker and his or her performance.
  - b. examines the most cost-efficient method of completing assignments.
  - c. refers to the study of customer service.
  - d. None of the above.

17. The key to good human relations at work is
  - a. proficiency
  - b. productivity
  - c. attitude
  - d. All of the above
18. GIGO means
  - a. gigabytes in, gigabytes out.
  - b. garbage in, garbage out.
  - c. All of the above.
  - d. None of the above.
19. Optical Character Reader (OCR) is
  - a. a device one uses for reading fine print in contracts.
  - b. a device that can scan a printed or typed document electronically and transfer the characters to the computer.
  - c. a device to convert cursive to typed characters.
  - d. None of the above.
20. The term encoding can refer to
  - a. speaking
  - b. writing
  - c. listening
  - d. all of the above
21. Teleconferencing
  - a. is a form of being able to attend a conference via the telephone.
  - b. is a form of electronic communication that allows one to conduct a presentation or group discussion using electronic communication devices that can transmit images.
  - c. is a form of being able to send information via e-mail.
  - d. none of the above.
22. An Executive Summary
  - a. is written by the executive that prepared the report.
  - b. is located at the back of the report.
  - c. summarizes the entire report at the beginning of the report.
  - d. is an informal summary.
23. Which is NOT an official mailing designation?
  - a. COD mail
  - b. Registered Mail
  - c. Certificate Mail
  - d. Special Delivery
24. Formal meetings must be conducted using
  - a. an agenda
  - b. parliamentary procedure
  - c. stenography
  - d. a itinerary
25. Effective January 2007, which document must your boss have when planning a flight to Canada?
  - a. Birth certificate
  - b. Passport
  - c. Driver's license
  - d. Voting card

**Job 1 – Letter**

Please key the following letter to Mr. and Mrs. Edward Brock at 182 N. Montrose Avenue, Apt. 3 in Chicago, IL 60640. The subject is security inspection of your new home in Wheaton. The letter is from Ken Mullens, Security Specialist. Supply missing letter parts.

---

In keeping with our agreement, last week we checked out the existing security system at 185 Pine Tree Lane, Wheaton, Illinois. The information in this letter summarizes that visit.

A good home security system should include a main alarm-control box, door sensors, sound-and motion-detectors, and a smoke detector, all linked to a central station. All windows and doors through which an intruder could enter should be connected to the system. The house in Wheaton has only the doors connected to the alarm system; windows are not covered.

A good alarm system protects against a power outage caused by a burglar cutting the electrical wires by providing an auxiliary source of power in the form of a battery pack. The house in Wheaton has no such backup system.

The alarm system in the Wheaton house is woefully inadequate. It needs to include the entire perimeter of the house, not just the doors, and it needs an auxiliary power source in case the electricity goes out. Unfortunately, local law does not permit a direct alarm connection to the police department. Any new system installed would have to be connected to a central reporting station. Home Security Alarm Systems Inc. provides both types of alarm systems—those that connect directly to the local police department and those that silently signal our company's alarm center to dispatch police.

If you would like to discuss your security needs further, please give me a call.

Sincerely

**Job 2 – Memorandum**

Please key the following memo to Jane Thorsen, Dean on December 15, 2007. It is from Sue Tseng, Instructor and the subject is cheating on final exam

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On December 14, 2007, Jason Lopes, one of the students in my Asian Studies class (ID 727-45-1231) cheated on the final exam.

Mr. Lopes had spoken to me two weeks before the exam about his fear of not passing the class. A check of his grades prior to the exam indicated he had a D-. Mr. Lopes said he was on a scholarship and had to maintain at least a C average to keep his scholarship active. I suggested he take the study-skills seminar to improve his skills before the exam. I also indicated which topics in the text were most important for him to review for the exam.

The exam was administered at 1:00 p.m. on December 6, 2007. I circulated around the room from time to time and observed the students. When I came to Mr. Lopes' desk, I noticed he tried to hide something under his test paper. When I asked what was under the paper, he replied there was nothing. I lifted the test paper off the desk and discovered a sheet listing some important dates and events. I asked Mr. Lopes to see me after the exam was finished. At that time, I told him he was caught cheating and would be reported to the dean. I explained his grade for the semester would be F.

Since my course syllabus clearly states cheating will result in a failing grade, I did not grade Mr. Lopes' exam and turned in a grade of F as his final grade. I believe the registrar should be notified about this incident to determine if Mr. Lopes' scholarship is in jeopardy.

**Job 3 – Labels**

Create labels for the names below using Avery labels 5160. Sort them by zip code before printing them.

Mr. Clarence L. Daugherty, Data Consultants, I-65 & Highway 76, White House, TN 37188-3379

Ms. Sheila Tronza , Mesko Productions, 201 Gifford Place, Joelton, TN 37080-2010

Mr. Peter Ebick, Tennessee Trucking, 3312 Dickerson Road, Nashville, TN 37207-3381

Mrs. Nedra Levy, Levy Paper Products, 1400 Brick Church Pike, Nashville, TN 37207-4682

Dr. Satish Dewan, Nashville Neurological Associates, 211 North First Street, Nashville, TN 37213-2770

Mr. David S. Yoon, Compucon Imaging, 2345 Atrium Way, Nashville, TN 37214-2345



**Job 4 – Flyer**

The department needs a flyer for the diversity presentation being made to the Professional Business Associates next Friday. Please use the information below in an attractive flyer, using bullets, appropriate fonts, graphics to add to the overall effectiveness of the handout. Correct any errors you may find in the draft. Lay out your information so it fills the page attractively; the flyer must be on one page.

**DIVERSITY**

Everyone will . . .

- understand what diversity is
- who is affected by discrimination
- recognize how it hurts
- find out what you can do to celebrate our uniqueness
- respect everyone and appreciate the differences

Let's Celebrate Diversity



# ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

## KEY

### Regional—2009

Objective Questions (25 @ 4 pts. each) \_\_\_\_\_ (100 pts.)

***Production Portion***

Job 1	Letter	_____ (100 pts.)
Job 2	Memorandum	_____ (100 pts.)
Job 3	Labels	_____ (100 pts.)
Job 4	Flyer	_____ (100 pts.)
	<b><i>TOTAL POINTS</i></b>	_____ ( <b><i>500 pts.</i></b> )

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***Judges/Graders:***

Please double-check and verify all scores!

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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.
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**MULTIPLE CHOICE ANSWERS**

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



**Job 1 – Letter**

Current date

Mr. and Mrs. Edward Brock  
182 N. Montrose Avenue, Apt. 3  
Chicago, IL 60640

**SECURITY INSPECTION OF YOUR NEW HOME IN WHEATON**

Dear Mr. and Mrs. Brock

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Sincerely

Ken Mullens  
Security Specialist

Contestant Number

Contestant Number  
Job Number



## MEMORANDUM

**TO:** Jane Thorsen, Dean  
**FROM:** Sue Tseng, Instructor  
**DATE:** December 15, 2007  
**SUBJECT:** Cheating on Final Exam

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As you can see clearly stated in the attached course syllabus, cheating will result in a failing grade. I did not grade Mr. Lopes' exam and turned in a grade of F as his final grade. I believe the registrar should be notified about this incident to determine if Mr. Lopes' scholarship is in jeopardy.

Contestant Number



MS SHEILA TRONZA  
MESKO PRODUCTIONS  
201 GIFFORD PLACE  
JOELTON TN 37080-2010

MR CLARENCE L DAUGHERTY  
DATA CONSULTANTS  
I-65 & HIGHWAY 76  
WHITE HOUSE TN 37188-3379

MR PETER EBICK  
TENNESSEE TRUCKING  
3312 DICKERSON ROAD  
NASHVILLE TN 37207-3381

MRS NEDRA LEVY  
LEVY PAPER PRODUCTS  
1400 BRICK CHURCH PIKE  
NASHVILLE TN 37207-4682

DR SATISH DEWAN  
NASHVILLE NEUROLOGICAL  
ASSOCIATES  
211 NORTH FIRST STREET  
NASHVILLE TN 37213-2770

MR DAVID S YOON  
COMPUCON IMAGING  
2345 ATRIUM WAY  
NASHVILLE TN 37214-2345



**Job 4 – Flyer**

Graders: Flyer may vary in wording and format. Required components should be included.



# Celebrate Diversity

- ▶ What is diversity?
- ▶ What makes you different?
- ▶ What makes you special?
- ▶ How to recognize discrimination
- ▶ Appreciate differences
- ▶ Respect everyone

Join us at the presentation...

Make a difference!

Contestant Number  
Job Number

