

Time: \_\_\_\_\_

Rank: \_\_\_\_\_

# BASIC OFFICE SYSTEMS & PROCEDURES (220)

## REGIONAL – 2014

### Multiple Choice Section:

Multiple Choice (25 @ 4 points each) \_\_\_\_\_ (100 points)

### Production Portion:

Job 1: Memo \_\_\_\_\_ (100 points)

Job 2: Letter \_\_\_\_\_ (100 points)

Job 3: Envelope \_\_\_\_\_ (100 points)

Job 4: Agenda \_\_\_\_\_ (100 points)

***TOTAL POINTS*** \_\_\_\_\_ (***500 points***)

**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

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### **GENERAL INSTRUCTIONS**

1. Answer the 25 objective questions using the Scantron scoring sheet provided. Write your contestant name, along with the contest number on the scantron sheet.
2. Make certain this test booklet contains Jobs 1-4 and the objective test.
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. Use two-letter state abbreviations for all addresses.
6. Use the current date on all correspondence unless directed differently.
7. You may use reference materials, but you may not share references with other contestants.
8. Assume these jobs are waiting for you upon arrival in the morning.
9. You may complete the jobs in any order you choose.
10. 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.
11. 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. Ethics deals with
  - a. expressing your opinions.
  - b. complying with the law.
  - c. persuading customers.
  - d. principles for acceptable conduct.
  
2. When you or an office colleague answers the phone, what should be done?
  - a. Explain you are really busy with people in your office and don't have much time to talk
  - b. Announce your name and office affiliation
  - c. Begin talking about the first item on your list
  - d. Assume they recognize your voice
  
3. The process of sending and receiving messages that convey information, feelings, ideas and beliefs is
  - a. communication.
  - b. decoding.
  - c. protocol.
  - d. body language.
  
4. Completing a job application is an example of reading
  - a. persuasive writing.
  - b. using prior knowledge.
  - c. for information.
  - d. to follow directions.
  
5. A \_\_\_\_ is a unit of measurement for computer memory and storage
  - a. megabyte
  - b. pica
  - c. pixel
  - d. milliliter
  
6. In a MLA report \_\_\_\_\_:
  - a. use a 2 inch top margin for page 1 and 1 inch top margin for all other pages.
  - b. use a 1 inch top margin for page 1 and 1 inch top margin for all other pages.
  - c. use a 2 inch top margin for page 1 and 1.5 inch top margin for all other pages.
  - d. use a 1 inch margins for all pages.
  
7. Use a \_\_\_\_\_ to separate three or more items in a series if any of the items already contain commas.
  - a. colon
  - b. semi-colon
  - c. comma
  - d. hyphen

8. Numbers or bullets may be used in letters to call attention to items in a list. If the sequence of the items is important, use:
  - a. bullets.
  - b. numbers.
  - c. specialized document bullets.
  - d. numbers with specialized symbols.
  
9. The inside address of a business letter in modified-block style is the \_\_\_\_\_?
  - a. content of the letter
  - b. personal title of the recipient
  - c. how you address the closing of the letter
  - d. recipient's address
  
10. The subject line of a business letter is:
  - a. after the closing.
  - b. after the salutation.
  - c. before the salutation.
  - d. before the date.
  
11. A \_\_\_\_\_ resume starts by listing your work history, with the most recent position listed first.
  - a. skills
  - b. chronological
  - c. reference
  - d. functional
  
12. The two letter state abbreviation for Alaska is \_\_\_\_\_.
  - a. AL
  - b. AK
  - c. AR
  - d. AZ
  
13. File the following States in order, NJ, NC, MS, NH:
  - a. Maryland, North Carolina, New Jersey, Nevada
  - b. Mississippi, New Hampshire, New Jersey, North Carolina
  - c. Mississippi, New Jersey, Nevada, North Carolina
  - d. Maine, New York, New Jersey, New Mexico
  
14. When filing, personal names with prefixes,
  - a. surnames that include a prefix are filed as one unit.
  - b. surnames are not considered in the filing rules.
  - c. and suffixes are never considered.
  - d. with pseudonyms are filed as one unit.

15. If you see this  proofreaders mark in your document, you are being asked to \_\_\_\_.
- insert a hyphen
  - close up; delete space
  - begin a new paragraph
  - insert a punctuation mark
16. The purpose of an organizations tagline is:
- to not be any larger than a 15pt font or smaller than a 7 pt font.
  - to serve as a linking device between the organization and the name.
  - connect the logo to the company name.
  - a marketing tool.
17. When creating a flyer for a picnic, which of the following software should be used:
- spreadsheet
  - database
  - presentation
  - desktop publishing
18. For output devices, an office professional can use a:
- printer
  - keyboard
  - mouse
  - microphone
19. Which formatting style includes keying in all lines at the left margin?
- E-mail.
  - Memo.
  - Modified Block-style letter.
  - Block-style letter.
20. When someone is asking you to do something, you are
- actively listening to requests.
  - passively listening.
  - listening for specific information.
  - actively listening.
21. Symbols used when marking up copy are called
- proofreader's marks.
  - printer's marks.
  - designer marks
  - client marks

22. Software that can be installed and used, and then purchased if you decide to continuing using it, is called
- shareware.
  - malware.
  - freeware.
  - trial for-purchase software.
23. The title on a title page is typed in:
- all caps
  - upper and lowercase
  - sentence case
  - lowercase
24. The carat symbol  $\wedge$  indicates where something must be
- inserted.
  - deleted.
  - duplicated.
  - substituted.
25. A printer is an example of a(n)
- operating system.
  - computer.
  - storage medium.
  - peripheral.

Job 1 – Memorandum

Key the following information using your Style & Reference Manual as a guide. Correct the spelling and punctuation errors you find. Arrange the data in the table with the yearly rent due in descending order and the table with borders.

This memo is to:

Nancy Wells, Julie Smith

The memo is from:

Harvey Rosen, Financial Services Department

Copy Roger Meyer, Administrative Support Department

Subject is investors

The body of the memo:

We have recently been contacted by Buildco, a local property management company, about the possibility of investing in commercial properties. Due to high demand for quality rentals in our area, they have seen a rise in rents as well as a significant increase in profits and dividends. This has been something we have discussed in the past and now is probably the time to revisit the opportunities. Please review the table below and feel free to conduct your own research prior to our next meeting. This topic will be on our agenda.

**BUILDCO PROPERTIES INCORPORATED**  
**Rental Property Results**

Building Name	Rental Agent	Square Footage	Rent Per Foot	Yearly Rent Due
Court Towers	Sim Linov	50,000	\$25.50	\$1,275,000
CPL Building	Atara Moine	63,200	13.00	821,860
Federal Towers	Megan Flanagan	120,920	\$14.00	\$1,692,880

Job 2 – Letter

Key the following letter using your Style & Reference Manual. Correct the spelling and punctuation errors you find.

This letter is to:

Dr. Roger Anderson, Summer and McMinn Dental, 10230 Northwest Highland Drive, Texarkana  
Arkansa 71854

The letter is from:

Harvey Rosen, financial services department

Copy the CEO of Professional Business Associates

The body of the letter:

I want to thank you for the opportunity to present our new business initiative. As you know, John Campy, a mutual colleague who is quiet familiar with are concept, suggested we contact you.

As we discussed last week Professional Business Associates is seeking an investor who is interested in watching our business grow. We believe now is the time to invest with us, due to high demand for quality system analysis and software development and design, Professional Business Associates has increased revenue and is looking forward to record breaking profits in 2015.

I have enclosed a business plan and would appreciate you assessment. Before reviewing the plan, could you please sign, date and return the Confidentiality Agreement which is located just behind the cover page?

Thank you in advance for your time and consideration. Please don't hesitate to contact me with any questions or comments you may have. I look forward to discussing this initiative further after you have completed your review.



Job 3 – Envelope

Key an envelope for Job 2. The return address for Professional Business Associates is  
Professional Business Associates  
5454 Cleveland Avenue  
Columbus, OH 43231-4021

You may have to create a text box to include your contestant and job number on this document.

Job 4 – Meeting Agenda

Use the Style & Reference Manual format for the following agenda.

Key the agenda for the Professional Business Associates regular meeting of the staff to be held on February 5, 2014, at 2 p.m.; this is a Wednesday. We will meet in the Stiggins Board Room on the Fifth Floor.

Nancy will call the meeting to order, and Harvey, who is secretary, will conduct the roll call, Harvey will also read the minutes. Julie Smith, treasurer will not be able to attend so Larry Owens will read the treasurer's report. We will want to leave an agenda item for other officer reports, committee reports including , Fundraising—Angelina Corinthians. Special Olympics—Devon Wakley and Recruitment—Edna Donnley. We do have conference travel approval as an unfinished business item and commercial investment properties as a new business item. We will need to set the next meeting date and then we can adjourn.



# BASIC OFFICE SYSTEMS & PROCEDURES (220)

## REGIONAL – 2014

### Multiple Choice & Short Answer:

Multiple Choice (25 @ 4 points each) \_\_\_\_\_ (100 points)

### Production:

Job 1: Memo \_\_\_\_\_ (100 points)

Job 2: Letter \_\_\_\_\_ (100 points)

Job 3: Envelope \_\_\_\_\_ (100 points)

Job 4: Agenda \_\_\_\_\_ (100 points)

***TOTAL POINTS*** \_\_\_\_\_ (***500 points***)

**Judges/Graders: Please double check and verify all  
scores and answer keys!**

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

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



## MEMORANDUM

**TO:** Nancy Wells, Julie Smith

**FROM:** Harvey Rosen, Financial Services Department

**CC:** Roger Meyer, Administrative Support Department

**DATE:** March 2, 2014

**SUBJECT:** Investors

<b>Job 1 –Memorandum</b> 0 Errors = 100 1 Error = 90 2 Errors = 70 3+ Errors = 0
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We have recently been contacted by Buildco, a local property management company, about the possibility of investing in commercial properties. Due to high demand for quality rentals in our area, they have seen a rise in rents as well as a significant increase in profits and dividends. This has been something we have discussed in the past and now is probably the time to revisit the opportunities. Please review the table below and feel free to conduct your own research prior to our next meeting. This topic will be on our agenda.

### **BUILDCO PROPERTIES INCORPORATED**

#### **Rental Property Results**

<b>Building Name</b>	<b>Rental Agent</b>	<b>Square Footage</b>	<b>Rent Per Foot</b>	<b>Yearly Rent Due</b>
Federal Towers	Megan Flanagan	120,920	\$14.00	\$1,692,880
Court Towers	Sim Linov	50,000	25.50	\$1,275,000
CPL Building	Atara Moine	63,200	\$13.00	\$821,860

Contestant #



February 1, 2014 (use current date unless otherwise specified)

Dr. Roger Anderson  
Summer and McMinn Dental  
10230 Northwest Highland Drive  
Texarkana, AR 71854

**Job 2 –Letter**  
0 Errors = 100  
1 Error = 90  
2 Errors = 70  
3+ Errors = 0

Dear Dr. Anderson

I want to thank you for the opportunity to present our new business initiative. As you know, John Campy, a mutual colleague who is quite familiar with our concept, suggested we contact you.

As we discussed last week Professional Business Associates is seeking an investor who is interested in watching our business grow. We believe now is the time to invest with us, due to high demand for quality system analysis and software development and design, Professional Business Associates has increased revenue and is looking forward to record breaking profits in 2015.

I have enclosed a business plan and would appreciate your assessment. Before reviewing the plan, could you please sign, date and return the Confidentiality Agreement which is located just behind the cover page?

Thank you in advance for your time and consideration. Please don't hesitate to contact me with any questions or comments you may have. I look forward to discussing this initiative further after you have completed your review.

Sincerely

Harvey Rosen  
Financial Services Department

Contestant #

Enclosure

c Nancy Wells

Contestant #  
Job 2



Mr. Harvey Rosen  
Financial Services Department  
Professional Business Associates  
5454 Cleveland Avenue  
Columbus, OH 43231-4021

Dr. Roger Anderson  
Summer and McMinn Dental  
10230 Northwest Highland Drive  
Texarkana, AR 71854

**Job 3 –Envelope**

0 Errors = 100

1 Error = 90

2 Errors = 70

3+ Errors = 0



**PROFESSIONAL BUSINESS ASSOCIATES**

**Agenda**

**Regular Meeting of the Staff**

**Wednesday, February 5, 2014, 2 p.m.**

**Stiggins Board Room, Fifth Floor**

**(QS)**

1. Call to Order—Nancy Wells, Chief Executive Officer
2. Roll Call—Harvey Rosen, Secretary
3. Reading of the Minutes—Harvey Rosen, Secretary
4. Treasurer's Report—Larry Owens for Julie Smith, Treasurer
5. Other Officer Reports
6. Committee Reports
  - Fundraising—Angelina Corinthians
  - Special Olympics—Devon Wakley
  - Recruitment—Edna Donnley
7. Unfinished Business
  - Conference Travel Approval
8. New Business
  - Commercial Investment Properties
9. Set Next Meeting Date
10. Adjourn

**Job 4 –Agenda**

0 Errors = 100

1 Error = 90

2 Errors = 70

3+ Errors = 0

Contestant #

Job 4