

# ADVANCED OFFICE SYSTEMS & PROCEDURES (225)

## REGIONAL – 2017

### Multiple Choice:

Multiple Choice (20 @ 5 points each) \_\_\_\_\_ (100 points)

### Production:

Job 1: Letter with Table \_\_\_\_\_ (100 points)

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

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

Job 4: Letter Mail Merge \_\_\_\_\_ (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.**

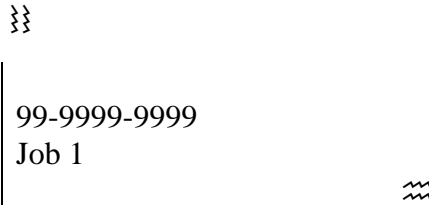
No more than ten (10) minutes orientation  
No more than ninety (90) minutes testing time  
No more than ten (10) minutes wrap-up

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*Workplace Skills Assessment Program* competition.

## General Instructions

You have been hired as an Administrative Assistant and will be working for various departments within Professional Business Associates, located at 5454 Cleveland Avenue, Columbus, Ohio 43231. Professional Business Associates provides accounting and other financial services for clients. You will complete jobs for a variety of Professional Business Associates' ventures and department heads as well as for clients.

1. Use the Scantron scoring sheet provided for the Objective portion of the test.
2. Make certain this test booklet contains Jobs 1-4.
3. Key all jobs according to the instructions given.
4. Correct any obvious keyboarding errors and incorporate any editing notations.
5. Correct any errors in formatting. Use formatting shown in the *Style & Reference Manual*.
6. For any problem where you would normally key your reference initials, key your contestant number. Your name or initials should *not* appear on any work you submit.
7. Key your contestant number and job number as the footer in the lower left-hand corner of all work submitted unless otherwise specified.

Example: 

8. If you finish before the end of the allotted testing time, notify the proctor. Time may be a factor in determining a winner when there is a tie score.
9. When turning in your materials, place your scoring sheet on top of your jobs. The jobs should be arranged in numerical order.

Production Standards	
0 Errors	100 points
1 Error	90 points
2 Errors	70 points
3 Errors	50 points
4+ Errors	0 points

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

1. Which of the following is an *acceptable* format for keying the dateline in a letter?
  - a. 10/10/2018
  - b. October 10, 2018
  - c. October 10<sup>th</sup>, 2018
  - d. Oct. 20 2018
  
2. In which of the following sentences are numbers used *correctly*?
  - a. Move the sample 5 cm to the right.
  - b. 19,000 voters filed incorrect ballots.
  - c. The legislature budgeted eight hundred thirty-nine million dollars for the program.
  - d. Seven of the 22 delegates voted yes.
  
3. A subject is \_\_\_\_\_.
  - a. placed above the address of a letter
  - b. placed after the closing line of a letter
  - c. makes it clear to understand the content of the letter
  - d. included as part of the signature line of a letter
  
4. \_\_\_\_\_ are indexed by the name found on its letterhead.
  - a. Colleges
  - b. Banks
  - c. Hotels
  - d. All of the above
  
5. A word processing file that contains settings for margins, line spacing, formatting, and page layout for a document is called a(n) \_\_\_\_\_.
  - a. template
  - b. boilerplate text
  - c. building block
  - d. mail merge
  
6. Proofreader's marks are used when \_\_\_\_\_.
  - a. marking up copy
  - b. edits are needed on a document
  - c. communication between two people cannot be face-to-face
  - d. both a and b
  
7. The inside address of a business letter in 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

8. Of the domestic mail services, \_\_\_\_\_ is the fastest.
- priority mail
  - express mail
  - parcel post
  - first-class mail
9. Arrange the names in alphabetical order: (1) Layman, Kenneth, (2) Lavoie, Rachelle, (3) Lavolette, Pierre, (4) Lawson, Virginia
- 2,1,3,4
  - 2,3,4,1
  - 3,1,4,2
  - 3,2,4,1
10. In which of the following sentences are capital letters used correctly?
- Boston is the Capital of Massachusetts.
  - The book was entitled *The End of the Road*.
  - The new City Mayor held a news conference.
  - Did you know that governor Butch Otter was once a ranch hand?
11. A hard return is a command \_\_\_\_\_.
- used to end a line of text
  - used to hyphenate text automatically
  - that closes a file without saving changes to the file
  - a command that places an item in the trash
12. \_\_\_\_\_ mail requires your immediate attention.
- Routine
  - First Class
  - Informational
  - Priority
13. Arrange the dates in chronological order from earliest to most recent, (1) June 5, 2018 (2) December 20, 2017 (3) October 15, 2016 (4) January 12, 2017.
- 3,4,2,1
  - 1,2,3,4
  - 3,2,4,1
  - 4,2,1,3
14. \_\_\_\_\_ are notes recorded that serve as a record of an official meeting.
- Minutes
  - Agendas
  - Notes
  - Verbatim

15. Interoffice Memoranda are used \_\_\_\_\_.
- in place of e-mails
  - when responding to customers
  - in place of business letters
  - for intra-office communication
16. Domestic mail is transmitted \_\_\_\_\_.
- among the States in the U.S.
  - between the States, its territories, and possessions.
  - Between the States, its territories, and possessions, Army-Air Force (APO) and Navy (FPO) post office.
  - between the States, its territories, and possessions, Army-Air Force (APO) and Navy (FPO) post office, as well as deliveries to the United Nations, New York City.
17. The first step in preparing a presentation is \_\_\_\_\_.
- considering the audience
  - developing visual aids
  - identifying the objective
  - writing answers to questions the listeners may ask
18. Letters arranged in modified block format \_\_\_\_\_.
- do not include a salutation
  - have all parts of the letter beginning at the left margin
  - have justified line endings
  - have date, salutation and signature lines begin at center
19. The margins used when keying an agenda are \_\_\_\_\_.
- 1 inch top margin and 1 inch side margins
  - 1 inch top and bottom margin and 1 inch side margins
  - .5 inch top margin and 1.5 inch side margins
  - .75 inch margins all around
20. \_\_\_\_\_ is the notation used to indicate something \_\_\_\_\_.
- Attachment, is attached to the report
  - Enclosure, is enclosed in the envelope with the letter or memo
  - DS, in the envelope should be double spaced
  - Reference initials, that the letter is formatted in block style

## Job 1 – Letter with Table

Key the following letter from Nancy Wells using the *Style & Reference Manual*. Correct the spelling and punctuation errors you find.

There are three items that Nancy is requesting of Lois, please make sure these are indicated by bullet points.

- The table should include the following column headings, centered, contact name, company, cell number and email address and will have borders but will not include a title.
- Adjust the table cells so that the rows do not wrap to a second line and remove the email hyperlink feature prior to printing.
- In a departure from my normal closing please use Best Regards.
- Content within the table should be 10pt font.

Letter to Mrs. Lois Toevs, 1698 S. 58741 W., Columbus, OH 96782-3393

Recently anderson construction notified us that the renovations on the top 5 floors of the Park Street Complex will be completed ahead of schedule. The maintenance crew and facilities team meet with the architect and with representatives from Anderson Construction last week and determined that tenants of the penthouse floors could move in as soon as all floors are completed. As you know, the Financial Department of Professional Business Associates will occupy floors 12 and 14, and you will have full access to 15, and will be the first to move to the Park Street Complex. If you choose the furniture you are currently using can be retained in its current location for the group moving into the facilities you vacate. Respectfully I am requesting you do the following: Make final selections of wall coverings, carpet, and wood finishes from the four alternatives selected by the designers. Work with the architect on the layout of all offices and shared areas on the 15th floor. Indicate where the data lines need to be positioned. Below is a list of names and contact information for all parties involved. Barry Funk, Anderson Construction, (602) 584-3984, funkbarry@AC.com, Jon Fitzpatrick, Park Street Complex Manager, (602) 987-8512, JonF@PSC.net, Angela Jones, Jones, Jones & McDonald, (602) 839-9837, angelajones@JJM.law, Fred Rodriquez, Two Guys Moving Company, (602) 987-8523, Fred@2GuysMC.com. My assistant, Shona Sheldon, will contact you or your representative to set up a meeting next week with the architect, the designers, and the people you wish to involve in the selection and moving process.

## Job 2 – Speech

Key the following using the *Style & Reference Manual*. Correct the spelling and punctuation errors you find. Keynote Remarks, titled, Accounting needs in healthcare, I will be delivering this on January 27, 20xx.

We all want a career that will challenge us to use our minds and skills and that will give us rich and varied rewards. As a certified accountant professional, you are part of something needed, something special, and something exciting and respected. All areas of the business world need individuals who understand the world of high finance, but more than ever, we need those who understand how it relates to the healthcare field.

The need and demand for quality accountants in health services industry is growing; you could be working with one of the six segments of the health services industry: hospitals; nursing and personal care facilities; offices and clinics of doctors, dentists, and other health practitioners; home health care services; health and allied services such as drug treatment centers, blood banks, kidney dialysis centers; and medical and dental laboratories. So do what you love and love what you do and join us today in this rapidly growing field. Thank you.

## Job 3 – Report

Key the following document using the *Style & Reference Manual*. Correct any spelling and punctuation errors you find.

This is a draft to be sent by Tom Carlson and sent to Roger in the marketing department with the title Office and Technical Skills.

The purpose of the report is to identify four basic technical skills an office professional needs to be successful and explain what skills are necessary in each of the four areas.

**Resources.** You must be skillful in locating and managing resources such as identifying, organizing, planning, and allocating time, money, material, facilities, and human resource management. All of these skills are a part of an office professional's responsibilities. **Information.** You must be skillful in acquiring, evaluating, organizing, maintaining, interpreting, and communicating information. You must also use computers to process information. All of these skills are a part of an office professional's responsibilities. **Systems.** You must understand how social, organizational, and technological systems work and operate effectively within them by monitoring and correcting performance and often improving and designing simple systems such as managing mail systems and setting up and managing filing systems. **Technology.** You must be able to work with a variety of technologies, which involves collecting procedures, tools, or equipment, including computers and related technologies. You should understand the intended use of the technology and the proper procedures for its setup and operation as well as how to maintain and troubleshoot problems.

NOTE: It has been determined that the last sentence in both Resources and Information which includes the statement "All of these skills are a part of an office professional's responsibilities" should be eliminated.

## Job 4 – Letter with Merge Fields

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

Roger Mayer is the Tournament Chair for the 10<sup>th</sup> Anniversary National Accounting Bowl and CPA Tournament. Please key this letter with fields that will later be used to merge with data including the date field.

You will need to use the fields that include title, first name, last name, place, department, bracket and district. Print the letter out with the field placeholders for Roger to review. You will not be merging this letter.

Dear title last name

Congratulations on your companies place -place victory in the district Accounting Bowl and CPA Tournament. This victory qualifies the department for the 10<sup>th</sup> Anniversary National Tournament to be held May 12-16 at Park City, Utah.

This double elimination tournament consists of two brackets of eight teams each. Your company will compete in Bracket bracket #. Refer to the enclosed sheet that lists teams in both brackets. The first four games will begin at 6 p.m. on May 12, followed by the Opening Ceremony and introduction of teams and Chief Executive Officers. The second four games will begin at 8:30 a.m. on May 13. Your team and their supporters are invited to a formal dinner which will be held in the Crystal Ball Dining Room beginning at 6:30 p.m. on May 14; attire is formal and an invitation will soon follow with further details.

Meeting with colleagues from around the state and nationally is an important part of life professional development, and we thank you for your commitment to this exciting event and for supporting your company teams as they build comradery, refine their skills and compete in a collegial and fun tournament.

I hope to see you in Park City, Utah. Sincerely Please use Roger's conference title for this communication.





# ADVANCED OFFICE SYSTEMS & PROCEDURES (225) REGIONAL – 2017

**Multiple Choice:**

Multiple Choice (20 @ 5 points each) \_\_\_\_\_ (100 points)

**Production:**

Job 1: Letter with Table \_\_\_\_\_ (100 points)

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

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

Job 4: Letter Mail Merge \_\_\_\_\_ (100 points)

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

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

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*Workplace Skills Assessment Program* competition.

**GENERAL INSTRUCTIONS**



You have been hired as an Administrative Assistant and will be working for various departments within Professional Business Associates, located at 5454 Cleveland Avenue, Columbus, Ohio 43231. Professional Business Associates provides accounting and other financial services for clients. You will complete jobs for a variety of Professional Business Associates' ventures and department heads as well as for clients.

1. Use the Scantron scoring sheet provided for the Objective portion of the test.
2. Make certain this test booklet contains Jobs 1-4.
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4. Correct any obvious keyboarding errors and incorporate any editing notations.
5. Correct any errors in formatting. Use formatting shown in the *Style & Reference Manual*.
6. For any problem where you would normally key your reference initials, key your contestant number. Your name or initials should *not* appear on any work you submit.
7. Key your contestant number and job number as the footer in the lower left-hand corner of all work submitted unless otherwise specified.

}}}

*Example:*

99-9999-9999
Job 1

}}}

8. If you finish before the end of the allotted testing time, notify the proctor. Time may be a factor in determining a winner when there is a tie score.
9. When turning in your materials, place your scoring sheet on top of your jobs. The jobs should be arranged in numerical order.

<b>Production Standards</b>	
<b>0 Errors</b>	<b>100 points</b>
<b>1 Error</b>	<b>90 points</b>
<b>2 Errors</b>	<b>70 points</b>
<b>3 Errors</b>	<b>50 points</b>
4+ Errors	0 points



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



January xx, 20xx (use current date unless otherwise specified)

Mrs. Lois Toevs  
1698 S. 58741 W.  
Columbus, OH 96782-3393

Dear Mrs. Toevs

Recently Anderson Construction notified us that the renovations on the top five floors of the Park Street Complex will be completed ahead of schedule. The maintenance crew and facilities team met with the architect and with representatives from Anderson Construction last week and determined that tenants of the penthouse floors could move in as soon as all floors are completed.

As you know, the Financial Department of Professional Business Associates will occupy floors 12 and 14, and you will have full access to 15, and will be the first to move to the Park Street Complex. If you choose the furniture you are currently using can be retained in its current location for the group moving into the facilities you vacate. Respectfully I am requesting you do the following:

- Make final selections of wall coverings, carpet, and wood finishes from the four alternatives selected by the designers.
- Work with the architect on the layout of all offices and shared areas on the 15th floor.
- Indicate where the data lines need to be positioned.

Below is a list of names and contact information for all parties involved.

Contact Name	Company	Cell Number	Email Address
Barry Funk	Anderson Construction	(602) 584-3984	funkbarry@AC.com
Jon Fitzpatrick	Park Street Complex Manager	(602) 987-8512	JonF@PSC.net
Angela Jones	Jones, Jones & McDonald	(602) 839-9837	angelajones@JJM.law
Fred Rodriguez	Two Guys Moving Company	(602) 987-8523	Fred@2GuysMC.com

My assistant, Shona Sheldon, will contact you or your representative to set up a meeting next week with the architect, the designers, and the people you wish to involve in the selection and moving process.

Best regards

Nancy Wells  
Chief Executive Officer

xx (Contestant Number)  
Job 1

**Graders**  
Make sure the email addresses are printed without the hyperlink.

Font size of text in table 10pt font

The contestant number and job # should be included in the footer



**KEYNOTE REMARKS**  
**ACCOUNTING NEEDS IN HEALTHCARE**  
**JANUARY 27, 20xx**

We all want a career that will challenge us to use our minds and skills and that will give us rich and varied rewards. As a certified accountant professional, you are part of something needed, something special, and something exciting and respected. All areas of the business world need individuals who understand the world of high finance, but more than ever, we need those who understand how it relates to the healthcare field.

The need and demand for quality accountants in health services industry is growing; you could be working with one of the six segments of the health services industry: hospitals; nursing and personal care facilities; offices and clinics of doctors, dentists, and other health practitioners; home health care services; health and allied services such as drug treatment centers, blood banks, kidney dialysis centers; and medical and dental laboratories. So do what you love and love what you do and join us today in this rapidly growing field. Thank you.

xx (Contestant Number)  
Job 2

<p><b>Graders</b> The contestant number and Job # should be included in the footer.</p>
---



Tom Carlson

Roger Meyer

Marketing Department

12 December 20\_xx

### Office and Technical Skills

The purpose of this report is to identify four basic technical skills an office professional needs to be successful and explain what skills are necessary in each of the four areas

#### Resources

You must be skillful in locating and managing resources such as identifying, organizing, planning, and allocating time, money, material, facilities, and human resource management.

#### Information

You must be skillful in acquiring, evaluating, organizing, maintaining, interpreting, and communicating information. You must also use computers to process information.

#### Systems

You must understand how social, organizational, and technological systems work and operate effectively within them by monitoring and correcting performance and often improving and designing simple systems such as managing mail systems and setting up and managing filing systems.

#### Technology

You must be able to work with a variety of technologies, which involves collecting procedures, tools, or equipment, including computers and related technologies. You should understand the intended use of the technology and the proper procedures for its setup and operation as well as how to maintain and troubleshoot problems.

xx (Contestant Number)  
Job 3

**Graders**

The contestant number  
and job # should be  
included in the footer



Current Date/«Date»

«AddressBlock»

Dear «Title» «Last\_Name»

Congratulations on your companies «Place» -place victory in the «District» Accounting Bowl and CPA Tournament. This victory qualifies the <<Department>> for the 10<sup>th</sup> Anniversary National Tournament to be held May 12-16 at Park City, Utah.

This double elimination tournament consists of two brackets of eight teams each. Your company will compete in Bracket «Bracket #». Refer to the enclosed sheet that lists teams in both brackets.

The first four games will begin at 6 p.m. on May 12, followed by the Opening Ceremony and introduction of teams and Chief Executive Officers. The second four games will begin at 8:30 a.m. on May 13. Your team and their supporters are invited to a formal dinner which will be held in the Crystal Ball Dining Room beginning at 6:30 p.m. on May 14; attire is formal and an invitation will soon follow with further details.

Meeting with colleagues from around the state and nationally is an important part of life professional development, and we thank you for your commitment to this exciting event and for supporting your company teams as they build comradery, refine their skills and compete in a collegial and fun tournament.

I hope to see you in Park City, Utah.

Sincerely

Roger Meyer  
Tournament Chair

xx

Enclosure

xx (Contestant Number)  
Job 4

**Graders—**

If contestant uses a field name that is close please count as correct.  
**BUT** the brackets must be there for each field.

The contestant number and Job # should be included in the footer