

# BASIC OFFICE SYSTEMS & PROCEDURES (25)

## Regional—2006

**Objective Questions** (20 @ 5 points each) \_\_\_\_\_ (100 pts.)

**Production Portion**

Job 1 Memo \_\_\_\_\_ (120 pts.)

Job 2 Table \_\_\_\_\_ (150 pts.)

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

Job 4 Letter \_\_\_\_\_ (100 pts.)

**TOTAL POINTS** \_\_\_\_\_ **(570)**

**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

90 minutes for testing/production

No more than ten (10) minutes wrap-up

Do NOT open test booklet until instructed to do so.

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Workplace Skills Assessment Program regional competition.

**GENERAL INSTRUCTIONS**

1. Answer the 20 objective questions using the Scantron scoring sheet provided.
2. Make certain this test booklet contains Jobs 1-4.
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. Please use two-letter state abbreviations for all addresses. Use the current date on all correspondence unless directed differently. You may use reference materials, but you may not share references with other contestants. Assume these jobs are waiting for you upon arrival in the morning. You may complete the jobs in any order you choose.
6. 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.
7. 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 instruct you how to turn in Scantron scoring sheet turned in.*) Use your time wisely. You have 90 minutes to complete this test.

1. FAX technology combines scanning technology and \_\_\_\_\_.
  - A. Satellite technology
  - B. Telephone technology
  - C. Microwave technology
  - D. Radio technology
  
2. An endorsement on a passport granting permission to enter a foreign country for a certain purpose and length of time is called a \_\_\_\_\_.
  - A. Timetable
  - B. Visa
  - C. Reservation
  - D. Stamp
  
3. In legal documents, quantities are usually written \_\_\_\_\_.
  - A. In words
  - B. In both words and figures
  - C. In figures
  - D. In parentheses
  
4. On financial statements, double ruled lines keyed below a figure indicate \_\_\_\_\_.
  - A. Addition or subtraction
  - B. Deletions of figures
  - C. The final figure of a column
  - D. A figure that needs to be checked before mailing
  
5. The name and address are usually typed within a specified area on a business form to permit \_\_\_\_\_.
  - A. The use of geographic filing
  - B. The use of a window envelope
  - C. The use of a template on the computer
  - D. Easier proofreading
  
6. A follow-up file consisting of 12 monthly primary guides and 31 secondary guides is called \_\_\_\_\_.
  - A. An elevator file
  - B. A numerical file
  - C. A card tickler file
  - D. A microfiche file
  
7. The device that is used to connect a computer to a telephone system is call a(an) \_\_\_\_\_.
  - A. Modem
  - B. Cell
  - C. Facsimile
  - D. Digital signal

**BASIC OFFICE SYSTEMS & PROCEDURES**  
**REGIONAL 2006**  
**PAGE 4 OF 9**

8. A check which indicates on its face or on a detachable stub the specific invoice, bill, or service for which payment is made is called a \_\_\_\_\_.
- A. Certified check
  - B. Cashier's check
  - C. Voucher check
  - D. Outstanding check
9. Priorities are often based on \_\_\_\_\_.
- A. Which task can be completed the fastest
  - B. Which task is more enjoyable
  - C. Your personal preferences
  - D. Deadlines
10. A sum of money available to make small purchases is called \_\_\_\_\_.
- A. A checking account
  - B. A petty cash fund
  - C. A joint account
  - D. A social fund
11. Records that are needed by a company but not often referred to are \_\_\_\_\_.
- A. Inactive
  - B. Inaccessible
  - C. Inappropriate
  - D. Invalid
12. Both a geographic file and a numeric file require an \_\_\_\_\_.
- A. Accurate logbook
  - B. Accession book
  - C. Index card control file
  - D. Extensive secondary file system
13. If it is 1 p.m. in Portland, Maine, what time is it in Honolulu, Hawaii?
- A. 5 a.m.
  - B. 6 a.m.
  - C. 7 a.m.
  - D. 8 a.m.
14. The two-letter mailing abbreviation for Washington, D.C. is \_\_\_\_\_.
- A. WA
  - B. WC
  - C. DC
  - D. DW

15. In the address “400 Hiawatha PL”, the PL stands for \_\_\_\_\_.
- A. Plaza
  - B. Parkway
  - C. Place
  - D. Park
16. Carol earns a salary of \$538 per week at her new job as an office assistant. What is Carol’s annual gross salary?
- A. \$26,900
  - B. \$27,976
  - C. \$30,128
  - D. \$32,280
17. Which of the following words is spelled INCORRECTLY?
- A. Probably
  - B. Paperwork
  - C. Parenthesis
  - D. Promenent
18. To prevent eyestrain while using the computer, you should \_\_\_\_\_.
- A. Take a 15-minute break every two hours from computer work
  - B. Adjust your monitor so it sits slightly above your eye level
  - C. Increase the level of lighting in your office
  - D. Position your monitor 28-30 inches from your eyes
19. Paper shredders have become a vital office machine in many offices for ALL BUT ONE of the following reasons.
- A. Shredded paper can be used for packing material.
  - B. Shredded paper can be sold to animal breeders for bedding.
  - C. Shredded paper insures that sensitive material cannot be duplicated.
  - D. Shredded paper can be recycled and help the environment.
20. Common voice mail features include ALL BUT ONE of the following.
- A. Automated attendant
  - B. Call forwarding
  - C. Remote access
  - D. Uniform messaging

**Job 1**

*Please key and send the following memo to all of our employees. Please arrange the names of honored employees in order of years of service, highest to the lowest. Use the standard style for memos. Please supply an appropriate subject and use the current date.*

*Thanks, Nancy Wells*

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We are pleased to announce that our organization will be presenting several awards at the banquet sponsored by Professional Office Associates on June 10. We want to express our appreciation to the following employees for the excellent work they have completed on behalf of our company:

Ted Hinson, Computer Technician, 10 years of service  
Julie Blevins, Transportation Department, 25 years of service  
Carl Nelson, Grounds Keeper, 20 years of service  
Nancy Janke, Sales Department, 5 years of service  
Alan Winter, Maintenance Department, 25 years of service  
Ann Severin, Sales Department, 10 years of service  
Bill Begemann, Transportation Department, 20 years of service

Please make your reservations by May 20 if you plan to attend the banquet. We will be starting at 6 p.m. with a social hour and dinner will be at 7 p.m. Location is at the Fischer Center Banquet Hall. Families are welcome to attend.

Again, we want to thank all of you for making this a profitable year for Professional Office Associates.

**Job 2**

*Below are the figures for the budget for the Honor's Banquet and Reception that we are holding on June 10 at the Fischer Center for our employees. Would you please type a proposed budget in table format for presentation to the Department Managers at their next meeting. The budget for this event is \$6,000, with the funds divided as indicated below. Please figure the amount each department has to spend on its responsibility. Also, please list the Department Chairman in alphabetic order. Supply an appropriate heading.*

*Use a formula to compute the budget amount. On your final printout, write the formulas used for the awards plaques Budget Amount and the Total Budget.*

*Thanks, Nancy Wells, Chief Executive Officer, Professional Business Associates*

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<u>Chairman</u>	<u>Responsibility</u>	<u>Budget %</u>	<u>Budget Amount</u>
Edna Renick	Publicity: Advertising	5%	
	Publicity: Invitations	3%	
Harvey Rosen	Food: Social Hour	8%	
	Food: Dinner	20%	
Julie Smith	Decorations	10%	
	Room setup	---	
Tom Carlson	Award plaques	9%	
	Cash awards	15%	
Roger Meyer	Guest speaker	20%	
	Entertainment	10%	
Total Budget			

**Job 3**

*Please type the rough draft of the speech I have been asked to give at the Awards Banquet on June 10. Be sure to use the guidelines suggested by Professional Business Associates.*

*Thanks, Nancy Wells*

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On behalf of Professional Business Associates, I would like to welcome all of you to the 2006 Awards Banquet. Each of our 200 employees should be very proud of their accomplishments during this past year. Because of your dedication, Professional Business Associates has grown into one of the most respected businesses in our field. ¶ I would like to introduce the other members of our management team: *(Please bullet these names)*

Harvey Rosen, Financial Services Department  
Tom Carlson, Information Technology Department  
Julie Smith, Human Resources Department  
Roger Meyer, Marketing Department  
Edna Renick, Administration Support Department

These individuals have worked hard to make this night one that you will remember. ¶ I would like to personally congratulate all of our award winners tonight. You have set a fine example for all of the rest of us. ¶ Now, we invite you to sit back and enjoy your night.



**Job 4**

*Please key the following letter to Mr. Terry Smith, Fischer Center, 600 Oregon Street, Columbus, OH 43231-4021. Supply the current date, an appropriate salutation and complimentary closing.*

*Thanks, Nancy Wells, Chief Executive Officer, Professional Business Associates*

---

This letter is to confirm our conversation yesterday afternoon concerning the Professional Business Associates annual Awards Banquet. We would like to reserve the Banquet Hall at the Fischer Center for June 10 from 9 a.m. to 10 p.m. As you will remember, we agreed on a price of \$600 for rental of this room.

Reservations are due from our employees by May 15, but we are expecting 200-220 people to be in attendance. Could you please set up enough round tables and chairs to accommodate at least 200 people. We would also like the tables to be set with white table cloths and napkins for the event. Our caterer will supply the china and table service.

The head table should be large enough to seat 12 people, with a podium in the center. Your largest sound system will fit our needs. We will bring our logo for a backdrop behind the podium.

We look forward to working with you on this very important night for our employees.



# BASIC OFFICE SYSTEMS & PROCEDURES (25)

## *KEY*

### Regional—2006

<b>Objective Questions</b> (20 @ 5 points each)	_____	(100 pts.)
<b>Production Portion</b>		
Job 1 Memo	_____	(120 pts.)
Job 2 Table	_____	(150 pts.)
Job 3 Speech	_____	(100 pts.)
Job 4 Letters	_____	(100 pts.)
<b><i>TOTAL POINTS</i></b>	<b>_____</b>	<b>(570)</b>

Graders:

When grading computer-generated problems, refer to the Style and Reference Manual and Production Standards in the *Workplace Skills Assessment Program Guidelines* for further instructions.

Double-check and verify all scores.

#### Production Standards

0 errors	=	100 points
1 error	=	90 points
2 errors	=	70 points
3+ errors	=	0 points

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



**Job 1**

**MEMORANDUM**

**TO:** All Employees  
**FROM:** Nancy Wells  
**DATE:** Current Date  
**SUBJECT:** Awards Banquet (*or suitable subject*)

We are pleased to announce that our organization will be presenting several awards at the banquet sponsored by Professional Office Associates on June 10. We want to express our appreciation to the following employees for the excellent work they have completed on behalf of our company:

- Julie Blevins, Transportation Department, 25 years of service
- Alan Winter, Maintenance Department, 25 years of service
- Bill Begemann, Transportation Department, 20 years of service
- Carl Nelson, Grounds Keeper, 20 years of service
- Ted Hinson, Computer Technician, 10 years of service
- Ann Severin, Sales Department, 10 years of service
- Nancy Janke, Sales Department, 5 years of service

Please make your reservations by May 20 if you plan to attend the banquet. We will be starting at 6 p.m. with a social hour and dinner will be at 7 p.m. Location is at the Fischer Center Banquet Hall. Families are welcome to attend.

Again, we want to thank all of you for making this a profitable year for Professional Office Associates.

contestant number

*Note to graders:  
Please follow the Production Standards Guidelines for the memorandum.  
Add an additional ten (10) points if the list of names are bulleted and another ten (10) points if they are listed in order of years served, highest to the lowest.*

Graders: This is a footer and must be on all printouts as specified in the contest instructions.

Contestant Number  
Job Number



**Job 2**

**PROFESSIONAL BUSINESS ASSOCIATES**

**Budget Honor's Banquet and Reception**

**June 10, 2006**

**Fischer Center (Optional)**

<b>Chairman</b>	<b>Responsibility</b>	<b>Budget %</b>	<b>Budget Amount</b>
Tom Carlson	Award plaques	9%	\$ 540
	Cash awards	15%	900
Roger Meyer	Guest speaker	20%	1,200
	Entertainment	10%	600
Edna Renick	Publicity: Advertising	5%	300
	Publicity: Invitations	3%	180
Harvey Rosen	Food: Social Hour	8%	480
	Food: Dinner	20%	1,200
Julie Smith	Decorations	10%	600
	Room setup	---	---
<b>Total Budget</b>		<b>100%</b>	<b>\$6,000</b>

*Notes to graders:*

*Follow the guidelines for keying a table in the Style and Reference Manual. Production standards are on first page of key.*

*Borders are optional.*

*Give students an additional 3 points for each budget amount.*

*Give students a **BONUS** of 10 points for showing correct budget amount formulas.*

*Give students a **BONUS** of 10 points for showing the correct total budget formula.*

*Budget amount =6000\*C2 or =Product(C2,6000); Total Budget =Sum(above)*

Contestant Number

Job Number



**Job 3**

PROFESSIONAL BUSINESS ASSOCIATES

Awards Banquet, June 10

On behalf of Professional Business Associates, I would like to welcome all of you to the 2006 Awards Banquet. Each of our 200 employees should be very proud of his or her accomplishments during this past year. Because of your dedication, Professional Business Associates has grown into one of the most respected businesses in our field.

I would like to introduce the other members of our management team:

- Harvey Rosen, Financial Services Department
- Tom Carlson, Information Technology Department
- Julie Smith, Human Resources Department
- Roger Meyer, Marketing Department
- Edna Renick, Administration Support Department

Contestant Number  
Job Number



These individuals have worked hard to make this night one that you will remember.

I would like to personally congratulate all of our award winners tonight. You have set a fine example for all of the rest of us.

Now, we invite you to sit back and enjoy your night.



**Job 4**

Current date

Mr. Terry Smith  
Fischer Center  
600 Oregon Street  
Columbus, OH 43231-4021

Dear Mr. Smith

This letter is to confirm our conversation yesterday afternoon concerning the Professional Business Associates annual Awards Banquet. We would like to reserve the Banquet Hall at the Fischer Center for June 10 from 9 a.m. to 10 p.m. As you will remember, we agreed on a price of \$600 for rental of this room.

Reservations are due from our employees by May 15, but we are expecting 200-220 people to be in attendance. Could you please set up enough round tables and chairs to accommodate at least 200 people? We would also like the tables to be set with white table cloths and napkins for the event. Our caterer will supply the china and table service.

The head table should be large enough to seat 12 people, with a podium in the center. Your largest sound system will fit our needs. We will bring our logo for a backdrop behind the podium.

We look forward to working with you on this very important night for our employees.

Sincerely,

Nancy Wells  
Chief Executive Officer

contestant number

Contestant Number  
Job Number