

# ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

## Regional—2005

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

### Production Portion

**Job 1** Mail Merge \_\_\_\_\_ (197 pts.)

**Job 2** Minutes \_\_\_\_\_ (160 pts.)

**Job 3** Letter \_\_\_\_\_ (100 pts.)

**Job 4** Mailing Labels \_\_\_\_\_ (110 pts.)

**TOTAL POINTS** \_\_\_\_\_ (667 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.

Maximum test time is 90 minutes

(A five-minute warning will be given to ensure all printing is complete.)

NOTE: The administrator should allow time for orientation, instructions, warm-up, checking equipment, etc., before starting test time.

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 25 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.
5. Key your contestant number and job number as a footer in the lower left-hand corner of all work submitted. On hand-written jobs, information should be written.
6. 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.
7. 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.
8. 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/she wants to have the Scantron scoring sheet turned in.*) Use your time wisely. You have 90 minutes to complete this test.

**DIRECTIONS: Answer the following questions by filling in the best choice on the Scantron.**

1. Ranking tasks in the order in which they should be completed is called \_\_\_\_\_.
  - A. communicating results
  - B. setting priorities
  - C. making deadlines
  - D. searching a database
  
2. A chronological system for keeping track of future actions.
  - A. appointments
  - B. inventory
  - C. tickler file
  - D. check register
  
3. Meeting participants normally receive an agenda a week or more before the meeting. An agenda \_\_\_\_\_.
  - A. presents the names of the participants who will attend the meeting
  - B. allows participants to offer another time for the meeting
  - C. takes into account the type of meeting, either formal or informal
  - D. lists the topics to be discussed during the meeting
  
4. In order to assist your supervisor when traveling to several different cities for meetings, you will prepare a detailed plan of the trip, called \_\_\_\_\_.
  - A. a confirmation number
  - B. an itinerary
  - C. an expense report
  - D. a confirmed reservation
  
5. Records are usually kept according to a retention schedule. To be sure that you follow the correct procedures, you should follow \_\_\_\_\_.
  - A. your own method of filing and storing records
  - B. the list that was printed and placed on the filing cabinet
  - C. company policy for retaining records
  - D. the schedule that will save you space in the file room
  
6. Microimage technology takes the form of \_\_\_\_\_.
  - A. microfilm
  - B. microfilm and microfiche
  - C. diskettes
  - D. microform, microfiche, and diskettes

7. Process of dividing a document into individual pages for printing
  - A. cut
  - B. header
  - C. pagination
  - D. appendix
  
8. For the workplace, drug abuse \_\_\_\_\_.
  - A. is more serious than alcohol abuse
  - B. is less serious than alcohol abuse
  - C. and alcohol abuse are both serious issues
  - D. is not a big problem in the workplace
  
9. Employees who are paid overtime are usually paid an \_\_\_\_\_ wage.
  - A. salary
  - B. hourly
  - C. commission
  - D. compensatory time-off workers
  
10. A written, step-by-step standardized pattern of behavior that is followed when completing specific task or activity is called a \_\_\_\_\_.
  - A. procedure
  - B. task
  - C. policy
  - D. review
  
11. Using computers to observe, record, and review an individual's use of the computer is called \_\_\_\_\_.
  - A. snooping
  - B. spying
  - C. computer monitoring
  - D. outsourcing
  
12. Virtual meetings or conferencing can \_\_\_\_\_.
  - A. reduce travel expenditures
  - B. decrease worker productivity
  - C. be effective in having only one person's opinion
  - D. help in assisting one in using biometric devices
  
13. Setting up new users on the LAN should be accomplished by \_\_\_\_\_.
  - A. the receptionist
  - B. the president of the company
  - C. the network administrator
  - D. the vice president for marketing

14. The largest, fastest, and most expensive computer systems available are the \_\_\_\_\_.
- A. minicomputer
  - B. supercomputer
  - C. mainframe computer
  - D. server computer
15. Type of organization whose decision-making authority is concentrated in the hands of top-level managers and little authority is delegated to lower levels of the organization.
- A. centralized
  - B. decentralized
  - C. informal group
  - D. formal group
16. Learning by doing is often called \_\_\_\_\_.
- A. on-the-job training
  - B. on-the-fly training
  - C. teamwork process
  - D. outside training methods
17. When workers are required to report for work on each working day and work a given number of hours, it is called \_\_\_\_\_.
- A. compressed workweek
  - B. job sharing
  - C. standard work week
  - D. flextime workday
18. A message that states what is wanted to communicate in the fewest and most direct words possible is \_\_\_\_\_.
- A. clear
  - B. courteous
  - C. correct
  - D. concise
19. The document used to communicate with people and organizations outside the company is a(n) \_\_\_\_\_.
- A. memo
  - B. letter
  - C. report
  - D. itinerary

20. People who work at home or away from the workplace and have their own computers and data communication devices are:
- A. managers
  - B. blue-collar workers
  - C. virtual workers
  - D. satellite workers
21. Process of deciding how to identify each record to be filed
- A. coding
  - B. guide
  - C. indexing
  - D. accession log
22. The most secure service offered by the United States Postal Service.
- A. registered mail
  - B. insured mail
  - C. proof of delivery
  - D. certified mail
23. Which of the following is the correct alphabetic filing order?
- A. Robert Min; R.J. Min; Roberto John Min
  - B. R.J. Min; Robert Min; Roberto John Min
  - C. Robert Min; Roberto John Min; R.J. Min
  - D. R.J. Min; Roberto John Min; Robert Min
24. Choose the answer that represents the incorrectly spelled word.
- A. daycare
  - B. good-bye
  - C. half-time
  - D. schoolteacher
25. Bank deposits are always \_\_\_\_\_ to the bank account in which it is deposited:
- A. billed
  - B. credited
  - C. debited
  - D. journalized

## Job 1: Mail Merge

**Please use the appropriate format to key the following letter (correct all errors) from Ronda Turner, President, Rent-A-Maid. Use the merge feature to send the letter to the following individuals. Make sure all the parts of a standard business letter are in place. Please print a copy of the original document showing the merge codes. Perform the merge and print the four letters.**

Mr. Nicholas Bernard  
2238 Sudberry Street  
Cincinnati, Ohio 45215-9876

Mrs. Meredith Bixby  
61 New Hyde Park Road  
Cincinnati, Ohio 45246-7654

Ms. Janette Farlow-Sutton  
4400 Middleton Road  
Cincinnati, Ohio 45231-1200

Ms. Wanda Browne  
432 Caverton Road  
Blue Ash, Ohio 45236-1254

Are your weekends cluttered with household chores? Do you feel depressed on Friday evening looking at what lies ahead for the weekend? Rent-A-Maid will free your weekends for entertaining, outdoor activities, football, games, etc.

In today's busy world, working people do not have time for the routine chores around the house. Rent-A-Maid will come to your aid to provide cleaning services—including windows, floors, laundry, and bath rooms.

Rent-A-Maid is available Monday through Saturday from 7 a.m. to 6 pm. Call 513-555-5555 to make an appointment to enjoy your weekend. Rent-A-Maid is celebrating its first anniversary by offering a special discount to new customers in your area. Schedule Rent-A-Maid for one month, and the last week is FREE.

## **Job 2 – Minutes**

**Please use the notes shown below to prepare the meeting minutes using Professional Business Associates style and reference guidelines. Use proper grammar, correct errors, and complete sentences as necessary.**

University of Southside  
Regular Monthly Administrative Office Technology Department Meeting  
November 1, 2004  
Regular Meeting  
9555 West Southside Road  
Columbus, Ohio  
1:00 p.m.

Present:

Victoria Wells, Department Chair  
Harriett Rosen, Associate Professor of Technology  
Roberta Meyer, Assistant Professor of Business  
Tina Carlson, Information Technology Department Manager  
Ethel Renick, Professor of Web Programming  
Julie Sanders, Assistant Professor of Technology

Victoria Wells, Chairperson, presided  
Ethel Renick, Secretary recorded the proceedings of meeting

Announcements

Minutes of last meeting approved.

The schedule for the academic year for 2005-2006 was presented for approval by the dept. chair. Minor changes were made to the schedule.

The dept. chair presented the list of eligible students for the outstanding student award in three categories. The criteria were reviewed with the department. The following students were selected as outstanding OAT students and will be recognized at the December Awards Ceremony at 7 p.m.

Mary Elizabeth Homer Web Page Programming  
Carolina Stewart, Administrative Office Assistant  
Jonathan Mathews, Computer Support

Sunshine Club report given by Ethel Renick. There was no transactions for this month. The outstanding balance is \$251.30.

Next meeting scheduled December 5, 2004 at 9:00 a.m.

No further business. Meeting adjourned at 3 p.m.



### **Job 3: Letter**

**Please use the appropriate format to key the following letter. Provide all the parts to the business letter. Give an appropriate subject line. Use a bulleted list for the menu selections.**

Letter is to Mr. James Brotherton; Brotherton and Family Catering Service; 18 North State Street Westerville, OH 43081. Letter is from Julie Smith, Human Resources Department Manager

Our Special Events Committee and the Human Resources Department are busy making final arrangements for the company picnic. Using the menu selections you provided, we have finalized the menu for the picnic on Saturday, August 9. The following are the selections we have made:

Barbecue Chicken and Spareribs  
Grilled Hamburgers and Hot Dogs  
Confetti Pasta Salad  
Southern Potato Salad  
Assorted Fruit Salad  
Homestyle Baked Beans  
Cookies  
Cake  
Beverage Assortment

Pavilion 5 at Clark Memorial Park has been reserved as the site for the picnic. On Friday, August 8 beginning at 8:00 a.m., the day before the event, you and your staff may use the adjoining indoor facility. As discussed previously, there is a complete kitchen you may use to prepare food.

If you are any questions, please contact me at (410) 555-6666.

## **Job 4 – Mailing Labels**

**Directions: Using Avery 5162 labels, please prepare the following addresses for mailing. Use OCR format and sort them by city in descending order before printing them.**

Mr. Ralph Stone  
Stone and Stone Engineering Firm  
162 Summers Avenue  
Chicago, Illinois 60656-1623

Mr. Michael Evans-Smith  
ABC Production Company  
105 South Sycamore Street  
Dallas, Texas 79567-4566

Ms. Sandra Schuler  
One-to-Two Marketing Industry  
1332 Shamrock  
Columbus, OH 43231-4567

Mr. William Calgary  
Professional Consultants Inc.  
345 Victoria Avenue  
Nashville, TN 37217-1234

Mrs. Nancy Stason  
Mead and Stason Beauty Consultants  
5934 Quail Hollow Road  
Bloomington, IN 47406-1980

Mr. John Yonkers  
Yonkers International  
5301 South Lowe Avenue  
Indianapolis, IN 46256-3421



# ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

## KEY

### Regional—2005

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

**Production Portion**

**Job 1** Mail Merge \_\_\_\_\_(197 pts.)

**Job 2** Minutes \_\_\_\_\_(160 pts.)

**Job 3** Letter \_\_\_\_\_(100 pts.)

**Job 4** Mailing Labels \_\_\_\_\_(110 pts.)

**TOTAL POINTS** \_\_\_\_\_(667 pts.)

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**Graders:**

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

Double-check and verify all scores!

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*Workplace Skills Assessment Program* regional competition.

**ADVANCED OFFICE SYSEM AND PROCEDURES  
REGIONAL 2005**

**KEY**

**PAGE 2 of 11**

**Objective Answers**



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

Contestant #  
Job #



## Job 1 – Mail Merge

Four merged letters, one field codes letter

Today's Date

Mr. Nicholas Bernard  
2238 Sudberry Street  
Cincinnati, Ohio 45215-9876

Dear Mr. Bernard

Are your weekends cluttered with household chores? Do you feel depressed on Friday evening looking at what lies ahead for the weekend? Rent-A-Maid will free your weekends for entertaining, outdoor activities, football, games, etc.

In today's busy world, working people do not have time for the routine chores around the house. Rent-A-Maid will come to your aid to provide cleaning services—including windows, floors, laundry, and **bathrooms**.

Rent-A-Maid is available Monday through Saturday from 7 a.m. to 6 **p.m.** Call 513-555-5555 to make an appointment to enjoy your **weekend**. Rent-A-Maid is celebrating its first anniversary by offering a special discount to new customers in your area. Schedule Rent-A-Maid for one month, and the last week is FREE.

Sincerely

Ronda Turner  
President, Rent-A-Maid

**Graders:**

Rent-A-Maid is optional.

Contestant ID Number

Contestant #  
Job #



Today's Date

Mrs. Meredith Bixby  
61 New Hyde Park Road  
Cincinnati, Ohio 45246-7654

Dear Mrs. Bixby

Are your weekends cluttered with household chores? Do you feel depressed on Friday evening looking at what lies ahead for the weekend? Rent-A-Maid will free your weekends for entertaining, outdoor activities, football, games, etc.

In today's busy world, working people do not have time for the routine chores around the house. Rent-A-Maid will come to your aid to provide cleaning services—including windows, floors, laundry, and **bathrooms**.

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Sincerely

Ronda Turner  
President, Rent-A-Maid

**Graders:**  
Rent-A-Maid is optional.

Contestant ID Number

Contestant #  
Job #



Today's Date

Ms. Janette Farlow-Sutton  
4400 Middleton Road  
Cincinnati, Ohio 45231-1200  
Today's Date

Dear Ms. Farlow-Sutton

Are your weekends cluttered with household chores? Do you feel depressed on Friday evening looking at what lies ahead for the weekend? Rent-A-Maid will free your weekends for entertaining, outdoor activities, football, games, etc.

In today's busy world, working people do not have time for the routine chores around the house. Rent-A-Maid will come to your aid to provide cleaning services—including windows, floors, laundry, and **bathrooms**.

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Sincerely

Ronda Turner  
President, Rent-A-Maid

**Graders:**  
Rent-A-Maid is optional.

Contestant ID Number

Contestant #  
Job #



Today's Date

Ms. Wanda Browne  
432 Caverton Road  
Blue Ash, Ohio 45236-1254

Dear Ms. Browne

Are your weekends cluttered with household chores? Do you feel depressed on Friday evening looking at what lies ahead for the weekend? Rent-A-Maid will free your weekends for entertaining, outdoor activities, football, games, etc.

In today's busy world, working people do not have time for the routine chores around the house. Rent-A-Maid will come to your aid to provide cleaning services—including windows, floors, laundry, and **bathrooms**.

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Sincerely

Ronda Turner  
President, Rent-A-Maid

**Graders:**  
Rent-A-Maid is optional.

Contestant ID Number

Contestant #  
Job #





### MERGED FIELDS

Today's Date

«Title» «FirstName» «LastName»  
«Address1»  
«City», «State» «PostalCode»

Dear «Title» «LastName»

Are your weekends cluttered with household chores? Do you feel depressed on Friday evening looking at what lies ahead for the weekend? Rent-A-Maid will free your weekends for entertaining, outdoor activities, football, games, etc.

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Sincerely

Ronda Turner  
President, Rent-A-Maid

**Graders:**

Rent-A-Maid is optional.

Contestant ID Number

**Graders:** See Style Manual

Four letters to be created	40
See ans. key for errors that needed to be corrected –3 @10 each	30
Merged Field Codes also must be present –9 @ 3 each	27
Mailability	<u>100</u>
Total	197

Contestant #  
Job #



**Job 2 – Minutes**

**UNIVERSITY OF SOUTHSIDE**

**Minutes**

**Regular Monthly Administrative Office Technology Department Meeting**

**November 1, 2004**

A regular meeting of the Administrative Office Technology Department Meeting was called to order at 9555 West Southside Road, Columbus, Ohio, at 1 p.m.

The following individuals were present: Victoria Wells, Department Chair, Harriett Rosen, Associate Professor of Technology, Roberta Meyer, Assistant Professor of Business, Tina Carlson, Information Technology Department Manager, Ethel Renick, Professor of Web Programming, and Julie Sanders, Assistant Professor of Technology.

Victoria Wells, Chairperson, presided and Ethel Renick recorded the proceedings of the meeting.

The minutes of the last meeting were approved.

The schedule for the academic year for 2005-2006 was presented for approval by the **department** chair. Minor changes were made to the schedule.

The **department** chair presented the list of eligible students for the outstanding student award in three categories. The criteria were reviewed with the department. The following students were selected as outstanding OAT students and will be recognized at the December Awards Ceremony at 7 p.m.

Mary Elizabeth Homer, Web Page Programming  
Carolina Stewart, Administrative Office Assistant  
Jonathan Mathews, Computer Support

Sunshine Club report given by Ethel Renick. There **were** no transactions for this month. The outstanding balance is \$251.30.

Chairperson Victoria Wells announced that the next regular meeting would be held on December 5, 2004 at 9 a.m.

The meeting was adjourned at 3 p.m.

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Secretary



**Job 2—Minutes, continued**

**Graders—follow Style Manual format for minutes**

Headings should be centered bold	10 pts
Title of organization should be all caps	5 pts
Signature line should be 2 inches in length	5 pts
All information should be given as requested	20 pts
Paragraphs are indented	5 pts
All errors corrected – 3 @ 5 pts each	15 pts
Mailability	<u>100 pts</u>
Total	160 pts



### Job 3 –Letter

Today's Date

Mr. James Brotherton  
Brotherton and Family Catering Service  
18 North State Street  
Westerville, OH 43081

Dear Mr. Brotherton

#### HARRY AND HARRISON STEEL COMPANY CATERED PICNIC

Our Special Events Committee and the Human Resources Department are busy making final arrangements for the company picnic. Using the menu selections you provided, we have finalized the menu for the picnic on Saturday, August 9. The following are the selections we have made:

- Barbecue Chicken and Spareribs
- Grilled Hamburgers and Hot Dogs
- Confetti Pasta Salad
- Southern Potato Salad
- Assorted Fruit Salad
- Homestyle Baked Beans
- Cookies
- Cake
- Beverage Assortment

Pavilion 5 at Clark Memorial Park has been reserved as the site for the picnic. You and your staff the day before the event may use the adjoining indoor facility beginning on Friday, August 8 at 8:00 a.m. As discussed previously, there is a complete kitchen you may use to prepare food.

If you are any questions, please contact me at (410) 555-6666.

Sincerely

Julie Smith  
Human Resources Department Manager

**Graders:  
Students needed to create a letter with  
given information following Style Manual**

Sentence structure problems	5 pts
Subject line ( <i>may vary</i> )	5 pts
Mailability	<u>90 pts</u>
Total	100 pts

Contestant #  
Job #



### Job 4 – Mailing Labels

MR WILLIAM CALGARY  
PROFESSIONAL CONSULTANTS INC  
345 VICTORIA AVENUE  
NASHVILLE TN 37217-1234

MR JOHN YONKERS  
YONKERS INTERNATIONAL  
5301 SOUTH LOWE AVENUE  
INDIANAPOLIS IN 46256-3421

MR MICHAEL EVANS SMITH  
ABC PRODUCTION COMPANY  
105 SOUTH SYCAMORE STREET  
DALLAS TX 79567-4566

MS SANDRA SCHULER  
ONE TO TWO MARKETING INDUSTRY  
1332 SHAMROCK  
COLUMBUS OH 43231-4567

MR RALPH STONE  
STONE AND STONE ENGINEERING FIRM  
162 SUMMERS AVENUE  
CHICAGO IL 60656-1623

MRS NANCY STASON  
MEAD AND STASON BEAUTY CONSULTANTS  
5934 QUAIL HOLLOW ROAD  
BLOOMINGTON IN 47406-1980

**Graders:**

Students needed to change states to letter abbreviation -10 pts

Must use OCR format—all caps with no punctuation - 20 pts

May or may not have used titles.

Abbreviations could be used for street and road etc.

Sorted by city in descending order – 20 pts

Mailability – 60 pts