

ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

Regional—2004

Objective Questions (25 @ 5 points each) _____(125 pts.)

Production Portion

Job 1 Mail Merge _____(150 pts.)

Job 2 Minutes _____(150 pts.)

Job 3 Letter _____(100 pts.)

Job 4 Mailing Labels _____(110 pts.)

TOTAL POINTS _____(635)

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.*

30 minutes of orientation/warm-up/wrap-up

90 minutes for testing/production

120 minutes total time allotted

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. making deadlines
 - B. setting priorities
 - C. communicating results
 - D. searching a database

2. If you are asked to edit a report, what steps should you take?
 - A. Turn it over to an associate to handle the task.
 - B. Call the local library for books on editing.
 - C. Check the report for grammar, spelling, punctuation, and accuracy of content.
 - D. Keyboard the report in a different format.

3. A second-page heading for a letter includes the _____.
 - A. phone number and e-mail address of the recipient.
 - B. page number and the date.
 - C. writer's name, page number, and date.
 - D. addressee's name, the page number, and date.

4. Your supervisor prefers block style format for correspondence. Which of the following is correct regarding block style?
 - A. The correspondence must consist of a letter with an enclosure.
 - B. Each line of the correspondence is indented 5 spaces.
 - C. The correspondence is double spaced for readability.
 - D. Each line of the correspondence is keyed at the left margin.

5. Many reports contain tables. A table is _____.
 - A. photograph of the data being presented
 - B. an arrangement of facts, figures, and other information
 - C. an orderly list of the contributors to the research study
 - D. a non-visual element of the report

6. Information typically flows through formal channels in a company in three directions: _____.
 - A. formally, informally, and interculturally
 - B. open-ended, closed-ended, and filtered
 - C. ethically, unethically, and honestly
 - D. upward, downward, and horizontally

7. Facts are different from opinions in that facts are _____.
 - A. never carried on the grapevine
 - B. verifiable and also quantifiable at times
 - C. usually proven to be unfounded
 - D. often part of the rationalization trap

8. To proofread names and numbers accurately, you should _____.
 - A. verify only the capitalization of names
 - B. read each one aloud to check for spelling errors
 - C. compare the names and numbers with the original sources
 - D. let your spell checker on the computer verify both

9. E-mail messages seem to be here to stay. All of the following steps are tips for good e-mail messages EXCEPT _____.
 - A. Read all e-mail messages as they appear on the printer
 - B. Do not send sensitive or confidential documents by e-mail
 - C. Maintain good grammar, spelling, and punctuation
 - D. Proofread before you send a message

10. A bad news letter normally contains a buffer paragraph and is written in the indirect approach. This means that you _____.
 - A. give the bad news right at the beginning
 - B. offer the receiver a goodwill message after the bad news is given first
 - C. use a relevant paragraph first and then lead into the bad news with logical explanations
 - D. leave the message open to interpretation by the receiver _____.

11. 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 challenge the chair of the meeting early
 - C. takes into account the type of meeting, either formal or informal
 - D. lists the topics to be discussed during the meeting

12. Your supervisor will be traveling to several different cities and attending many meetings. In order for him or her to have a detailed plan of the trip, you will provide _____.
 - A. a confirmation number
 - B. an itinerary
 - C. an expense report
 - D. a confirmed reservation

13. 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

14. As a matter of practice, it is necessary to have a filing system that _____.
 - A. fits the needs of the business
 - B. keeps the records in an orderly manner
 - C. has specific guidelines for filing items
 - D. All of the above

15. Which of the following is NOT considered application software?
 - A. WordPerfect
 - B. Excel
 - C. Lotus 1-2-3
 - D. Windows

16. Which of the following is NOT a search engine for finding information on the Web?
 - A. Yahoo!
 - B. Linux
 - C. Dogpile
 - D. Excite

17. Which of the following is NOT proper incoming mail handling procedures?
 - A. Reading every letter to determine the best person to handle the request.
 - B. Checking for enclosures.
 - C. Retaining the envelope for address verification.
 - D. Stamping incoming letters with current date.

18. Which of the following statements concerning the “grapevine” is CORRECT?
 - A. Supervisors should accept the fact that it is not possible to eliminate the grapevine.
 - B. The grapevine is not important to the supervisor and does not affect the supervisor.
 - C. The best cure for rumors on the grapevine is to ignore them, and they will go away.
 - D. The grapevine is a formal channel of organizational communication.

19. Your supervisor has asked you to research absence rates for employees in the insurance industry. What search would you conduct to secure statistics?
 - A. I’d do a survey of companies.
 - B. I’d search the Web for information on productivity, absences, insurance and employment.
 - C. I’d research company profiles.
 - D. I’d search the Internet for policies and regulations for the insurance industry.

20. Which of the following statements regarding the assignment of duties is NOT correct?
 - A. Each employee must be assigned a specific task or job to perform.
 - B. Routine duties can usually be assigned to almost any employee.
 - C. Any of a supervisor’s duties can be assigned.
 - D. Much of a supervisor’s success will depend on the assignment of job duties.

21. A computer virus can create problems on a computer system. How would you protect your computer from the likelihood of a virus attack?
- A. Avoid using the computer when viruses are present.
 - B. Install antivirus programs to stop viruses as they are detected.
 - C. Use your computer for internal mail only.
 - D. Install project management software to stop virus attacks.
22. The office manager coordinates the work of the support staff. All of the following may be duties EXCEPT _____.
- A. interviewing, hiring, and training employees
 - B. keeping track of absences and late arrivals
 - C. writing performance appraisals
 - D. harassing employees verbally and physically as necessary to get the work done
23. Your supervisor has asked you to place a telephone call from your office in Trenton, New Jersey to Columbus, Ohio. What information do you need to place the call?
- A. only the name and phone number of the person to be called
 - B. the name, phone number, and message to be communicated
 - C. the phone number and time zone
 - D. the address of the person you're calling
24. A database is a _____.
- A. computer program
 - B. password or access code keyed into a computer
 - C. collection of related information in computer memory
 - D. secure file
25. The advantage(s) of using computer-generated mailing lists is (are) the capability to _____.
- A. retrieve addresses quickly
 - B. change address information as needed
 - C. search and select addresses from the master list
 - D. All of the above

Job 1: Mail Merge

Please use the appropriate format to key the following letter from Cassandra Nyles, Manager, National Office of Career Preparation; 5539 Brown Street, Columbus, OH 44146. Use the merge feature to send the letter to the following department managers at Professional Business Associates, 5555 Business Lane, Columbus, OH 44146: Roger Meyer, Marketing Department; Tom Carlson, Information Services & Systems Department; Edna Renick, Administrative Support Department; and Harvey Rosen, Financial Services Department. Please print a copy of the original document including the merge codes. Perform the merge and print the five letters.

Date

Inside Address

Salutation

During the past few years, high schools and colleges have increasingly looked for opportunities that would allow their students to receive real-world practice of the skills taught in the formal school classroom. The National Office of Career Preparation has a history of providing this type of work experience to students preparing for jobs in the management support area. Our goal this year is to expand this opportunity for students in other business areas.

The National Office of Career Preparation recommends that training be provided to participating staff. Training was provided for employees who are currently working as direct supervisors for student inters and co-ops at Professional Business Associates. The worksite Supervisor Training Seminar was held on April 11 from 8:30 a.m. to 3:00 p.m. Staff learned what is expected of them, of the students, and of the school.

Twenty-three Professional Business Associate employees have earned Certificates of Completion for attending the training session. We would like to extend an invitation to you and your department employees to attend our next seminar on June 14, which will be held at the Hyatt Regency Hotel, 2343 Lexington Ave, Columbus, OH from 8:30 a.m. to 3:00 p.m. If you are interested, which we hope you are, please telephone me at (314) 555-7890 on or before June 1, 2004. I look forward to hearing from you.

Complementary Close

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 and complete sentences as necessary.

Professional Business Associates
Regular Meeting of Board of Directors
April 2, 2004
Regular Meeting
5454 Cleveland Avenue
Columbus, Ohio
9:00 a.m.
Notice sent to all directors in accordance with bylaws
Present:
Nancy Wells, CEO
Harvey Rosen, Financial Services Department Manager
Roger Meyer, Marketing Division Manager
Tom Carlson, Info. Tec. Dept. Mgr.
Edna Renick, Admin. Spt. Dept. Mgr.
Julie Smith, Human Res. Dept. Mgr.

Nancy Wells, Chairperson, presided
Edna Renick, Assistant Secretary, recorded the proceedings of mtg.

Minutes of last meeting approved.

Mr. Carlson reported a new computer system being installed on July 3, 2004. The installation plan calls for the server to be down over a long weekend, which will effect the regular workweek. Since this is a holiday week, staff will be given an extra day of vacation to accommodate the installation.

Ms. Renick reported that twenty-five employees would be participating in the National Office of Career Preparation all day training on June 1. This opportunity is offered to all full and part-time employees. Any management personnel who are interested in attending the training and receiving a certificate of completion should contact Julie Smith at (314) 555-7890.

Next meeting scheduled July 1, 2004, at 9:00 a.m.

No further business adjourned at 11:00 a.m.

Job 3: Letter

Please use the appropriate format to key the following letter. Correct any errors that you find in the paragraphs. Provide an acceptable complimentary close.

Current Date

Mr. James Smith
Smith Brothers Catering Service
18 North State Street
Westerville, OH 43081

Dear Mr. Smith:

Subject: Professional Business Associates 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, July 30. 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 may use the adjoining indoor facility beginning on Friday, July 29 at 8:00 a.m. As discussed previously there is a complete kitchen you may use to prepare the menu.

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

Julie Smith
Human Resources Department Manager

Job 4 – Mailing Labels

Using Avery 5162 labels, please prepare the following addresses for mailing. Use OCR format and sort them by zip code before printing them. Thanks, Julie.

Stacy Dyer
Dyer and Associates
162 Summers Avenue
Chicago, Illinois 60656-1623

Zeb Wilson
NBC Production Company
105 South Sycamore Street
Dallas, Texas 79567-4566

Louise Smith
Smith Marketing Industry
1332 Shamrock
Columbus, OH 43231-4567

Raymond Davidson
Financial Consultants of Nashville
345 Victoria Avenue
Nashville, TN 37217-1234

Jeanette Stokes
Stokes Beauty Consultants
5934 Quail Hollow Road
Bloomington, IN 47406

Jennifer Willington
Willington International
5301 South Lowe Avenue
Indianapolis, IN 46256



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KEY

Regional—2004

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TOTAL POINTS _____(635)

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!

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Objective Answers

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



Job 1 – Mail Merge

July 22, 2003

Mr. Roger Meyer
Marketing Department Manager
Professional Business Associates
5555 Business Lane
Columbus, OH 44146

Dear Mr. Meyer:

During the past few years, high schools and colleges have increasingly looked for opportunities that would allow their students to receive real-world practice of the skills taught in the formal school classroom. The National Office of Career Preparation has a history of providing this type of work experience to students preparing for jobs in the management support area. Our goal this year is to expand this opportunity for students in other business areas.

The National Office of Career Preparation recommends that training be provided to participating staff. Training was provided for employees who are currently working as direct supervisors for student inters and co-ops at Professional Business Associates. The worksite Supervisor Training Seminar was held on April 11 from 8:30 a.m. to 3:00 p.m. Staff learned what is expected of them, of the students, and of the school.

Twenty-three Professional Business Associate employees have earned Certificates of Completion for attending the training session. We would like to extend an invitation to you and your department employees to attend our next seminar on June 14, which will be held at the Hyatt Regency Hotel, 2343 Lexington Ave, Columbus, OH from 8:30 a.m. to 3:00 p.m. If you are interested, which we hope you are, please telephone me at (314) 555-7890 on or before June 1, 2004. I look forward to hearing from you.

Sincerely,

Cassandra Nyles
Manager

Contestant Number

Contestant Number



July 22, 2003

Mr. Tom Carlson
Information Services & Systems Manager
Professional Business Associates
5555 Business Lane
Columbus, OH 44146

Dear Mr. Carlson:

During the past few years, high schools and colleges have increasingly looked for opportunities that would allow their students to receive real-world practice of the skills taught in the formal school classroom. The National Office of Career Preparation has a history of providing this type of work experience to students preparing for jobs in the management support area. Our goal this year is to expand this opportunity for students in other business areas.

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Sincerely,

Cassandra Nyles
Manager

Contestant Number

Contestant Number



July 22, 2003

Ms. Edna Renick
Administrative Support Department Manager
Professional Business Associates
5555 Business Lane
Columbus, OH 44146

Dear Ms. Renick:

During the past few years, high schools and colleges have increasingly looked for opportunities that would allow their students to receive real-world practice of the skills taught in the formal school classroom. The National Office of Career Preparation has a history of providing this type of work experience to students preparing for jobs in the management support area. Our goal this year is to expand this opportunity for students in other business areas.

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Sincerely,

Cassandra Nyles
Manager

Contestant Number

Contestant Number



July 22, 2003

Mr. Harvey Rosen
Financial Services Department
Professional Business Associates
5555 Business Lane
Columbus, OH 44146

Dear Mr. Rosen:

During the past few years, high schools and colleges have increasingly looked for opportunities that would allow their students to receive real-world practice of the skills taught in the formal school classroom. The National Office of Career Preparation has a history of providing this type of work experience to students preparing for jobs in the management support area. Our goal this year is to expand this opportunity for students in other business areas.

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Sincerely,

Cassandra Nyles
Manager

Contestant Number

Contestant Number



July 22, 2003

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

Dear «Title» «LastName»:

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Sincerely,

Cassandra Nyles
Manager

Contestant Number

Contestant Number



Job 2 – Minutes

Professional Business Associates

Minutes

Board of Directors Meeting

April 2, 2004

A regular meeting of the Board of Directors of Professional Business Associates was called to order at 5454 Cleveland Avenue, Columbus, Ohio, at 10 a.m. pursuant to the notice sent to all directors in accordance with the bylaws.

The following directors were present, constituting all the directors: Nancy Wells, CEO, Harvey Rosen, Financial Services Department Manager, Roger Meyer, Marketing Division Manager, Tom Carlson, Information Technology Department Manager, Edna Renick, Administrative Support Department Manager, Julie Smith, Human Resource Department Manager.

The minutes of the last meeting were approved.

Tom Carlson Mr. Carlson reported that a new computer system will be installed on July 3, 2004. The installation plan calls for the server to be down over a long weekend, which will affect the regular workweek. Since this is a holiday week, staff will be given an extra day or vacation to accommodate the installation.

Ms. Renick reported that twenty-five employees would be participating in the National Office of Career Preparation all day training on June 1. This opportunity is offered to all full and part-time employees. Any management personnel who are interested in attending the training and receiving a certificate of completion should contact Julie Smith at (324) 555-7890.

Chairperson Nancy Wells announced that the next regular meeting of the Board of Directors would be held on July 1, 2004 at 9:00 a.m.

The meeting was adjourned at 11:00 a.m.

Secretary



Job 3 – Letter

July 22, 2003

Mr. James Smith
Smith Brothers Catering Service
18 North State Street
Westerville, OH 43081

Subject: Professional Business Associates Catered Picnic

Dear Mr. Smith:

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Beverage Assortment

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

Sincerely,

Julie Smith
Human Resources Department Manager

Contestant Number



Job 4 – Mailing Labels

RAYMOND DAVIDSON
FINANCIAL CONSULTANTS OF NASHVILLE
345 VICTORIA AVENUE
NASHVILLE TN 37217-1234

LOUISE SMITH
SMITH MARKETING INDUSTRY
1332 SHAMROCK
COLUMBUS OH 43231-4567

JENNIFER WILLINGTON
WILLINGTON INTERNATIONAL
5301 SOUTH LOWE AVENUE
INDIANPOLIS IN 46256

JEANETTE STOKES
STOKES BEAUTY CONSULTANTS
5934 QUAIL HOLLOW ROAD
BLOOMINGTON IN 47406

STACY DYER
DYER AND ASSOCIATES
162 SUMMERS AVENUE
CHICAGO IL 60656-1623

ZEB WILSON
NBC PRODUCTION COMPANY
105 SOUTH SYCAMORE STREET
DALLAS TX 79567-4566

Note to Graders: Make sure they changed states to letter abbreviations. Make sure they use OCR format—all caps with no punctuation, except hyphen in zip

Students may or may not use a title: Mr. Ms. and abbreviations may be used for Street, Avenue or Road

POINT DISTRIBUTION:

_____ 10 pts. Sorted by zip code

_____ 100 pts. Production

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