

# ADVANCED OFFICE SYSTEMS & PROCEDURES (225)

## REGIONAL – 2019

### Multiple Choice Section:

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

### Production Portion:

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

Job 2: Press Release \_\_\_\_\_ (100 points)

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

Job 4: Meeting Minutes \_\_\_\_\_ (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 sixty (60) minutes testing time  
No more than ten (10) minutes wrap-up

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*Workplace Skills Assessment Program* competition.

### GENERAL INSTRUCTIONS

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: }}

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

**MULTIPLE CHOICE**

Identify the letter that best completes each sentence or answers the question and mark it on the Scantron form provided. Mark A if the statement is True. Mark B if the statement is False.

1. The \_\_\_\_\_, or typeface, defines the appearance and shape of letters, numbers, and special characters.
  - a. font
  - b. point
  - c. paragraph formatting
  - d. font size
  
2. At a minimum, your résumé should present all of the following *except* \_\_\_\_\_.
  - a. contact information
  - b. objective
  - c. educational background
  - d. past salaries
  
3. The maximum thickness for a machinable letter to be mailed by the USPS is \_\_\_\_\_.
  - a. .07 inches
  - b. .25 inches
  - c. .33 inches
  - d. .75 inches
  
4. The process of copying electronic files and folders onto new media and in new formats is called \_\_\_\_\_.
  - a. data piracy
  - b. data migration
  - c. file manipulation
  - d. data maintenance
  
5. Goals that will be accomplished in the next few days or weeks are called \_\_\_\_\_.
  - a. short-term goals
  - b. intermediate goals
  - c. minor goals
  - d. long-term goals
  
6. The amount of your take-home pay is also known as \_\_\_\_\_.
  - a. gross pay
  - b. deductions
  - c. net pay
  - d. optional deductions

7. Which is *not* true of a Memorandum?
  - a. It provides a record
  - b. It informs
  - c. It sends informal messages
  - d. It sends formal messages
  
8. Corporate email
  - a. has the same federal laws protecting the recipient and sender as postal mail.
  - b. cannot be reviewed by your employer
  - c. allows you the same email freedom as your personal email account.
  - d. is owned by the corporation and is not bound by federal postal laws
  
9. Electronic mail that asks for personal information using a replica of a credible website is called
  - a. flaming
  - b. a virus
  - c. spamming
  - d. phishing
  
10. The first step in efficiently managing your time is to
  - a. Identify time wasting activities
  - b. Prioritize tasks
  - c. Plan
  - d. Take an inventory of how time is spent each day
  
11. A standard large envelope is 9.5in by 4.125in. It is also commonly referred to as
  - a. Large envelope
  - b. No 8
  - c. No 10
  - d. manila envelope
  
12. The notation "cc" on letters, memos and email indicates:
  - a. courtesy copy
  - b. corporate copy
  - c. clone copy
  - d. cast copy
  
13. Every business must develop and maintain an organized way to store written communication, such as reports, letters, memorandums, order forms, invoices, and other such information so that it is available for efficient retrieval or reference. This method of storing records is called \_\_\_\_\_.
  - a. filing.
  - b. recording.
  - c. classifying.
  - d. documenting

14. The rows in a database table are called \_\_\_\_\_.
- cells
  - records
  - fields
  - objects
15. Which of the following is the smallest unit of measure?
- Petabyte
  - Gigabyte
  - Megabyte
  - Terabyte
15. When you arrange names in alphabetical order, you are alphabetizing them. Which of the following is *not* one of the basic categories for alphabetizing names:
- Personal Names
  - Government Names
  - Nick Names
  - Company Names
16. The rules for conducting a business meeting are called
- codes of conduct.
  - rules of engagement.
  - parliamentary procedures.
  - protocols.
17. In alphabetizing, it is important to remember that nothing comes before something.
- True
  - False
18. The most important part of preparing for an oral presentation is \_\_\_\_\_.
- the room where you will present
  - your attire
  - the purpose
  - none of the above
19. Employees are expected to follow the rules of \_\_\_\_\_ when communicating through electronic media.
- netiquette
  - phishing
  - tagging
  - filtering
20. Because of today's technologies, you may need three versions of your résumé. Which of the following is not one of these versions?
- Chronological Résumé
  - Functional Style Résumé
  - Targeted Style Résumé
  - Modern Style Résumé.

21. A \_\_\_\_\_, also known as a tickler system, is a method of organizing files and labeling folders according to chronology
- geographic filing system
  - suspense filing system
  - subject filing system
  - color coding filing system
22. A process that inserts variable information into a standardized text document to produce a personalized document.
- Merge Block
  - Microsoft Access
  - Mail Merge
  - Merge Fields
23. If a symbol, such as &, #, \$ or %, is part of a name, the symbol is indexed as
- if it were not part of the name.
  - if it were spelled out.
  - if it were considered one unit.
  - a distinctive name of the department.
24. What two keys allow you to toggle between applications?
- Ctrl + Tab
  - Alt + Tab
  - Ctrl + Shift.
  - Alt + Shift.
25. *Ergonomics* refers to
- denying the physical body the proper amount of sleep for a long period of time.
  - exercise that causes the body to use oxygen.
  - office furniture and equipment that is physiologically, biologically, and technically sound.
  - the application of experience to determine a future direction.

**Job 1 – LETTER**

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

This letter is to: Grace Gunderson, Designers R Us 1234 Congress Ave Austin, TX 78912  
The letter is from: Peter Parkerman  
Copy the CEO of Professional Business Associates

I want to thank you of your generios donation to help professional business associates redesign our logo. We are looking forward to you're revamp and modernization of our compeny logo that will be used both electronically as well as in several forms of print in varouois sizes. I would like to make sure that the following criteria are meet.

The exact colors incoperated into the logo are to be

Navy Pantone 289

Tan Pantone 466

Red Panatone 185

While we are in love with the type Helvetica that is currently used for stating our company name, tagline and information, we are open to the typeface changing as long as it is to another type of San-Serif type. We think that style of type best fits into our company look, and would like to stay with it if at alll possible.

We are more than open to changing the font and design of our logo, as long as our wishes listed above are meet and the motto of keeping the logo simple is also kept in mind. While we know you suggested changing the colors in a previous correspondance, changing the colors would place to much of a financially strain on our business in order to redecorate our business bathrooms and walls.

**Job 2 – NEWS RELEASE**

The Chief Executive Officer of Professional Business Associates (PBA) wants you to key the following press release information to be released on September 1, 2020. Use the *Style & Reference Manual* format for the following news release.

**Professional Business Associates Logo Revamp**

Professional Business Associates is excited to announce the revamp and modernization of its company logo. “Our new company logo better fits who our company is today. We will be making a dramatic change to keep up with the times, but keep in touch with our roots by keeping our signature colors.” Said Roger Meyer.

Many companies will update their logos to keep up with the times, and professional business associates is no different. Having used the same logo since 1966, the company decided it was time for the revamp since the old logo was not working when used in an electronic format due to the complexity of the design.

Make sure to follow us on all our different social media platforms: facebook, instragm, twitter and snapchat so you will be one of the first to see the unveiling of our new logo.



### Job 3 – Speech

Key the following speech using your *Style & Reference Manual*. Correct the spelling and punctuation errors you find. The Keynote Speech titled Logo Revamp is to be given on May 1, 2021 by the head of the marketing department.

Welcome to the annual Professional Business Associates company luncheon. I know that many of you are here to just to get away from the office, but I hope you are ready to hear about all the amazing changes that our company is planning for the future. We wanted to take a moment to note that we all know that the world is a changing. It was not that long ago that many of us we're learning to email for the first time; now we can send an email from our watches. In order to fluouish in this global environment, a company is required to keep up with the times, and that usually means making a change. Here at Professional Business Associates our logo needed to evolve, no, not just evolve – it needed major work to keep up in this world. It was just not working in this new digital world. We are no different than companies like AT&T, Apple, Verizon, or many others. We needed the change. Our logo needed to change. This new logo created for us by Designers R Us will help us stay branded in this ever-changing, but more important, social world. Our new logo will be revealed on the backdrop behind me, and I hope that it will inspire the same brand feelings our old logo had for you. Now it will be able to compete in a social world like all our competitors do.

## **Job 4 – MINUTES**

Please use the notes shown below to prepare the meeting minutes for Professional Business Associates regular meeting of the Board of Directors. Use proper grammar and complete sentences as necessary.

August 21, 2021

Regular Meeting

Board Room

5454 Cleveland Avenue

Columbus, Ohio

9:08 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. Tech. Dept. Mgr.

Edna Renick, Admin. Support Dept. Mgr.

Julie Smith, Human Resources Dept. Mgr.

Grace Gunderson, Designers R Us

Nancy Wells, Chairperson, presided

Roger Meyer, Assistant Secretary, recorded the proceedings of mtg.

The minutes of the last meeting were approved. Mr. Meyer reported the progress of the new logo that was sent to Designers R Us last year. Grace Gunderson was called to reveal the nine new logo options to the Board of Directors for the final selection. After much discussion, Ms. Smith made the motion to adopt logo option number 4, which was seconded by Mr. Rosen. The motion was adopted by general consent. Mr. Meyer will create a bid to be placed on the website for companies to replace all of the old logos in the building (including bathrooms, carpet, walls, building signage, etc.). Mr. Carlson reported that the top floor of the building will be under renovation next month due to the HVAC overhaul in the server room. While this process is going on, the top floor workers will be relocated to the third floor. The following correspondence was discussed. A donation request for Special Olympics was received, along with a request for a representative to attend their Fall bowling event. Next meeting scheduled November 30, 2021, at 9:00 a.m. No further business. Adjourned 11:00 a.m.



# ADVANCED OFFICE SYSTEMS & PROCEDURES (225)

## REGIONAL – 2019

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### Production Portion:

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

Job 4: Meeting Minutes \_\_\_\_\_ (100 points)

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

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

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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.

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4+ Errors	0 points



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



Current Date

Grace Gunderson  
Designers R Us  
1234 Congress Ave  
Austin, TX 78912

Dear Ms. Gunderson

I want to thank you for your generous donation to help Professional Business Associates redesign our logo. We are looking forward to your revamp and modernization of our company logo that will be used both electronically as well as in several forms of print in various sizes. I would like to make sure that the following criteria are met.

The exact colors incorporated into the logo are to be

Navy Pantone 289  
Tan Pantone 466  
Red Pantone 185

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Sincerely

Peter Parkerman

xx (xx should be their Contestant Number)

c Nancy Wells

In Footer: Contestant Number Job 1
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## NEWS RELEASE

From Nancy Wells  
5454 Cleveland Avenue  
Columbus, OH 43231-4021  
614-555-5555

Release September 1, 2020

### PROFESSIONAL BUSINESS ASSOCIATES LOGO REVAMP

Professional Business Associates is excited to announce the revamp and modernization of its company logo. “Our new company logo better fits who our company is today. We will be making a dramatic change to keep up with the times, but keep in touch with our roots by keeping our signature colors” said Roger Meyer.

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Make sure to follow us on all our different social media platforms: Facebook, Instagram, Twitter and Snapchat so you will be one of the first to see the unveiling of our new logo.

###

In Footer: Contestant Number Job 2
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## PROFESSIONAL BUSINESS ASSOCIATES

### LOGO REVAMP

MAY 1, 2021

Welcome to the annual Professional Business Associates company luncheon. I know that many of you are here to just to get away from the office, but I hope you are ready to hear about all the amazing changes that our company is planning for the future. We wanted to take a moment to note that we all know that the world is changing. It was not that long ago that many of us were learning to email for the first time; now we can send an email from our watches. In order to flourish in this global environment, a company is required to keep up with the times, and that usually means making a change. Here at Professional Business Associates, our logo needed to evolve, no, not just evolve – it needed major work to keep up in this world. It was just not working in this new digital world. We are no different than companies like AT&T, Apple, Verizon, or many others. We needed the change. Our logo needed to change. This new





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important, social world. Our new logo will be revealed on the backdrop behind me, and I hope

that it will inspire the same brand feelings our old logo had for you. Now it will be able to

compete in a social world like all our competitors do.

In Footer:  
Contestant Number  
Job 3



**PROFESSIONAL BUSINESS ASSOCIATES**

**Minutes**

**Regular Meeting of Board of Directors**

**August 21, 2021**

A regular meeting of the Board of Directors of Professional Business Associates was called to order in the Board Room, 5454 Cleveland Avenue, Columbus, Ohio, at 9:08 a.m. pursuant to the notice sent to all Directors in accordance with the bylaws.

The following directors were present: 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 Resources Department Manager, and Grace Gunderson, Designers R Us

Nancy Wells, Chairperson, presided and Roger Meyer, Assistant Secretary, recorded the proceedings of the meeting.

The minutes of the last meeting were approved.

Mr. Meyer reported the progress of the new logo that was sent to Designers R Us last year. Grace Gunderson was called to reveal the nine new logo options to the Board of Directors for the final selection. After much discussion, Ms. Smith made the motion to adopt logo option number 4, which was seconded by Mr. Rosen. The motion was adopted by general consent.

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Mr. Carlson reported that the top floor of the building will be under renovation next month due to the HVAC overhaul in the server room. While this process is going on, the top floor workers will be relocated to the third floor.

The following correspondence was discussed. A donation request for Special Olympics was received, along with a request for a representative to attend their Fall bowling event.

The next meeting of the Board will be held on November 30, 2021, at 9:00 a.m.

There being no further business, the meeting was adjourned at 11:00 a.m.

In Footer:  
Contestant Number  
Job 4

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Secretary