

BASIC OFFICE SYSTEMS & PROCEDURES (220)

REGIONAL – 2020

Objective Questions:

Multiple Choice and True/False (20 @ 5 points each) _____ (100 points)

Production:

Job 1: News Release _____ (100 points)

Job 2: Memorandum _____ (100 points)

Job 3: Letter _____ (100 points)

TOTAL POINTS _____ **(400 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

1. Answer the objective questions using the Scantron scoring sheet provided.
2. Make certain this test booklet contains Jobs 1-3.
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.

<i>Example:</i>
99-9999-9999 Job 1

8. If you finish before the end of the 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. Turn in all partial jobs completed

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

DIRECTIONS: Identify the letter of the choice that best completes the statement or answers the question OR Mark A if the statement is TRUE. Mark B if the statement is FALSE.

1. When identifying the reference initials, in a business letter, they should be in uppercase letters.
 - a. True
 - b. False
2. When using the abbreviation for Post Office in an inside address, it should be as follows:
 - a. PO
 - b. PO.
 - c. P.O.
 - d. P.O
3. _____ is an Internet service that provides remote storage to computer users.
 - a. Back-up
 - b. Top Secret
 - c. Flash storage
 - d. Cloud storage
4. In an alphabetic filing system, Susan Stoller is filed after Suzanne A. Stoller.
 - a. True
 - b. False
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. quick sample text
 - c. building block
 - d. mail merge
6. Written rules are required for filing because
 - a. procedures for storing records alphabetically vary among organizations.
 - b. without written rules for storing records alphabetically, procedures will vary with time.
 - c. unless those who maintain the records are consistent in following storage procedures, locating records will be difficult.
 - d. All of the above
7. A _____ is a copy of programs, data, and information created in one secondary storage medium and copied to another.
 - a. duplication copy
 - b. soft copy
 - c. backup copy
 - d. historical copy

8. The cursor is also known as the insertion point.
 - a. True
 - b. False

9. To move to the beginning of a line with the keyboard, press the ____ key(s).
 - a. LEFT ARROW
 - b. CTRL+HOME
 - c. HOME
 - d. PAGE UP

10. In order to record appointments, meetings, assignment due dates, and reminders, you should use
 - a. a to-do list
 - b. a template
 - c. a planner
 - d. a vertical file

11. Your appearance, dress, speech, writing, and conduct all have an impact on how professional you appear.
 - a. True
 - b. False

12. The two-letter state abbreviations for Maine and Connecticut are:
 - a. MA & CT
 - b. ME & CO
 - c. MI & CO
 - d. ME & CT

13. The U.S. Copyright Act provides that only the copyright holder has the right to reproduce, distribute, display, perform, or make derivatives of a copyrighted work.
 - a. True
 - b. False

14. Which of the following business names would require cross-references?
 - a. Mobile Oil name changed to BP, Inc.
 - b. Fong-Ridgway Accounting Services
 - c. All State Mining Co.
 - d. All of the above

15. Which of the following keys or key combinations is typically used to display on-screen help?
 - a. F1
 - b. Esc
 - c. Enter
 - d. Ctrl + H

16. When taking a telephone message, it is important to note the date and time the caller called, in addition to their name, call back number and message.
- a. True
 - b. False
17. What is considered to be a “standard-sized” envelope?
- a. #4
 - b. #10
 - c. #8
 - d. #16
18. Which of the following is not an example of an output device?
- a. scanner
 - b. printer
 - c. display
 - d. speaker
19. At the end of the number of years indicated on the retention schedule, records are disposed either by destruction or by transfer to a permanent storage place.
- a. True
 - b. False
20. Use a _____ after an independent clause, dependent clause, or long phrases that are displayed on separate lines in a list.
- a. comma
 - b. colon
 - c. period
 - d. dash

PART 2 – PRODUCTION

Review the directions for the “Jobs” listed below and complete. Correct any and all formatting, spelling or grammar errors. Use the formatting guide in the *Professional Business Associates Style & Reference Manual 2019-2020 Edition*.

JOB 1 – News Release

Using the information provided and the *Style & Reference Manual*, prepare a news release from Roger Meyer, Marketing Department Manager at Professional Business Associates. Use the corporate headquarters address for Professional Business Associates. Roger’s telephone number is 614-555-4567. The release date is 6/1/20.

Title: 2020 Professional Business Associates Marketing Campaign

Copy: Professional Business Associates is very excited to announce their new internal 2020 Professional Business Associates Marketing Campaign. This campaign will provide the team members at Professional Business Associates opportunities to give back to the many communities they are located in across the United States and Puerto Rico. Team members will be able to select where they would like to donate their time and talent and are encouraged to include their family members as well. The theme is to be the change they want to see in the world which is also in alignment with the mission and vision of the organization.

If you or your business is looking for volunteers, please contact Roger Meyer, Marketing Department Manager, at 614-555-1324 to have your information added to the list of opportunities for the team members of Professional Business Associates. The campaign will run from June 1, 2020 until December 31, 2020.

JOB 2 – Memorandum

Using the information provided and the *Style & Reference Manual*, prepare a memorandum from Roger Meyer, Marketing Department Manager to Tom Carlson, Julie Smith, Edna Renick and Harvey Rosen. Use the current date. The subject of the memorandum is 2020 Professional Business Associates Marketing Campaign. Be sure to CC the Chief Executive Officer.

Copy: We would like to make you all aware of the upcoming 2020 Professional Business Associates Marketing Campaign beginning June 2020. This internal campaign will provide opportunities to give back to the communities. In alignment with our mission and vision, we have developed an upcoming campaign that will include opportunities for participation for all PBA team members from June – December 2020.

I have enclosed some ideas for opportunities to volunteer for your team members and also the payroll policies associated with this campaign. Each team member will be allotted 10 hours of paid time but will need to work with their immediate supervisor to coordinate this time off. It may be used during the work week, but it can also be used during evenings and weekends as well.

If you or any of your team members have questions or concerns, please contact me at 614-555-1324. Thank you for your time and support of the 2020 PBA Marketing Campaign.

JOB 3 – Letter

Using the information provided and the *Style & Reference Manual*, prepare a letter from Roger Meyer, Marketing Department Manager to Donna Kolehouse who is the CEO of Travel With Me Unlimited located at 116 River Drive in Nashville, Tennessee 21345. A copy will be sent to Nancy Wells. Roger prefers to end his letters with “Sincerely” as a closing.

The subject line of the letter is: 2020 Professional Business Associates Marketing Campaign

The content of the letter is: We are very excited to announce our upcoming campaign to encourage our team members to give back to the communities we are located in across this great nation. Our 2020 Professional Business Associates Marketing Campaign will provide our team members with time to volunteer where and how they would like. They may also include their families when possible.

We would like to offer an incentive of a grand prize trip for the top five team members who log the most volunteer hours during our campaign that runs from June 1, 2020 until December 31, 2020.

We are hoping you can assist us with some discounted vacation packages for these team members and up to three of their family members. I have included information about our campaign for your review.

Please contact me at 614-555-1324 if this is something you believe your company could assist us with and would like to discuss further. I look forward to hearing from you at your earliest convenience.



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TOTAL POINTS _____ **(400 points)**

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

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PART 1 – OBJECTIVE QUESTIONS

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

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



**NEWS RELEASE
(DS)**

From Roger Meyer
5454 Cleveland Avenue
Columbus, OH 43231-0421
614-555-1324

(DS)
Release June 1, 2020

JOB 1 – News Release

News Release
Top Margin: 1”
Side Margins: 1”
Spacing of Body Text: DS

(QS)

2020 PROFESSIONAL BUSINESS ASSOCIATIONS MARKETING CAMPAIGN

(QS)

Professional Business Associates is very excited to announce their new internal 2020 Professional Business Associates Marketing Campaign. This campaign will provide the team members at Professional Business Associates opportunities to give back to the many communities they are located in across the United States and Puerto Rico. Team members will be able to select where they would like to donate their time and talent and are encouraged to include their family members as well. The theme is to be the change they want to see in the world which is also in alignment with the mission and vision of the organization.

If you or your business is looking for volunteers, please contact Roger Meyer, Marketing Department Manager, at 614-555-1324 to have your information added to the list of opportunities for the team members of Professional Business Associates. The campaign will run from June 1, 2020 until December 31, 2020.

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JOB 2 – Memorandum

MEMORANDUM (16 pt)

TO: Tom Carlson, Julie Smith, Edna Renick, Harvey Rosen (12 pt)

FROM: Roger Meyer, Marketing Department Manager

CC: Nancy Wells, Chief Executive Officer

DATE: Current date

SUBJECT: 2020 Professional Business Associates Marketing Campaign

Memorandum
Top Margin: 1”
Side Margins: 1”

We would like to make you all aware of the upcoming 2020 Professional Business Associates Marketing Campaign beginning June 2020. This internal campaign will provide opportunities to give back to the communities. In alignment with our mission and vision, we have developed an upcoming campaign that will include opportunities for participation for all PBA team members from June – December 2020.

I have enclosed some ideas for opportunities to volunteer for your team members and also the payroll policies associated with this campaign. Each team member will be allotted 10 hours of paid time but will need to work with their immediate supervisor to coordinate this time off. It may be used during the work week, but it can also be used during evenings and weekends as well.

If you or any of your team members have questions or concerns, please contact me at 614-555-1324. Thank you for your time and support of the 2020 PBA Marketing Campaign.

Contestant #

Enclosures

Contestant #
Job 2



JOB 3 – Letter

Current Date

(QS)

Ms. Donna Kolehouse, CEO
Travel With Me Unlimited
116 River Drive
Nashville, TN 21345

(DS)

Dear Ms. Kolehouse

(DS)

2020 PROFESSIONAL BUSINESS ASSOCIATES MARKETING CAMPAIGN

(DS)

We are very excited to announce our upcoming campaign to encourage our team members to give back to the communities we are located in across this great nation. Our 2020 Professional Business Associates Marketing Campaign will provide our team members with time to volunteer where and how they would like. They may also include their families when possible.

We would like to offer an incentive of a grand prize trip for the top five team members who log the most volunteer hours during our campaign that runs from June 1, 2020 until December 31, 2020. We are hoping you can assist us with some discounted vacation packages for these team members and up to three of their family members. I have included information about our campaign for your review.

Please contact me at 614-555-1324 if this is something you believe your company could assist us with and would like to discuss further. I look forward to hearing from you at your earliest convenience.

Sincerely

(QS)

Roger Meyer
Marketing Department Manager

Contestant #

Enclosures

c Nancy Wells

Contestant #

Job 3

Letter
Top Margin: 2”
Second & Subsequent Page Top Margin: 1”
Side Margins: 1”
Use open punctuation