

Contestant Number: _____

Time: _____

Rank: _____



ADVANCED OFFICE SYSTEMS & PROCEDURES (225)

REGIONAL 2022

Multiple Choice:

Multiple Choice (20 @ 5 points each) _____ (100 points)

Production:

Job 1: Letter _____ (100 points)

Job 2: Speech _____ (100 points)

Job 3: Meeting Minutes _____ (100 points)

TOTAL POINTS _____ **(400 points)**

Test Time: 90 minutes

GENERAL GUIDELINES:

Failure to adhere to any of the following rules will result in disqualification:

1. Member must hand in this test booklet and all printouts if any. 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 (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

EXAM GUIDELINES:

1. Ensure this test booklet contains Jobs 1 through 3.
2. Key all jobs according to the instructions given.
3. Correct any and all formatting, spelling or grammar errors. Use the formatting guide in the *Style & Reference Manual*.
4. Your name or initials should *not* appear on any work you submit. Use your Member ID in any occasion you would normally key your reference initials.
5. In the lower **right** hand corner of ALL work submitted (unless otherwise specified), key your Member ID and job number.
6. If you complete the event before the end of the time allotted, notify the proctor. Time may be considered a factor in determining a winner when there is a tie score.
7. Place your scoring sheet on top of your jobs. Jobs should be placed in numerical order.

PRODUCTION STANDARDS	
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.

1. When proofreading a document and it asks to use DS it is asking you to _____.
 - a. leave two blank lines, and bold the title above
 - b. leave three blank lines and bold the title above
 - c. leave one blank line
 - d. leave two blank lines

2. Which of the following is *not* considered an input device?
 - a. Monitor
 - b. Mouse
 - c. Scanner
 - d. Keyboard

3. When you are creating a flyer for a picnic you would want to use a spreadsheet software.
 - a. True
 - b. False

4. The symbols that are used when marking up copy are considered proofreader's marks.
 - a. True
 - b. False

5. When a letter is written to someone about a personal matter it is called a _____.
 - a. confidential letter
 - b. classified letter
 - c. private letter
 - d. personal letter

6. An example of a properly written salutation in a block style letter would be _____.
 - a. Dear Ann,
 - b. DEAR SIMPSON
 - c. Dear Mr. Johnson
 - d. Dear Josh

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

8. You should always try to solve problems and make decisions yourself rather than leaving a situation for your supervisor to handle.
 - a. True
 - b. False

9. Business clients can contract for records storage space in the cloud with companies that specialize in this service.
 - a. True
 - b. False

10. In many organizations, all incoming mail is stamped with the date and time of receipt.
 - a. True
 - b. False

11. Images found on the Internet are *not* subject to copyright laws.
 - a. True
 - b. False

12. 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. boilerplate
 - c. building rock
 - d. mail merge

13. When deciding which service to use to send outgoing mail, you should _____.
 - a. Not be concerned with the mailing cost
 - b. Disregard the need for delivery confirmation since this is provided with all services
 - c. Consider when the envelope or package should reach its destination
 - d. all are correct answers

14. Which of the following U.S. Postal services is the fastest way to send envelopes and packages with guaranteed overnight delivery to many locations in the United States?
 - a. Priority mail express
 - b. Standard post
 - c. First class mail
 - d. Priority mail

15. When sorting/arranging incoming mail to deliver to the executive, which of the following should be first (on top of the stack)?
- Special delivery, registered mail, or certified mail
 - Personal and confidential items
 - Interoffice communications
 - Regular business mail from customers and clients
16. Business-class air travel is a level above first class.
- True
 - False
17. For some flights, travelers may be charged a penalty for changing to another flight or cancelling a flight.
- True
 - False
18. Airlines do not restrict the size and type of bags that can be checked on a domestic flight.
- True
 - False
19. A passport is valid for 15 years from the date of issue.
- True
 - False
20. Tax rates for Social Security apply to all earnings a person has each year.
- True
 - False

JOB 1 – Letter

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

This letter is from Cindy Smith, Human Resource Assistant to Julie Smith at corporate headquarters. Please copy the Financial Service Department Head of Digital Solutions. (Note: Reference the *Style & Reference Manual* for name of Financial Service Department Manager.)

Despite the significant changes to our work schedule and conditions due to the ongoing pandemic, our company has decided to continue our business operations. I would like to inform you that I am one of the employees who are eligible for the work-from-home arrangement. Hence, we may continue exchanging updates and reports regarding the current project through emails and other online media or platforms. I also have already received and fully read all the documents you sent me last week. Therefore, you may rest assured as I will be providing you with all the updates and progress reports, as previously agreed by the team.

In line with this, I would like to discuss the changes we need to implement for the project to be completed as scheduled. I understand that with the current work-from-home arrangement, on-site or face-to-face meetings and other interactions will not be possible. However, certain aspects of the project require immediate attention to accommodate the current situation properly.

I have attached a copy of my schedule and contact information with this letter for you to peruse so that we can finalize an updated timeline for the upcoming virtual meetings and sessions. I would also like to discuss with you how we may efficiently fulfil our duties and responsibilities for the project.

Thank you for your time and consideration. I look forward to completing the project with you.

JOB 2 – Speech

Key the following speech using your *Style & Reference Manual*. Correct any spelling and punctuation errors you find. The Keynote Speech titled Inspiration Station is to be given on May 10, 2022 by the head of the marketing department at the Digital Solutions monthly breakfast.

Thanks to the generous donation of a wonderful community-minded philanthropist and the tremendous support of our city officials, corporate sponsors, volunteers, and staff, Inspiration Station is now a reality. All the major construction work has been completed, and the final inspection is scheduled for May 21.

The Grand Opening Committee encourages you and your family and friends to be a part of the exciting Grand Opening Celebration on Saturday, June 5. The dedication ceremony begins at 10:-- in the morning with the Mayor declaring June 5 as Inspiration Station Day and the Community Foundation President presenting the key to the Inspiration Station facility to us. At the conclusion of the program the official party will lead the tour of the facilities. Our volunteers will be available to conduct tours throughout the afternoon. A number of exhibitions featuring several inspiration models will be on display and operational as part of the tour.

A picnic lunch will be served in the cultural center beginning at 11:30. Many of our corporate sponsors generously contributed to the luncheon and donated prizes that will be given throughout the event.

Thank you for all the support and time committed to making this project a reality. It will be a great contribution to the community, and I am proud that we are a part of it.

JOB 3 – Minutes

Please use the notes shown below to prepare the meeting minutes for Digital Solutions special meeting of the Board of Directors. Use proper grammar and complete sentences, as necessary. Key the following minutes using your *Style & Reference Manual* as a guide.

September 10, 2022

Special Meeting

Board Room A

700 Morse Road, Suite 201

Columbus, Ohio

10:15 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, Information Technology Department Manager

Edna Renick, Administrative Support Dept. Mgr.

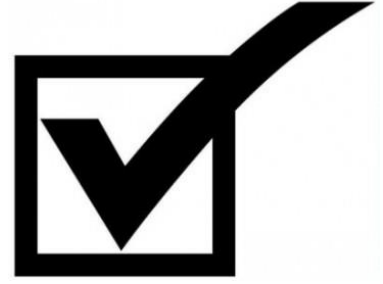
Julie Smith, Human Resources Department Manger

Cindy Jones, Inspiration Station Director

Nancy Wells, Chairperson presided. Julie Smith recorded the proceedings of the meeting. The minutes of the last meeting were approved. Cindy Jones reported the progress of the Inspiration Station and the schedule for the Grand Opening Activities. Discussion was held on the number of stations that will be open and in operation on the day of the Grand Opening and how many would be a part of the tour. Discussion on the recognition plaque design took place and Cindy Jones presented 3 options that were available to all donors. A motion was made to use Design number 2 which was created by Shawn Smith and those plaques would be placed at the main entrance. Sharon Cummings reported that there would be an overhaul of the main conference room and it would be unavailable for use for two weeks from September 15 until September 29. Next meeting is scheduled for October 15, 2022 at 9 a.m. No further business. Adjourned 11:15 a.m.



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PROFESSIONALS**
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ADVANCED OFFICE SYSTEMS & PROCEDURES (225)

REGIONAL 2022

Multiple Choice:

Multiple Choice (20 @ 5 points each) _____ (100 points)

Production:

Job 1: Letter _____ (100 points)

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TOTAL POINTS _____ **(400 points)**

ADVANCED OFFICE SYSTEMS & PROCEDURES

REGIONAL 2022 KEY

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

January 10, 20xx (*use current date unless otherwise specified*)

Ms. Julie Smith, **Manager**
Digital Solutions
700 Morse Road
Suite 201
Columbus, OH 43214

Dear Ms. Smith

Despite the significant changes to our work schedule and conditions due to the ongoing pandemic, our company has decided to continue our business operations. I would like to inform you that I am one of the employees who are eligible for the work-from-home arrangement. Hence, we may continue exchanging updates and reports regarding the current project through emails and other online media or platforms. I also have already received and fully read all the documents you sent me last week. Therefore, you may rest assured as I will be providing you with all the updates and progress reports, as previously agreed by the team.

In line with this, I would like to discuss the changes we need to implement for the project to be completed as scheduled. I understand that with the current work-from-home arrangement, on-site or face-to-face meetings and other interactions will not be possible. However, certain aspects of the project require immediate attention to accommodate the current situation properly.

I have attached a copy of my schedule and contact information with this letter for you to peruse so that we can finalize an updated timeline for the upcoming virtual meetings and sessions. I would also like to discuss with you how we may efficiently fulfil our duties and responsibilities for the project.

Thank you for your time and consideration. I look forward to completing the project with you.

Sincerely

Cindy Smith
Human Resources Assistant

xx (Member ID)

c Harvey Rosen (Note: Reference the *Style & Reference Manual* for name of Human Resources Department Manager.)

Member ID
Job #1

INSPIRATION STATION

Digital Solutions Monthly Breakfast

Thanks to the generous donation of a wonderful community-minded philanthropist and the tremendous support of our city officials, corporate sponsors, volunteers, and staff, Inspiration Station is now a reality. All the major construction work has been completed, and the final inspection is scheduled for May 21.

The Grand Opening Committee encourages you and your family and friends to be a part of the exciting Grand Opening Celebration on Saturday, June 5. The dedication ceremony begins at 10:-- in the morning with the Mayor declaring June 5 as Inspiration Station Day and the Community Foundation President presenting the key to the Inspiration Station facility to us. At the conclusion of the program the official party will lead the tour of the facilities. Our volunteers will be available to conduct tours throughout the afternoon. A number of exhibitions featuring several inspiration models will be on display and operational as part of the tour.

A picnic lunch will be served in the cultural center beginning at 11:30. Many of our corporate sponsors generously contributed to the luncheon and donated prizes that will be given throughout the event.

Thank you for all the support and time committed to making this project a reality. It will be a great contribution to the community, and I am proud that we are a part of it.

Member ID
Job #2

DIGITAL SOLUTIONS

Minutes

Special Meeting of the Board of Directors

September 10, 2022

A special meeting of the Board of Directors of Digital Solutions was called to order at 700 Morse Road, Suite 201, Columbus, Ohio, at 10:15 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, Harvey Rosen, Roger Meyer, Tom Carlson, Edna Renick, Julie Smith, Cindy Jones.

Nancy Wells, Chairperson presided. Julie Smith recorded the proceedings of the meeting.

The minutes of the last meeting were approved.

Cindy Jones reported the progress of the Inspiration Station and the schedule for the Grand Opening Activities. Discussion was held on the number of stations that will be open and in operation on the day of the Grand Opening and how many would be a part of the tour. Discussion on the recognition plaque design took place and Cindy Jones presented 3 options that were available to all donors. A motion was made to use Design number 2 which was created by Shawn Smith and those plaques would be placed at the main entrance. Sharon Cummings reported that there would be an overhaul of the main conference room and it would be unavailable for use for two weeks from September 15 until September 29.

Next meeting is scheduled for October 15, 2022 at 9 a.m.

No further business.

Adjourned 11:15 a.m.

Secretary

Member ID
Job #3