

Member ID: \_\_\_\_\_

Time: \_\_\_\_\_

Rank: \_\_\_\_\_



# ADVANCED OFFICE SYSTEMS & PROCEDURES

(225)

## REGIONAL 2023

**Multiple Choice:**

20 Questions (5 points each) \_\_\_\_\_ (100 points)

**Production:**

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

Job 2: Mail Merge Letter \_\_\_\_\_ (100 points)

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

TOTAL POINTS \_\_\_\_\_ (400 points)

**Test Time: 90 minutes**

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3. Electronic devices will be monitored according to ACT standards.

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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*.
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5. In the lower **right** hand corner of ALL work submitted (unless otherwise specified), key your Member ID and job number.
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7. Place your scoring sheet on top of your jobs. Jobs should be placed 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

**Directions:** Identify the letter of the choice that *best* completes the statement or answers the question.

1. An advantage of email over traditional mail is which of the following:
  - A. More cost efficient
  - B. Slower
  - C. Less obtrusive
  - D. It is more secure
  
2. Organizations and business names are filed
  - A. With the most important name first
  - B. As written
  - C. With the owners last name
  - D. With the most important word in the business name
  
3. When a scammer uses email or text messages to trick you into giving them your personal information it is called \_\_\_\_\_.
  - A. Virus
  - B. Spamming
  - C. Phishing
  - D. Scamming
  
4. Links on the screen with related information and graphics, which are typically accessed by a point-and-click method is called \_\_\_\_\_.
  - A. Browser
  - B. HTML
  - C. Hypertext
  - D. Hypermedia
  
5. The form that shows important information about income earned for the year is the \_\_\_\_\_ form.
  - A. W-2
  - B. W-4
  - C. 1098T
  - D. 1099
  
6. An itinerary is a document that is used to \_\_\_\_\_.
  - A. Help plan a trip
  - B. Communicate details of a trip
  - C. Communicate to an administrative assistant what needs to be planned for a trip
  - D. None of the other answers

7. The FICA tax includes which of the following:
  - A. Social Security and Medicare
  - B. Social Security and Federal Tax
  - C. Medicare and Federal Tax
  - D. Medicare and Unemployment Tax
  
8. Jordan Flowers worked the following hours:  $9\frac{1}{4}$ ,  $8\frac{1}{2}$ , 5, 8. Jordan is paid 15.25 per hour. What is Jordan's gross earnings for the week?
  - A. 569.95
  - B. 486.94
  - C. 468.94
  - D. 659.86
  
9. The proofreading mark used to show that words or letter are reversed is which of the following symbol.
  - A.  $\sim$
  - B.  $\sqsubset$
  - C. /
  - D. =
  
10. Which of the following is the correct spelling?
  - A. Sincerly
  - B. Sincerely
  - C. Sicerely
  - D. Sincerelly
  
11. In a business meeting the proper procedure for a cell phone would be to \_\_\_\_\_.
  - A. Set your phone to do not disturb
  - B. Answer all received calls
  - C. Answer all sms messages
  - D. Leave your ringer on so you do not miss a call
  
12. In a presentation, the 7 x 7 rules means \_\_\_\_\_.
  - A. To only use 7 slides in the presentation
  - B. To only use 7 bullets with only 7 words in each bullet
  - C. To only use 7 bullets and only 7 slides
  - D. To not take longer than 7 minutes for a presentation
  
13. In a video conference, staying muted until ready to speak is an example of proper etiquette?
  - A. True
  - B. False

14. The name of the most commonly used keyboard layout is \_\_\_\_\_.
- A. Qwerty
  - B. America
  - C. Traditional
  - D. Sholes
15. The document that is sent with a cover letter that summarizes an applicant's work experience and education is called \_\_\_\_\_.
- A. Work Experience
  - B. Summary
  - C. Resume
  - D. Record
16. The amount of an employee's total earning for a pay period is called \_\_\_\_\_.
- A. Gross pay
  - B. Deductions
  - C. Net pay
  - D. Exemptions
17. The "CC" on a memo means that a copy has been sent to the name listed.
- A. True
  - B. False
18. Stella Dunn makes \$56,285 per year; how much will she get paid weekly?
- A. \$4,690.42
  - B. \$1,082.40
  - C. \$2,345.21
  - D. \$1,028.04
19. What is the correct alphabetic order for the follow list of names: Kelsey West, Christopher McLaughlin, Jessica Adams, and Anna Henderson.
- A. Jessica Adams, Kelsey West, Anna Henderson, and Christopher McLaughlin
  - B. Anna Henderson, Christopher McLaughlin, Kelsey West, Jessica Adams
  - C. Jessica Adams, Anna Henderson, Christopher McLaughlin, Kelsey West
  - D. Jessica Adams, Anna Henderson, Kelsey West, Christopher McLaughlin
20. When using music which of the following applies?
- A. Only 10% can be used
  - B. Only 10% can be used but no more than 30 seconds
  - C. The music cannot be used at all without permission
  - D. Only 30 seconds can be used

**Job 1:**

**Key the following memo using the Style and Reference Manual. Correct any spelling or punctuation errors you find.**

**The memo is to All Employees from Julie Smith and send a copy to Harvey Rosen. Date the memo December 15, 20--.**

After talking with Harvey Rosen in the Financial Services Department it has been brought to my attention that the company's financials are prospering. This is all due to the hard work and dedication of our employees.

During the last board of directors meeting, it was decided that we need to thank our employees. This thank you will be in the form of a compensation bonus. The bonus will be based on years with the company and by departments. Attached you will find a chart of the bonus schedule.

The bonuses will be distributed in a separate payroll check during the next payroll period on Friday, December 29.

Thank you again for your hard work and dedication to Digital Solutions.

**Job 2:**

**Key the following mail/merge letter. Use the information in the chart below for the names and address of the mail merge letter. The letter is from Debbie Owens, BPA Advisor and should be dated December 15, 20--. Print one copy of letter showing merge fields, print one copy of data file table, and print all 6 letters.**

Leadership Service Ashley Loveless 400 West 3 <sup>rd</sup> Avenue Westminster, Montana 95846	Blazer Insurance Megan Blazer 5643 Brightway Avenue Jude, Montana 98463
Junkyard Desserts Jacob Blevins 6652 South Westminster Road Westminster, Montana 95846	Brightwater Toby Nicolas Wrinkle 8895 Flower Street Jude, Montana 96843
Proficient Manufacturing Becky Furguson 2254 Main Street Westminster, Montana 95846	Grasshopper Workout Jennifer Walker 600 West Lakeview Road Denver, Montana 99482

On December 11, Westminster High School competed in the Business Professionals of America Regional Leadership Conference. Ten members competed and eight members qualified for the State Leadership Conference which is held at the Marriot Downtown Billings.

They will be joining over 1,500 other conference delegates from across the state to participate in state-level business skill competitions, workshops, general sessions, and officer candidate campaigns and elections. Placing in the top in their business skill competitions will qualify them to compete at the National Level in Anaheim California in early May.

The conference is a culmination of a school years' worth of business workforce education and training; which members of the local chapter have received. The qualifying students have worked very hard to place in the top of their events in the Region and would like the opportunity to compete at the state level with hopes of moving on to the national level.

If you would like to sponsor a student or donate to the conference expenses, you may send your donations to Westminster High School. Please send your sponsorship/donations to the high school office attention BPA before February 11, 20--.

Thank you in advance for making the State Leadership Conference possible for our students.

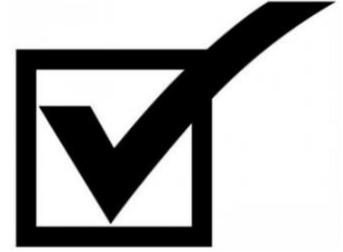
**Job 3:**

**Create a table formatted in landscape that will provide a list of members competing at the National Leadership Conference in Anaheim California. Use the following data below to create the table. The following column headings should be used: name, contest, date, time, and location. Center column headings, left align text columns and right align columns containing numbers.**

Ethan Moore, Integrated Office Applications, May 4, 20--, 8:00 a.m., Catalina 1  
Jaycee Corn, Banking and Finance, May 4, 20--, 10:00 a.m., Avalon  
Lorelei McClain, Personal Financial Management, May 4, 20--, 11:00 a.m., Green Room  
Peyton Mallow, Fundamental Accounting, May 5, 20--, 7:30 a.m., Laguna  
Brady Lambert, Financial Analyst Team, May 4, 20--, 2:00 p.m., Huntington  
Makayla Bane, Health Leadership and Special Topics, May 5, 20--, 7:30 p.m., Sunset  
Jerry Shaffer, Interview Skills, May 6, 20--, 8:45 a.m., Catalina 3  
Jarrett Smith, Basic Office Systems and Procedures, May 6, 20--, 9:30 a.m., Parkplace  
Evan White, Financial Analyst Team, May 4, 20--, 2:00 p.m., Huntington



**BUSINESS  
PROFESSIONALS**  
of **AMERICA**  
Giving Purpose to Potential



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ADVANCED OFFICE SYSTEMS & PROCEDURES

REGIONAL KEY 2023

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

## MEMORANDUM

**TO:** All Employees

**FROM:** Julie Smith, Chief Executive Officer or CEO

**CC:** Harvey Rosen, Financial Services Department

**DATE:** December 15, 20--

**SUBJECT:** Bonuses

After talking with Harvey Rosen in the Financial Services Department it has been brought to my attention that the company's financials are prospering. This is all due to the hard work and dedication of our employees.

During the last board of directors meeting, it was decided that we need to thank our employees. This thank you will be in the form of a compensation bonus. The bonus will be based on years with the company and by departments. Attached you will find a chart of the bonus schedule.

The bonuses will be distributed in a separate payroll check during the next payroll period on Friday, December 29.

Thank you again for your hard work and dedication to Digital Solutions.

xx

Attachment

December 15, 20—

«AddressBlock»

«GreetingLine»

On December 11 Westminster High School competed in the Business Professionals of America Regional Leadership Conference. Ten members competed and eight members qualified for the State Leadership Conference which is held at the Marriot Downtown Billings.

They will be joining over 1,500 other conference delegates from across the state to participate in state-level business skill competitions, workshops, general sessions, and officer candidate campaigns and elections. Placing in the top in their business skill competitions will qualify them to compete at the National Level in Anaheim California in early May.

The conference is a culmination of a school years' worth of business workforce education and training, which members of the local chapter have received. The qualifying students have worked very hard to place in the top of their events in the Region and would like the opportunity to compete at the state level with hopes of moving on to the national level.

If you would like to sponsor a student or donate to the conference expenses, you may send your donations to Westminster High School. Please send your sponsorship/donations to the high school office attention BPA before February 11, 20--.

Thank you in advance for making the State Leadership Conference possible for our students.

Sincerely

Debbie Owens  
BPA Advisor

Address Block or individual field codes for each address element may be used.

December 15, 20—

Ms. Ashley Loveless  
Leadership Service  
400 West 3rd Avenue  
Westminster, MT 95846

Dear Ms. Loveless

On December 11, Westminster High School competed in the Business Professionals of America Regional Leadership Conference. Ten members competed and eight members qualified for the State Leadership Conference which is held at the Marriot Downtown Billings.

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Sincerely

Debbie Owens  
BPA Advisor

December 15, 20—

Ms. Megan Blazer  
Blazer Insurance  
5643 Brightway Avenue  
Jude, MT 98463

Dear Ms. Blazer

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Sincerely

Debbie Owens  
BPA Advisor

December 15, 20—

Mr. Jacob Blevins  
Junkyard Desserts  
6652 South Westminster Road  
Westminster, MT 95846

Dear Mr. Blevins

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Sincerely

Debbie Owens  
BPA Advisor

December 15, 20—

Mr. Nicolas Wrinkle  
Brightwater Toby  
8895 Flower Street  
Jude, MT 96843

Dear Mr. Wrinkle

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Sincerely

Debbie Owens  
BPA Advisor

December 15, 20—

Ms. Becky Furguson  
Proficient Manufacturing  
2254 West Main Street  
Westminster, MT 95846

Dear Ms. Furguson

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Sincerely

Debbie Owens  
BPA Advisor

December 15, 20—

Ms. Jennifer Walker  
Grosshopper Workout  
600 West Lakeview Road  
Denver, MT 99482

Dear Ms. Walker

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Sincerely

Debbie Owens  
BPA Advisor

**Merge Letter Data Table Printout:**

Title	First Name	Last Name	Company Name	Address Line 1	City	State	ZIP Code
Ms.	Ashley	Loveless	Leadership Ser	400 West 3rd A	Westminster	MT	95846
Ms.	Megan	Blazer	Blazer Insuranc	5643 Brightway	Jude	MT	98463
Mr.	Jacob	Blevins	Junkyard Desse	6652 South We	Westminster	MT	95846
Mr.	Nicolas	Wrinkle	Brightwater To	8895 Flower St	Jude	MT	96843
Ms.	Becky	Ferguson	Proficient Man	2254 West Mai	Westminster	MT	95846
Ms.	Jennifer	Walker	Grosshopper W	600 West Lake	Denver	MT	99482

**NATIONAL LEADERSHIP CONFERENCE****May 4 – 6, 2024**

<b>Name</b>	<b>Contest</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
Ethan Moore	Integrated Office Applications	May 4, 2024	8:00 a.m.	Catalina 1
Jaycee Corn	Banking and Finance	May 4, 2024	10:00 a.m.	Avalon
Lorelei McClain	Personal Financial Management	May 4, 2024	11:00 a.m.	Green Room
Peyton Mallow	Fundamental Accounting	May 5, 2024	7:30 a.m.	Laguna
Brady Lambert	Financial Analyst Team	May 4, 2024	2:00 p.m.	Huntington
Makayla Bane	Health Leadership and Special Topics	May 5, 2024	7:30 p.m.	Sunset
Jerry Shaffer	Interview Skills	May 6, 2024	8:45 a.m.	Catalina 3
Jarrett Smith	Basic Office Systems and Procedures	May 6, 2024	9:30 a.m.	Parkplace
Evan White	Financial Analyst Team.	May 4, 2024	2:00 p.m.	Huntington