BASIC OFFICE SYSTEMS & PROCEDURES (25)

Regional—2009

Objective Questions *(20 @ 5 pts. each)* _____ (100 pts.)

Production Portion

Job 1	Letter	_____	(100 pts.)
Job 2	Memorandum	_____	(100 pts.)
Job 3	Table	_____	(100 pts.)
Job 4	Report	_____	(100 pts.)
	TOTAL POINTS	_____	**(500 pts.)**

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 90 minutes actual testing time
No more than ten (10) minutes wrap-up

GENERAL INSTRUCTIONS

1. Answer the objective questions using the Scantron scoring sheet provided.

2. Make certain this test booklet contains Jobs 1-4.

3. For any job where you would normally use your reference initials, use your contestant number. Your name or initials should NOT appear on any work you submit. **Key your contestant number and job number as a footer in the lower left-hand corner of <u>all</u> work submitted.**

4. If you finish before the end of the testing time, notify the administrator. Time may be a factor in determining the winner in the event of a tie.

5. When turning in your completed work, place your Scoring Sheet on top of all your jobs. The jobs should be arranged in numeric order. Turn in all partial jobs.

Multiple Choice: Identify the letter that best completes each sentence or answers the question and mark it on the Scantron form provided.

1.   Body language is
   a. nonverbal communication through physical action.
   b. moving your body a certain way.
   c. acting out feelings while speaking words.
   d. all of the above.

2.   Aggressive communication occurs when a person is
   a. bossy and overbearing.
   b. apologetic and feels guilty.
   c. says clearly and directly what he or she wants.
   d. at his or her best in communicating.

3.   Some strategies you can apply to be successful in the office are
   a. accept assignments willingly.
   b. keep bad information from your boss.
   c. decide your job priorities on your own.
   d. let others know when your boss is having a bad day.

4.   People who reflect ethical standards
   a. bend easily when trying to make a decision.
   b. don't "rock the boat".
   c. go along with the majority when making a decision.
   d. are true to themselves with respect to their ethical and moral values.

5.   Computer memory in the amount of 512K equals how many bytes?
   a. 5,120
   b. 524,288
   c. 512,000
   d. none of the above

6.   Letters and reports can be prepared using which type of application program?
   a. spreadsheet
   b. word processing
   c. database management
   d. none of the above

7.   For input devices, an office worker can use all of the following except
   a. printer.
   b. keyboard.
   c. OCR scanner.
   d. both A and B.

8.   Description of a Central Processing Unit (CPU) does not include:
        a. A CPU contains ROM and RAM areas in primary storage.
        b. A CPU is referred to as the "brain" of the computer.
        c. A CPU contains the arithmetic/logic unit.
        d. A CPU creates a soft copy and hard copy.

9.   Word processing
        a. is also known as text processing and is the efficient processing of words.
        b. has reduced significantly the amount of paperwork processed in offices.
        c. combines text and graphics in various sizes and styles to create an attractive document.
        d. A and B are correct.

10.   During the processing step of the word processing cycle,
        a. you try to type a document correctly the first time.
        b. the document has already been typed and you simply edit the document and prepare it for printing.
        c. the secretary transcribes from her shorthand notes and makes a rough-draft copy of the document.
        d. you first keyboard at your rough draft speed and later edit for content and typing errors.

11.   Some workers enjoy telecommuting because it
        a. provides flexibility in combining work with personal responsibilities
        b. is very structured.
        c. reduces travel time and the need to travel during poor weather conditions
        d. A and C are correct.

12.   When businesses need to calculate and analyze figures quickly, they use
        a. word processing software.
        b. spreadsheet software.
        c. desktop publishing software.
        d. database management software.

13.   Software that computerizes record keeping, information tasks, and serves as an electronic file cabinet is called
        a. word processing software.
        b. spreadsheet software.
        c. desktop publishing software.
        d. database management software.

14.   In learning touch operation while using any ten-key pad, the home row keys are
        a. 4, 5, and 6.
        b. 7, 8, and 9.
        c. 1, 2, and 3.
        d. none of the above.

15.   Good dictators give instructions to the person transcribing
      a. before and after dictation.
      b. before, during, and after dictation.
      c. during and after dictation.
      d. after dictation.

16.   The proper way to hold a telephone while speaking is
      a. about one inch from your lips and speak directly into the mouthpiece.
      b. resting on your shoulder.
      c. resting against your chin.
      d. A and B are correct.

17.   With incoming calls, it is a good practice for the secretary
      a. to end the conversation and hang up first.
      b. to put extra effort into helping callers.
      c. to say "Who is this?"
      d. to say "What do you want to talk to him about?"

18.   Records management involves
      a. updating records.
      b. putting records in file drawers.
      c. storing and maintaining records.
      d. changing file folders periodically on certain records.

19.   Which instruction is incorrect when typing a business letter?
      a. The date is typed 2 inches from the top margin.
      b. The inside address includes the name, title, company and address of the person sending the letter.
      c. The greeting usually begins with the word "Dear" followed by the last name of the person receiving the letter.
      d. The body tells the reason for the letter and is usually at least two paragraphs long.

20.   Usually the spacing in the body of a report is
      a. single spaced.
      b. space and a half.
      c. double spaced.
      d. triple spaced.

Job 1 – Letter

Please key the following letter using your Professional Business Associates Style and Reference Manual. Correct any spelling or punctuation errors you find and supply any missing letter parts.

The letter is to:

Mrs. Robin Mitchell; Science Education Department; Mount Carmel High School; 9550 Carmel Mountain Rd., San Diego, California, 92129

The letter is from:

Kathy Meyers, Education Department

The body of the letter is:

We are looking for energetic high school students. Our summer internship program is available to high school juniors and seniors who would like to take a real world look at biology-based and conservation jobs at the San Diego Zoo and Wild Animal Park.

As a summer intern, students will meet scientists at work in our Conservation and Research for Endangered Species division. Students might also encounter experts in pathology, genetics, animal nutrition, reproductive physiology, ecology, or veterinary medicine. And, students will spend time with animal keepers and trainers to see how they help wildlife, too.

If you know of any students interested in applying for a summer internship, please ask them to fill out the attached application and return it before May 1, 2008.

Job 2 – Memorandum

Please key the following memo using your Professional Business Associates Style and Reference Manual. Correct any spelling or punctuation errors you find.

The memo is to All Science Teachers, from Robin Mitchell. The subject is summer internships. Use the current date.

The body of the memo is:

A summer internship with the San Diego Zoo is available to all high school juniors and seniors. Please inform any students who are seriously considering a career in conservation science about this excellent opportunity.

In order to apply for the internship, students must meet the following requirements. The students must currently be a sophomore or junior. The student must have a GPA of 3.0 or better. They must demonstrate an interest in science, conservation, and community service through extra-curricular activities. Turn in two letters of recommendation; one must be from a science teacher. The student must have good writing skills as illustrated in writing samples on the application. The student must have computer experience. And finally, the student must be willing to commit to seven weeks of after school sessions on Tuesday, Wednesday, and Thursday.

Job 3 – Table

Please create a table for the San Diego Zoo with the title of Animal Group Names. The subtitle will be San Diego Zoo. The column headings should be animal type and group name. Sort the table by animal type in ascending order. Please use the Professional Business Associates Style and Reference Manual.

Porcupines—Prickle
Chickens—Brood or Peep
Deer—Herd
Pigs—Drift, Drove, or Sounder
Wolves—Pack or Rout
Crows—Murder
Kangaroo—Mob, Herd, Troop
Storks—Mustering
Spiders—Clutter
Hyenas—Cackle

- Create the table, keying the information in the given order.
- Sort the table (by animal type)
- AutoFit the Table to Contents
- **Print** the table with borders.

Job 4 – Report

Directions: Please key and format the following report. The title for the report is "Energy Checklist." The report is written by John Henry Fox for Robin Mitchell in the Science Education Department. Please use the Professional Business Associates Style and Reference Manual format for this report and correct all spelling and punctuation errors.

Biodiversity is the variety of life in all its forms, levels, and combinations. It includes ecosystem diversity, species diversity, and genetic diversity. Biodiversity, short for biological diversity, is the term for the number of kinds of life forms and their interactions. As the definition points out, biodiversity can be measured at different scales from the number of genes in an individual to the number of species in an ecosystem to the number of ecosystems in an area.

Why Is Biodiversity Important?

There are many reasons why biodiversity is important, ranging from scientific to ethical to personal. For example, why do you find it important to eat a variety of foods? On one level, it is personal preference. It is also important for your health to obtain different nutritional elements from different foods. Biodiversity is important for a similar range of reasons.

What Is Happening To Biodiversity?

Biodiversity is decreasing. As we humans shape the world around us, we have impacted the environment of the plants and animals that also inhabit the earth. Our impact can be measured in terms of the natural resources we use. Some people call this our "ecological footprint." Like a footprint in the soil, the bigger our footprint, the more Earth we displace.

What Can We Do To Protect Biodiversity?

Reducing our impact on biodiversity is a big job but everything helps. The following actions will help you reduce your ecological footprint:

- Turn off computer monitors: The monitor uses a lot of energy. So if it's not convenient or practical to turn off your whole computer (or if you're not allowed to), you can still save a lot of energy by switching off the monitor.
- Use the sun's energy: Let the sun filter into rooms to help keep the heat down and reduce the need for lights. (On hot days, drawing the shades will keep the sun out and keep you cooler.)
- Don't let windows waste energy: When your school is being heated or air conditioned, the windows should be shut. If they aren't, huge amounts of energy are wasted. Even when windows are closed, a lot of energy can escape if they're not tightly sealed. Report any drafty windows to your teacher or a custodian.
- Report extreme temperatures: If the temperature in your classrooms is controlled centrally, it might be way too hot in the winter or too cold in the summer without the

custodian knowing it. If you find you have to open the windows in the winter, or wear a sweater in the summer, be sure to tell the custodian or the principal.

- Turn off the lights: It really makes a difference. If you're not using a light, turn it off. If you leave a room, turn the lights off behind you. You may have heard that you should leave lights on if you're only gone a short while, because turning them back on uses a lot of energy. That's not true with today's lights Always turn them off when they're not being used.

- Use fewer electric lights: If your classroom has several wall switches, experiment with leaving some of them off. You might still have enough light.

BASIC OFFICE SYSTEMS & PROCEDURES (25)

KEY

Regional—2009

Objective Questions *(20 @ 5 pts. each)*		_____ (100 pts.)

Production Portion

Job 1	Letter		_____ (100 pts.)
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Job 3	Table		_____ (100 pts.)
Job 4	Report		_____ (100 pts.)
	TOTAL POINTS		_____ **(500 pts.)**

Judges/Graders:

Please double-check and verify all scores!

Objective Questions

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

Current Date

Mrs. Robin Mitchell
Science Education Department
Mount Carmel High School
9550 Carmel Mountain Rd.
San Diego, CA 92129

Dear Mrs. Mitchell

We are looking for energetic high school students. Our summer internship program is available to high school juniors and seniors who would like to take a real world look at biology-based and conservation jobs at the San Diego Zoo and Wild Animal Park.

As a summer intern, students will meet scientists at work in our Conservation and Research for Endangered Species division. Students might also encounter experts in pathology, genetics, animal nutrition, reproductive physiology, ecology, or veterinary medicine. And, students will spend time with animal keepers and trainers to see how they help wildlife, too.

If you know of any students interested in applying for a summer internship, please ask them to fill out the attached application and return it before May 1, 2008.

Sincerely

Kathy Meyers
Education Department

Contestant Number

Attachment

Contestant Number
Job Number

MEMORANDUM

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FROM: Robin Mitchell

DATE: Current Date

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Job Number

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Job 3—Table

0 Errors = 100
1 Error = 90
2 Errors = 70
3+ Errors = 0

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ANIMAL GROUP NAMES

San Diego Zoo

Animal Type	Group Name
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Deer	Herd
Hyenas	Cackle
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Pigs	Drift, Drove, or Sounder
Porcupine	Prickle
Spiders	Clutter
Storks	Mustering
Wolves	Pack or Rout

Contestant Number
Job Number

Fox 1

John Henry Fox

Robin Mitchell

Science Education Department

Current Date (8 October 2008)

Energy Checklist

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Job Number

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