



ADVANCED OFFICE SYSTEMS & PROCEDURES (225) REGIONAL – 2017

Multiple Choice:

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

Production:

Job 1: Letter with Table _____ (100 points)

Job 2: Speech _____ (100 points)

Job 3: Report _____ (100 points)

Job 4: Letter Mail Merge _____ (100 points)

TOTAL POINTS _____ (***500 points***)

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

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Workplace Skills Assessment Program competition.

GENERAL INSTRUCTIONS



You have been hired as an Administrative Assistant and will be working for various departments within Professional Business Associates, located at 5454 Cleveland Avenue, Columbus, Ohio 43231. Professional Business Associates provides accounting and other financial services for clients. You will complete jobs for a variety of Professional Business Associates' ventures and department heads as well as for clients.

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.

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Example:

99-9999-9999
Job 1

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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.

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



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



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

Mrs. Lois Toevs
1698 S. 58741 W.
Columbus, OH 96782-3393

Dear Mrs. Toevs

Recently Anderson Construction notified us that the renovations on the top five floors of the Park Street Complex will be completed ahead of schedule. The maintenance crew and facilities team met with the architect and with representatives from Anderson Construction last week and determined that tenants of the penthouse floors could move in as soon as all floors are completed.

As you know, the Financial Department of Professional Business Associates will occupy floors 12 and 14, and you will have full access to 15, and will be the first to move to the Park Street Complex. If you choose the furniture you are currently using can be retained in its current location for the group moving into the facilities you vacate. Respectfully I am requesting you do the following:

- Make final selections of wall coverings, carpet, and wood finishes from the four alternatives selected by the designers.
- Work with the architect on the layout of all offices and shared areas on the 15th floor.
- Indicate where the data lines need to be positioned.

Below is a list of names and contact information for all parties involved.

Contact Name	Company	Cell Number	Email Address
Barry Funk	Anderson Construction	(602) 584-3984	funkbarry@AC.com
Jon Fitzpatrick	Park Street Complex Manager	(602) 987-8512	JonF@PSC.net
Angela Jones	Jones, Jones & McDonald	(602) 839-9837	angelajones@JJM.law
Fred Rodriguez	Two Guys Moving Company	(602) 987-8523	Fred@2GuysMC.com

My assistant, Shona Sheldon, will contact you or your representative to set up a meeting next week with the architect, the designers, and the people you wish to involve in the selection and moving process.

Best regards

Nancy Wells
Chief Executive Officer

xx (Contestant Number)
Job 1

Graders
Make sure the email addresses are printed without the hyperlink.

Font size of text in table 10pt font

The contestant number and job # should be included in the footer



KEYNOTE REMARKS
ACCOUNTING NEEDS IN HEALTHCARE
JANUARY 27, 20xx

We all want a career that will challenge us to use our minds and skills and that will give us rich and varied rewards. As a certified accountant professional, you are part of something needed, something special, and something exciting and respected. All areas of the business world need individuals who understand the world of high finance, but more than ever, we need those who understand how it relates to the healthcare field.

The need and demand for quality accountants in health services industry is growing; you could be working with one of the six segments of the health services industry: hospitals; nursing and personal care facilities; offices and clinics of doctors, dentists, and other health practitioners; home health care services; health and allied services such as drug treatment centers, blood banks, kidney dialysis centers; and medical and dental laboratories. So do what you love and love what you do and join us today in this rapidly growing field. Thank you.

xx (Contestant Number)
Job 2

<p>Graders The contestant number and Job # should be included in the footer.</p>



Tom Carlson

Roger Meyer

Marketing Department

12 December 20_xx

Office and Technical Skills

The purpose of this report is to identify four basic technical skills an office professional needs to be successful and explain what skills are necessary in each of the four areas

Resources

You must be skillful in locating and managing resources such as identifying, organizing, planning, and allocating time, money, material, facilities, and human resource management.

Information

You must be skillful in acquiring, evaluating, organizing, maintaining, interpreting, and communicating information. You must also use computers to process information.

Systems

You must understand how social, organizational, and technological systems work and operate effectively within them by monitoring and correcting performance and often improving and designing simple systems such as managing mail systems and setting up and managing filing systems.

Technology

You must be able to work with a variety of technologies, which involves collecting procedures, tools, or equipment, including computers and related technologies. You should understand the intended use of the technology and the proper procedures for its setup and operation as well as how to maintain and troubleshoot problems.

xx (Contestant Number)
Job 3

Graders

The contestant number
and job # should be
included in the footer



Current Date/«Date»

«AddressBlock»

Dear «Title» «Last_Name»

Congratulations on your companies «Place» -place victory in the «District» Accounting Bowl and CPA Tournament. This victory qualifies the <<Department>> for the 10th Anniversary National Tournament to be held May 12-16 at Park City, Utah.

This double elimination tournament consists of two brackets of eight teams each. Your company will compete in Bracket «Bracket #». Refer to the enclosed sheet that lists teams in both brackets.

The first four games will begin at 6 p.m. on May 12, followed by the Opening Ceremony and introduction of teams and Chief Executive Officers. The second four games will begin at 8:30 a.m. on May 13. Your team and their supporters are invited to a formal dinner which will be held in the Crystal Ball Dining Room beginning at 6:30 p.m. on May 14; attire is formal and an invitation will soon follow with further details.

Meeting with colleagues from around the state and nationally is an important part of life professional development, and we thank you for your commitment to this exciting event and for supporting your company teams as they build comradery, refine their skills and compete in a collegial and fun tournament.

I hope to see you in Park City, Utah.

Sincerely

Roger Meyer
Tournament Chair

xx

Enclosure

xx (Contestant Number)
Job 4

Graders—

If contestant uses a field name that is close please count as correct.
BUT the brackets must be there for each field.

The contestant number and Job # should be included in the footer