

ADVANCED OFFICE SYSTEMS & PROCEDURES (225)

REGIONAL – 2019

Multiple Choice Section:

Multiple Choice (25 @ 4 pts. each) _____ (100 points)

Production Portion:

Job 1: Letter _____ (100 points)

Job 2: Press Release _____ (100 points)

Job 3: Speech _____ (100 points)

Job 4: Meeting Minutes _____ (100 points)

TOTAL POINTS _____ **(500 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 sixty (60) minutes testing time
No more than ten (10) minutes wrap-up

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GENERAL INSTRUCTIONS

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.

Example: }}

99-9999-9999
Job 1

}}

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

MULTIPLE CHOICE

Identify the letter that best completes each sentence or answers the question and mark it on the Scantron form provided. Mark A if the statement is True. Mark B if the statement is False.

1. The _____, or typeface, defines the appearance and shape of letters, numbers, and special characters.
 - a. font
 - b. point
 - c. paragraph formatting
 - d. font size

2. At a minimum, your résumé should present all of the following *except* _____.
 - a. contact information
 - b. objective
 - c. educational background
 - d. past salaries

3. The maximum thickness for a machinable letter to be mailed by the USPS is _____.
 - a. .07 inches
 - b. .25 inches
 - c. .33 inches
 - d. .75 inches

4. The process of copying electronic files and folders onto new media and in new formats is called _____.
 - a. data piracy
 - b. data migration
 - c. file manipulation
 - d. data maintenance

5. Goals that will be accomplished in the next few days or weeks are called _____.
 - a. short-term goals
 - b. intermediate goals
 - c. minor goals
 - d. long-term goals

6. The amount of your take-home pay is also known as _____.
 - a. gross pay
 - b. deductions
 - c. net pay
 - d. optional deductions

7. Which is *not* true of a Memorandum?
 - a. It provides a record
 - b. It informs
 - c. It sends informal messages
 - d. It sends formal messages

8. Corporate email
 - a. has the same federal laws protecting the recipient and sender as postal mail.
 - b. cannot be reviewed by your employer
 - c. allows you the same email freedom as your personal email account.
 - d. is owned by the corporation and is not bound by federal postal laws

9. Electronic mail that asks for personal information using a replica of a credible website is called
 - a. flaming
 - b. a virus
 - c. spamming
 - d. phishing

10. The first step in efficiently managing your time is to
 - a. Identify time wasting activities
 - b. Prioritize tasks
 - c. Plan
 - d. Take an inventory of how time is spent each day

11. A standard large envelope is 9.5in by 4.125in. It is also commonly referred to as
 - a. Large envelope
 - b. No 8
 - c. No 10
 - d. manila envelope

12. The notation "cc" on letters, memos and email indicates:
 - a. courtesy copy
 - b. corporate copy
 - c. clone copy
 - d. cast copy

13. Every business must develop and maintain an organized way to store written communication, such as reports, letters, memorandums, order forms, invoices, and other such information so that it is available for efficient retrieval or reference. This method of storing records is called _____.
 - a. filing.
 - b. recording.
 - c. classifying.
 - d. documenting

14. The rows in a database table are called _____.
- cells
 - records
 - fields
 - objects
15. Which of the following is the smallest unit of measure?
- Petabyte
 - Gigabyte
 - Megabyte
 - Terabyte
15. When you arrange names in alphabetical order, you are alphabetizing them. Which of the following is *not* one of the basic categories for alphabetizing names:
- Personal Names
 - Government Names
 - Nick Names
 - Company Names
16. In alphabetizing, it is important to remember that nothing comes before something.
- True
 - False
17. The most important part of preparing for an oral presentation is _____.
- the room where you will present
 - your attire
 - the purpose
 - none of the above
18. Employees are expected to follow the rules of _____ when communicating through electronic media.
- netiquette
 - phishing
 - tagging
 - filtering
19. Because of today's technologies, you may need three versions of your résumé. Which of the following is not one of these versions?
- Chronological Résumé
 - Functional Style Résumé
 - Targeted Style Résumé
 - Modern Style Résumé.
20. A _____, also known as a tickler system, is a method of organizing files and labeling folders according to chronology
- geographic filing system
 - suspense filing system

- c. subject filing system
 - d. color coding filing system
21. A process that inserts variable information into a standardized text document to produce a personalized document.
- a. Merge Block
 - b. Microsoft Access
 - c. Mail Merge
 - d. Merge Fields
22. If a symbol, such as &, #, \$ or %, is part of a name, the symbol is indexed as
- a. if it were not part of the name.
 - b. if it were spelled out.
 - c. if it were considered one unit.
 - d. a distinctive name of the department.
23. What two keys allow you to toggle between applications?
- a. Ctrl + Tab
 - b. Alt + Tab
 - c. Ctrl + Shift.
 - d. Alt + Shift.
24. *Ergonomics* refers to
- a. denying the physical body the proper amount of sleep for a long period of time.
 - b. exercise that causes the body to use oxygen.
 - c. office furniture and equipment that is physiologically, biologically, and technically sound.
 - d. the application of experience to determine a future direction.

Job 1 – LETTER

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

This letter is to: Grace Gunderson, Designers R Us 1234 Congress Ave Austin, TX 78912

The letter is from: Peter Parkerman

Copy the CEO of Professional Business Associates

I want to thank you of your generios donation to help professional business associates redesign our logo. We are looking forward to you're revamp and modernization of our compeny logo that will be used both electronically as well as in several forms of print in varouois sizes. I would like to make sure that the following criteria are meet.

The exact colors incoperated into the logo are to be

Navy Pantone 289

Tan Pantone 466

Red Panatone 185

While we are in love with the type Helvetica that is currently used for stating our company name, tagline and information, we are open to the typeface changing as long as it is to another type of San-Serif type. We think that style of type best fits into our company look, and would like to stay with it if at alll possible.

We are more than open to changing the font and design of our logo, as long as our wishes listed above are meet and the motto of keeping the logo simple is also kept in mind. While we know you suggested changing the colors in a previous correspondance, changing the colors would place to much of a financially strain on our business in order to redecorate our business bathrooms and walls.

Job 2 – NEWS RELEASE

The Chief Executive Officer of Professional Business Associates (PBA) wants you to key the following press release information to be released on September 1, 2020. Use the *Style & Reference Manual* format for the following news release.

Professional Business Associates Logo Revamp

Professional Business Associates is excited to announce the revamp and modernization of its company logo. “Our new company logo better fits who our company is today. We will be making a dramatic change to keep up with the times, but keep in touch with our roots by keeping our signature colors.” Said Roger Meyer.

Many companies will update their logos to keep up with the times, and professional business associates is no different. Having used the same logo since 1966, the company decided it was time for the revamp since the old logo was not working when used in an electronic format due to the complexity of the design.

Make sure to follow us on all our different social media platforms: facebook, instragm, twitter and snapchat so you will be one of the first to see the unveiling of our new logo.

Job 3 – Speech

Key the following speech using your *Style & Reference Manual*. Correct the spelling and punctuation errors you find. The Keynote Speech titled Logo Revamp is to be given on May 1, 2021 by the head of the marketing department.

Welcome to the annual Professional Business Associates company luncheon. I know that many of you are here to just to get away from the office, but I hope you are ready to hear about all the amazing changes that our company is planning for the future. We wanted to take a moment to note that we all know that the world is a changing. It was not that long ago that many of us we're learning to email for the first time; now we can send an email from our watches. In order to fluouish in this global environment, a company is required to keep up with the times, and that usually means making a change. Here at Professional Business Associates our logo needed to evolve, no, not just evolve – it needed major work to keep up in this world. It was just not working in this new digital world. We are no different than companies like AT&T, Apple, Verizon, or many others. We needed the change. Our logo needed to change. This new logo created for us by Designers R Us will help us stay branded in this ever-changing, but more important, social world. Our new logo will be revealed on the backdrop behind me, and I hope that it will inspire the same brand feelings our old logo had for you. Now it will be able to compete in a social world like all our competitors do.

Job 4 – MINUTES

Please use the notes shown below to prepare the meeting minutes for Professional Business Associates regular meeting of the Board of Directors. Use proper grammar and complete sentences as necessary.

August 21, 2021

Regular Meeting

Board Room

5454 Cleveland Avenue

Columbus, Ohio

9:08 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, Info. Tech. Dept. Mgr.

Edna Renick, Admin. Support Dept. Mgr.

Julie Smith, Human Resources Dept. Mgr.

Grace Gunderson, Designers R Us

Nancy Wells, Chairperson, presided

Roger Meyer, Assistant Secretary, recorded the proceedings of mtg.

The minutes of the last meeting were approved. Mr. Meyer reported the progress of the new logo that was sent to Designers R Us last year. Grace Gunderson was called to reveal the nine new logo options to the Board of Directors for the final selection. After much discussion, Ms. Smith made the motion to adopt logo option number 4, which was seconded by Mr. Rosen. The motion was adopted by general consent. Mr. Meyer will create a bid to be placed on the website for companies to replace all of the old logos in the building (including but not limited to bathrooms, carpet, walls, building signage, etc.). Mr. Carlson reported that the top floor of the building will be under renovation next month due to the HVAC overhaul in the server room. While this process is going on, the top floor workers will be relocated to the third floor. The following correspondence was discussed. A donation request for Special Olympics was received, along with a request for a representative to attend their Fall bowling Special Olympics. Next meeting scheduled November 30, 2021, at 9:00 a.m. No further business. Adjourned 11:00 a.m.