



ADVANCED OFFICE SYSTEMS & PROCEDURES (225)

REGIONAL 2020

Multiple Choice Section:

Multiple Choice (10 @ 10 pts. each) _____ (100 points)

Production Portion:

Job 1: Letter _____ (100 points)

Job 2: Memo _____ (100 points)

Job 3: Minutes _____ (100 points)

Job 4: Itinerary _____ (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 90 minutes testing time
No more than ten (10) minutes wrap-up

Property of Business Professionals of America.
May be reproduced only for use in the Business Professionals of America
Workplace Skills Assessment Program competition.



GENERAL INSTRUCTIONS

1. Answer the objective questions using the Scantron scoring sheet provided. Write your contestant name, along with the contest number on the scantron sheet.
2. Make certain this test booklet contains Jobs 1-4 and the objective test.
3. Correct all errors. Copy is graded on production standards.
4. For any problem 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 all work submitted.**
5. Use two-letter state abbreviations for all addresses.
Use the current date on all correspondence unless directed differently.
You may use reference materials, but you may not share references with other contestants.
Assume these jobs are waiting for you upon arrival in the morning.
You may complete the jobs in any order you choose.
6. If you finish before the end of the testing time, notify the proctor. Time may be a factor in determining the winner in the event of a tie.
7. When turning in your contest, place your Scoring Sheet on top of your jobs. The jobs should be arranged in numeric order. (*Your test administrator will decide how he or she wants to have the Scantron scoring sheet turned in.*) Use your time wisely. You have 90 minutes to complete this test.



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

Q #	Answer
1	A
2	D
3	B
4	C
5	C
6	D
7	D
8	D
9	B
10	B



Job 1 – LETTER

Current Date

(QS)

Grace Mathis
Marketing Gurus
1234 Stars Ave.
Austin, TX 98765

Letter First Page Top Margin: 2” Second and Subsequent Page Top Margin: 1” Side Margins: 1” Use Open Punctuation Check for corrections on shaded words
--

Thank you for your offer to present at our upcoming leadership conference. While the topics you suggested were interesting, we didn't feel they aligned well with our membership goals due to the fact we have a high number of secondary students that will be attending.

However, after looking over your professional speaking portfolio, we did find that you have covered some topics in the past that would align better. We would like to ask if you are willing to still present, but on one of these topics instead: New Product Development - Professional Stage Gate Process, Gathering Customer Requirements - Interviewing - Gathering and Validating Requirements, Pricing a Product, Promotion - Creating Marketing and Sales Materials, how to market your product, or Placement - Where to sell your products to drive the best results.

We strongly believe that if you are willing to dust off and update these old presentations covering the 4 P's of Marketing at a high level (Product, Pricing, Placement and Promotion) will be greatly beneficial to our leadership conference attendees. Any of the two presentations listed above will be welcome at our conference, and we can't wait to work out presentation times with you if you find this acceptable.

Please let us know by June 2021 what your decision will be, and which of the presentations you will not only be willing to update, but present on.

Sincerely (or other acceptable closing)

(QS)

Contestant # (as sender of letter)

c Nancy Wells

Contestant #
Job 1



Job 2 – MEMO

MEMORANDUM (16 pt. bold font)

Memorandum
Top Margin: 1”
Side Margins: 1”
Check for corrections on
shaded words.

TO: All Employees

FROM: Nancy Wells

CC: Tom Carlson

DATE: Current Date (May 7, 2020)

SUBJECT: Professional Business Associates Technology Policy

Professional Business Associates would like to remind all employees about the company email policy and the protocol for using email on company computers.

Please remember that the email address you have been assigned and the company computer you use (laptop, desktop, tablet, etc.) to access email and the internet are in fact company assets and as such are to be used for legitimate, company related activities.

Please also remember that the company reserves and is exercising its lawful right to review messages sent through or to its equipment through its server, or by other software monitoring methods employed for the purpose of insuring that company systems are not being used for non-business related purposes.

Time expended on the internet should be for legitimate, company related purposes. Logs are created for the user, web sites visited, time and date as well as elapsed time spent on each site when connecting through the company's server or a company system.

The purpose of these guidelines is to ensure that the information systems we have invested in are being used and not abused and that we are productive in our efforts to expand the company and serve our clients.

If you have any questions, please feel free to let me know.

Contestant #

Contestant #
Job 2



Job 3 – MINUTES

MARKETING GURUS

Minutes

Regular Monthly Meeting of Department Heads

May 11, 2020

(QS)

Minutes
Top Margin: 1”
Side Margins: 1”
The wording can vary slightly as long as the meaning is not changed and there are no grammar or spelling errors.

A regular monthly meeting of the department heads was called to order at 1234 Stars Ave., Austin, Texas, at 9:00 a.m. pursuant to the notice sent to all department heads in accordance with the bylaws.

The following department heads were present: Grace Mathis, CEO, Copper Smith, Social Media Marketing Chair, Kingston Monroe, Information Technology Chair, Sophia Sanchez, Web Marketing Chair, Linda Simmons, Business Coordinator, and Tom Varghese, Outreach Chair

Grace Mathis, Presiding Chair, and Tom Varghese, Secretary, recorded the proceedings of the meeting.

The meeting minutes from April 2020 were approved.

Ms. Mathis presented a list of topics that PBA was willing to allow the company to present on at the upcoming Leadership Conference taking place next year. The following topics were suggested for presentations: Promotion - Creating Marketing and Sales Materials, How to Market Your Product, New Product Development - Professional Stage Gate Process, Interviewing - Gathering and Validating Requirements, Pricing a Product, Gathering Customer Requirements, or Placement - Where to sell your products to drive the best results. After a unanimous vote, the following two presentations will be updated and proposed to present to PBA: Interviewing - Gathering and Validating Requirements and How to Market Your Product. Ms. Mathis will send PBA the updated presentation list for approval.

The next meeting of the department heads will be held June 11, 2020 at 9 a.m.; same location.

There being no further business, the meeting was adjourned at 10:13 a.m.

(2” line, right aligned) _____
Secretary



Job 4 – ITINERARY

ITINERARY

Grace Mathis

April 9-12, 2021

(QS)

Itinerary

Top Margin: 1”

Side Margins: 1”

Notes:

Times can be aligned at colon or left aligned.
Indents are ½” from left margin.
Details begin at 1.5” from left margin.
Each entry is single spaced.
Wording may vary slightly as long as meaning is not changed.

Friday, April 9, 2021

- 5:54 a.m. Depart Austin-Bergstrom International Airport (ABIA) on Delta Airlines, Flight 876 at (one stop)
- 9:50 a.m. Depart Detroit Metropolitan Wayne County Airport (DTW)
- 11:18 a.m. Land at John Glenn Columbus International Airport (CMH)
- 1:00 p.m. Arrive at Hampton Inn & Suites Columbus (downtown)
- 5:00 p.m. Marketing Research and Development Conference, presenter packet pick up, Greater Columbus Convention Center, Battelle Grand South Mezzanine
- 5:30 p.m. Dinner on your own
- 7:00 p.m. Booth set up, Exhibit Hall A, Booth #612
- 9:00 p.m. Booth set up finished

Saturday, April 10, 2021

- 8:00 a.m. Marketing Research and Development Conference booth opens. Work Booth # 612, Exhibit Hall A
- 10:30 a.m. *Interviewing - Gathering and Validating Requirements* presentation in Union Station Ballroom C
- 11:30 a.m. Return to Booth #612, Exhibit Hall A
- 12:00 p.m. Lunch on your own
- 3:00 p.m. Repeat *Interviewing - Gathering and Validating Requirements* presentation in Union Station Ballroom C
- 4:00 p.m. Return to Booth #612, Exhibit Hall A
- 7:00 p.m. Close up Booth #612, Exhibit Hall A



- 7:30 p.m. Presenters Appreciation Dinner, A Pod Level 1, Room A110. Seating has been pre-assigned; please check the seating chart at the entrance of the room.
- 9:00 p.m. Return to Hampton Inn & Suites Columbus

Sunday, April 11, 2021

- 7:00 a.m. Marketing Research and Development Conference booth opens. Work Booth #612, Exhibit Hall A
- 10:30 a.m. *How to Market your Product* presentation in Short North Ballroom A
- 11:30 a.m. Return to Booth #612, Exhibit Hall A
- 12:00 p.m. Lunch on your own
- 3:00 p.m. Repeat *How to Market Your Product* presentation, Short North Ballroom
- 4:00 p.m. Return to Booth #612, Exhibit Hall A
- 5:00 p.m. Attend Marketing Research and Development Conference closing session, Battelle Grand North
- 7:00 p.m. Return to Hampton Inn & Suites Columbus

Monday, April 12, 2021

- 8:00 a.m. Depart from Hampton Inn & Suites
- 10:25 a.m. Depart John Glenn Columbus International Airport (CMH), Delta Airlines, Flight 934 (one-stop).
- 12:13 p.m. Depart Detroit Metropolitan Wayne County Airport (DTW)
- 3:45 p.m. Arrive Austin-Bergstrom International Airport (ABIA)