

BASIC OFFICE SYSTEMS & PROCEDURES (25) Regional – 2012

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

Production Portion

Job 1 Letter _____ (100 pts.)

Job 2 News Release _____ (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

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Workplace Skills Assessment Program competition.

GENERAL INSTRUCTIONS

1. Answer the objective questions using a No. 2 pencil on the Scantron scoring sheet unless instructed otherwise.
2. Fill in each answer space completely and erase any stray marks.
3. Make certain this test booklet contains Jobs 1-4.
4. Correct all errors. Copy is graded on production standards.
5. 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.**
6. If you finish before the end of the 90 minutes of testing, notify the proctor. Time may be a factor in determining the winner in the event of a tie.
7. When turning in your materials, place the scoring sheet on top of your jobs. The jobs should be arranged in numerical order.

Multiple Choice

**Identify the letter of the choice that best completes the statement or answers the question.
Mark your answer on your Scantron sheet with a No. 2 pencil.**

1. A person seeking employment as an office administrator should possess which of the following skills?
 - a. Proficiency with office software
 - b. Proficiency with grammar, punctuation, and spelling
 - c. Ability to format and proofread documents
 - d. All of the above.

2. Which sentence is worded correctly?
 - a. Microsoft, who offers excellent benefits, attracts numerous job applicants.
 - b. Microsoft, that offers excellent benefits, attracts numerous job applicants.
 - c. Microsoft, which offers excellent benefits, attracts numerous job applicants.
 - d. Microsoft, what offers excellent benefits, attracts numerous job applicants.

3. The envelope size most commonly used for mailing letters is
 - a. No. 6 $\frac{3}{4}$
 - b. No. 10
 - c. No. 12
 - d. No. 15

4. What should be included in a Page 2 header of a letter?
 - a. Name of addressee, page number, and date
 - b. Name of sender, page number, and date
 - c. Name of company, page number, and date
 - d. Page number and date

5. Which statement is NOT true about using email at work?
 - a. Employees should assume that email is monitored by employers.
 - b. Employees can be terminated for violating email protocol.
 - c. Employees should use work email for personal email communication.
 - d. Employees should only send and receive emails they would be comfortable having their supervisors reading.

6. To enter customer data to be used in a merge letter the names and addresses may be created in:
 - a. word processing software
 - b. spreadsheet software
 - c. database software
 - d. all of the above

7. An obstruction to professionalism could be:
 - a. a cooperative co-worker
 - b. a co-worker who assists in completing a difficult task
 - c. personal problems and baggage
 - d. speaking in an even, calm tone

8. A symptom of the fear of failure, which leads an individual to continually put off completing a task is known as:
 - a. insubordination
 - b. procrastination
 - c. professionalism
 - d. tolerance

9. Which of the following is used to ensure that all office computer programs are secure in case of a mishap, fire, or natural disaster?
 - a. RAM
 - b. Microprocessor
 - c. Write-protection
 - d. Backup functions

10. Which of the following is an example of computer software?
 - a. Email
 - b. CPU
 - c. DVD
 - d. Microsoft Word

11. Maintenance should be performed on office machines:
 - a. Monthly
 - b. When directed by the office manager
 - c. When suggested by the manufacturer
 - d. When a problem occurs with the machine

12. Which of the following is most important in completing a travel expense report?
 - a. Receipts
 - b. Travel itinerary
 - c. Original tickets
 - d. Credit card statements

13. If proof of mailing is needed, the office worker might ask the post office for:
 - a. Special handling
 - b. A certificate of mailing
 - c. A certificate of delivery
 - d. Insurance on the item

14. Business letters are usually _____ spaced.
- Single
 - One and half
 - Double
 - One and a quarter
15. Reference initials
- Go on every letter
 - Are the initials of the author
 - Are the initials of the typist
 - Are in capital letters
16. Which of the following would be filed first:
- Phillips, C.
 - Phillip, C.
 - Phillip, A.
 - Phillips, A.
17. The proofreader mark # means:
- to add a number
 - to add a space
 - to add a paragraph
 - to add a footer
18. One of the Six C's of letter writing is:
- Concise
 - Cute
 - Colleague
 - Concentrate
19. A memorandum is
- A form of communication to your clients
 - A form of communication to similar types of business
 - A form of communication to your co-workers
 - A form of communication sent by email
20. The notation "cc" on letters, memos and email indicates
- correct copy
 - carbon copy
 - critical copy
 - courtesy copy

Job 1 – Letter

Please key the following letter. Format according to Professional Business Associates Style and Reference Manual and correct all spelling errors.

This letter is to Ms. Anna Rinehart who is the President of Graphic Design Group, 4890 East Highland Drive, Denver, CO 80210

The body of the letter should be:

We are pleased to be able to provide the custom software to you and your associates as you requested. We will need to meet with you or a member of your organization to clarify your specific needs prior to completing the order.

Please be prepared to answer the following questions about your order: 1. Will this software be used on a network? 2. How many users will need to access this software? 3. Are there certain graphic capabilities to be considered? 4. What operating system are you currently using?

We are looking forward to working with you to complete this project. Please call us next week to schedule a time to meet with you. Sincerely, Roger Meyer, Marketing Department.

Note: Use a bulleted list for paragraph 2.

Job 2 – News Release

Please key the following news release following proper Professional Business Associates format. The news release is from Roger Meyer, Marketing Department, 5454 Cleveland Avenue in Columbus, OH 43231-4021, 615-111-5555. The release date is February 1, 2012.

PROFESSIONAL BUSINESS ASSOCIATES LAUNCH NEW SERVICES

Roger Meyer, Director of Marketing, announced today that beginning March 1, 2012 Professional Business Associates of Columbus, OH will expand the services available to their customers. The company will begin offering website design and management services to all markets where they currently serve.

Meyer states “We find that when we service our current clients they are seeking more support for their web presence than they currently have available. Therefore, it seems like a logical progression for us to expand into this market and offer this much needed service.” The company has added a team of web design specialists to accommodate this expansion of business services.

PBA has been a respected contributor to the technology services area for over 50 years. They currently offer services in systems analysis, software development and design, marketing, training development, and hardware/software sales. PBA is always welcoming new clients as they continue to be an industry leader in the technology services area.

Job 3 – Table

Using the names and addresses below, create a table with the following column headings: Name, Street Address, City, State, and ZIP Code. Sort the table by city. The title of the table should be: Customer Contact Information and the secondary title should be: For the Year 2012.

Ms. Lisa Gomez, 5870 Eastbrook Lane, Dayton, OH 45356

Mr. Ted McLaughlin, 900 Lanton Lane, Indianapolis, IN 46256

Mr. Lucas Lowhorn, 5966 West Eaglewood Court, Columbus, OH 45356

Ms. Elizabeth Arnold, 600 North Canfield Drive, Cincinnati, OH 45202

Mr. Jeffrey Snyder, 18909 Washington Road, Seymour, IN 46779

Ms. Argentine Romalaude, 3921 Philadelphia Blvd. Muncie, IN 46206

Mr. Philip Abernathy, 5990 Sweet Cider Drive, Columbus, OH 45356

Ms. Suzette Brentwood, 98 Clayborn Court, Cincinnati, OH 45202

Mr. Jonathan Drifter, 29778 Orangewood Lane, Indianapolis, IN 46256

JOB 4 – REPORT

Please key and format the following report. The report is titled “Recommendations for the Mountain Park Property” and is written by Scott Castro for Nancy Wells, Chief Executive Officer.

At the request of Professional Business Associates, I have completed a preliminary investigation of its Mountain Park property listing regarding the possibility of environmental liabilities. The following findings and recommendations are based on my physical inspection of the site, official records, and interviews of officials and persons knowledgeable about the site.

Findings and Analyses

My preliminary assessment of the Mountain Park property and its immediate vicinity revealed rooms with damaged floor tiles on the first and second floors of 2539 Mountain View Drive. Apparently, in recent remodeling efforts, these tiles had been cracked and broken. Examination of the ceiling and attic revealed possible contamination from asbestos.

Located on the property is Mountain Technology, a possible hazardous waste generator. Although I could not examine its interior, this company has the potential for producing hazardous material contamination.

Recommendations

To reduce its potential environmental liability, Professional Business Associates should take the following steps in regard to its Mountain Park property:

1. Conduct an immediate asbestos survey at the site, including inspection of ceiling insulation material, floor tiles, and insulation around a gas-fired heater vent pipe.
2. Prepare an environmental audit of the generators of hazardous waste currently operating at the site, including Mountain Technology.
3. Obtain lids for the dumpsters situated in the parking areas and ensure that the lids are kept closed.

Further discussion of these recommendations is available upon request.