

# ADVANCED OFFICE SYSTEMS & PROCEDURES (26)

## Regional—2012

Objective Questions (25 @ 4 pts. each) \_\_\_\_\_ (100 pts.)

***Production Portion***

Job 1 Letter \_\_\_\_\_ (100 pts.)

Job 2 Labels \_\_\_\_\_ (100 pts.)

Job 3 Table \_\_\_\_\_ (100 pts.)

Job 4 Presentation \_\_\_\_\_ (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 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 on all documents.**
4. If you finish before the end of the testing time, notify the administrator of the contest. 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 of your jobs. The jobs should be arranged in numerical order. Turn in all partial jobs.

**Multiple Choice**

*Identify the letter of the choice that best completes the statement or answers the question.*

1. Attitude is
  - a. the beliefs that determine how we live.
  - b. a person's outlook on life.
  - c. the process of deriving logical conclusions from known premises.
  - d. various body motions or gestures.
  
2. In business communication, the originator is the
  - a. feedback given to the communicator.
  - b. idea being presented by the communicator.
  - c. person for whom the message is intended.
  - d. sender of the original message.
  
3. The proper procedure for cell phone use during a business meeting would be to
  - a. turn the phone off.
  - b. put the phone on vibrate.
  - c. have the calls answered by voicemail.
  - d. all of the above.
  
4. The standard of right and wrong a person has is his/her
  - a. empathy.
  - b. self image.
  - c. ethics.
  - d. pragmatism.
  
5. Communicating in the fewest and most direct words possible is the meaning of
  - a. clearness.
  - b. completeness.
  - c. conciseness.
  - d. correctness.
  
6. The process of dividing a document into individual pages for printing.
  - a. Cut
  - b. Header
  - c. Pagination
  - d. Appendix
  
7. Employees who are paid overtime are usually paid a/an \_\_\_\_\_ wage.
  - a. salaried
  - b. hourly
  - c. commission
  - d. compensatory
  
8. Using computers to observe, record, and review an individual's use of the computer is called \_\_\_\_\_.
  - a. snooping
  - b. spying
  - c. computer monitoring
  - d. outsourcing

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9. Setting up new users on the LAN should be accomplished by \_\_\_\_\_.
  - a. the receptionist
  - b. the president of the company
  - c. the network administrator
  - d. the vice president for marketing
  
10. Which is correct?
  - a. Did you visit all 8 Web sites, or only 4?
  - b. Did you visit all eight Web sites, or only 4?
  - c. Did you visit all 8 Web sites, or only four?
  - d. Did you visit all eight Web sites, or only four?
  
11. Filling job openings because people leave occupations is known as filling \_\_\_\_\_.
  - a. back-office jobs
  - b. employment development
  - c. replacement needs
  - d. temporary office workers
  
12. A mental position or emotional posture resulting in behavior that is unpleasant, indifferent, and seldom smiling.
  - a. Esteem
  - b. Negative attitude
  - c. Self-realization
  - d. Work ethic
  
13. Nonverbal communication through physical actions.
  - a. Aggressive communication
  - b. Assertive communication
  - c. Body language
  - d. Passive communication
  
14. An input device that acts like a miniature photocopy machine connected to a computer.
  - a. Compact disk
  - b. Personal digital assistant
  - c. Mouse
  - d. Scanner
  
15. A machine that translates copies of text or graphics documents into electronic signals, which are then transmitted over telephone lines or by satellite.
  - a. Computer monitoring
  - b. Document imaging
  - c. Facsimile (fax)
  - d. Shredders

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16. Arrange the following in alphabetic order.
- |                |                |               |                 |
|----------------|----------------|---------------|-----------------|
| a. Lowe, Georg | b. Lowe, Georg | c. Low, Georg | d. Low, Charles |
| Low, Charles   | Low, Charles   | Low, Charles  | Low, Georg      |
| Low, Georg     | Low, Georg     | Lowe, Georg   | Lowe, Georg     |
| Smithe, Lucy   | Smithe, Lucy   | Smith, Sara   | Smith, Sara     |
| Smith, Sara    | Smithe, Sara   | Smithe, Lucy  | Smithe, Lucy    |
| Smithe, Sara   | Smith, Sara    | Smithe, Sara  | Smithe, Sara    |
17. You mail a package costing \$13.50 and a letter at \$.65, and you purchase a sheet of stamps for \$12.50. How much change do you receive if you give the postal clerk \$30?
- \$3.30
  - \$3.35
  - \$4.30
  - \$4.35
18. Scanning the selection, looking for main points, and discovering how the material is organized.
- Feedback
  - Filtering
  - Grapevine
  - Previewing
19. One party in a meeting attempts to win at the expense of the other.
- Lose-lose negotiating style
  - Teambuilding
  - Win-lose negotiating style
  - Win-win negotiating style
20. Extra payments or services, in addition to salary, that you get from your employer.
- Aptitude
  - Flextime
  - Benefits
  - Work values
21. Organizations that provide free job referral service.
- Employment tests
  - Private employment agencies
  - Public employment agencies
  - Resume builders
22. Within a database table, these are the rows.
- Data source
  - Field
  - Primary key
  - Record
23. Within a database table, these are the columns.
- Data source
  - Field
  - Primary key
  - Record

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24. Allows you to send a copy of an e-mail message you received to other individuals.
- a. Attachments
  - b. E-mail address list
  - c. Forward
  - d. Reply
25. Which sentence is grammatically correct?
- a. Each of the speakers have a message to convey.
  - b. Every student has to wear a cap and gown on the stage at graduation.
  - c. Neither of us have our driver's license with us.
  - d. Either of the proposed suggestions are acceptable to the judge.

**Production Portion**

**Job 1: Mail Merge**

Professional Business Associates has been contracted to provide all of the marketing services nationwide for “Hoops.” “Hoops” is an organization sponsoring and promoting basketball tournaments.

Use the appropriate format to key the following letter from Todd McLemore, Tournament Director. The advertisement information should be included as an inserted table. No gridlines visible. Use the merge feature to send the letter to the following individuals. Make sure all the parts of a standard business letter are in place; correct all errors. Adjust margins if necessary to fit the letter to one page. Print a copy of the original document showing the merge codes. Print a copy of the database table or mail merge directory for the records listed below. Perform the merge and then print only the letter to Ms. Karen Hunsaker.

Mr. Conrad Colston  
Museum of Fine Arts  
14309 Ambrose Street  
Fort Collins, CO 80526-4309

Ms. Jean Wright  
Children's Museum  
4407 Adonis Drive  
Fort Collins, CO 80524-4407

Ms. Karen Hunsaker  
Museum of Natural Science  
12 Seagate Lane  
Fort Collins, CO 80517-0012

Ms. Michelle Mansia  
Museum of History  
260 E. Chestnut Street  
Fort Collins, CO 80524-0260

Mr. Anthony Camarota  
Museum of Native American History  
16275 Westridge Road  
Fort Collins, CO 80528-6275

Mr. Elliott Ryburn  
Fort Collins Museum of Science and Discovery  
2910 Ashwood Drive  
Fort Collins, CO 80524-2817

“Hoops” will again be sponsoring 3-on-3 basketball tournaments each weekend from June 15-August 14. Over 600 basketball players plus their families and relatives will travel to Fort Collins for each of the eight weekends. This will have a huge impact on the economy of the Fort Collins area.

We are beginning work on the program that will be distributed at the tournaments to players, coaches, and spectators. Last year you purchased advertising space in the program for the <<museum/company name>>. The advertisement appeared in each of the five tournament programs. This year we have increased the number of tournaments from five to eight. These families will be in the area with leisure time available.

As you know, we have three different sizes of advertisements. The costs for the different advertisement sizes are as follows:

Quarter-page advertisement	\$200
Half-page advertisement	\$400
Full-page advertisement	\$750

If you are interested in placing an advertisement in this year’s tournament programs, complete the enclosed form and return it by May 15.

**Job 2**

**Prepare mailing labels for each of the recipients of Job 1. Sort the labels in zip code order before printing. Use US Letter Standard Avery 5162.**

**Job 3**

**Using the hotel information below, prepare an attractive table which will be included in the team mailing. Because price is such an important consideration for most, be sure the Price Range is emphasized perhaps with its own separate column. Supply appropriate title, subtitle, and column headings. Borders, shading, and fonts are optional.**

**HOTEL INFORMATION**

Country Inn  
2208 Main Street  
Fort Collins, CO 80524-1733  
Phone: 970-555-6553  
E-mail: countryinn@fortcollins.com  
(Price Range) \$50-\$98  
(Amenities) Nonsmoking rooms, onsite restaurant, free full breakfast, kitchenettes, whirlpool, indoor pool, fitness center, free wireless

Cozy Cottage Inn  
689 Center Avenue  
Fort Collins, CO 80526-2210  
Phone 970-555-7752  
\$30-\$55  
Cable, pets allowed, nonsmoking rooms, complimentary coffee, data port modem hookups

Four Season Suites  
4817 Main Street  
Fort Collins, CO 80524-2056  
Phone: 970-555-9805  
\$59-\$89  
Suites, non-smoking rooms, onsite restaurant, free continental breakfast, cable, in-room Jacuzzi, indoor pool, courtesy van, free local calls, free wireless

The Inn  
310 Main Street  
Fort Collins, CO 80524-1403  
Phone: 970-348-7382  
E-Mail mail@theinnfortcollins.com  
\$49-\$129  
Suites, nonsmoking rooms, onsite restaurant, free continental breakfast, cable, kitchenettes, indoor pool, fitness center, free wireless



**Job 4**

**Prepare a presentation of four slides to be used by Mr. McLemore at a coaches' conference next week. Use graphics and fonts for interest. The presentation should have a consistent theme. Include the following information. Print the slides, 4 per page, for Mr. McLemore's approval. Add a footer to the handouts with your contestant number and job number.**

Slide 1: Coaches' Conference, May 15, 2012, Todd McLemore

Slide 2: Basketball

    "Hoops"

    3-on-3 Tournaments

Slide 3: Current "Hoops" Tournaments

- Males and females
  - 11-12 years old
  - 13-14 years old
  - 15-16 years old
  - 17-18 years old
- Eight tournaments in Fort Collins

Slide 4: Future "Hoops" Tournaments

- 3-on-3 tournaments
- 5-on-5 tournaments
- Same age brackets for males and females
- Sponsor tournaments in:
  - Fort Collins, CO
  - Omaha, NE
  - Casper, WY
  - Ogden, UT