ADVANCED OFFICE SYSTEMS & PROCEDURES
(225)

REGIONAL – 2014

Multiple Choice Section:

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

Production Portion:

    Job 1: Letter   _____ (100 points)

    Job 2: Itinerary   _____ (100 points)

    Job 3: Works Cited   _____ (100 points)

    Job 4: Travel Expenses   _____ (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

GENERAL INSTRUCTIONS

1. Answer the 25 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 <u>all</u> 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.

1. _____ _____ controls the amount of spacing between line of text.
   a. Margin insertion
   b. Wrap point
   c. Line spacing
   d. Line control

2. Which of the following is *not* a typical reason for unethical behavior?
   a. We rationalize that what is ethical depends upon the circumstances.
   b. We do what we must to win.
   c. We rationalize that everyone is doing it.
   d. We enjoy the thrill of "getting away with it."

3. Which of the following is an example of professional ethics?
   a. Legal requirements that employees must be US citizens or have a US work visa.
   b. The expectation of gifts to potential clients in a foreign country.
   c. An understanding with other company salespeople that you will not attempt to sell to each other's current clients.
   d. A company policy that prohibits attending sporting events with suppliers.

4. Which of the following guidelines for online communication is *least likely* to protect both you and your employer from problems?
   a. In your message, you identify yourself as a company employee but add "my opinion only" to messages and posts.
   b. You don't cite or reference customers or suppliers without their prior approval.
   c. You avoid sharing proprietary company information about products or strategies with anyone outside of the company.
   d. You don't insult or disparage your employer or any specific employee, even if specific names are not mentioned.

5. Companies use ____ to provide portable audio or video content about their products and services.
   a. wikis
   b. microblogs
   c. voice mail
   d. podcasts

6. A business report must be
   a. well supported.
   b. changed.
   c. developed.
   d. located.

7. The following are reasons to use visual aids in business reports *except*:
    a. to convert raw data into meaningful facts.
    b. to help readers comprehend the information.
    c. to enhance reader interest.
    d. to show readers the meaning of the data.

8. Your résumé should :
    a. summarize your work history and qualifications for a job.
    b. focus on how your work background and education have prepared you for future jobs.
    c. be tailored to show how your education and work experience have prepared you for a specific job.
    d. all of the above

9. Keyboards, scanners, and microphones are examples of _____.
    a. software programs
    b. input devices
    c. output devices
    d. utilities

10. Which of the following is NOT a safeguard you should take to care for removable storage media?
    a. Keep away from magnetic fields.
    b. Avoid extreme temperatures.
    c. Only remove the media from a drive when the drive indicator light is on.
    d. Keep in a sturdy case when transporting.

11. Some companies use spyware to _____.
    a. trace stolen equipment
    b. monitor employee personal computer use
    c. designate a schedule for backing up data
    d. sound an alarm if equipment is moved

12. You may highlight important content in your résumé by using
    a. red type.
    b. double-spacing throughout.
    c. font enhancements (bold or italics) and bullets.
    d. a large font of 14 pt. or higher.

13. Which of the following is a guideline for creating effective presentations?
    a. Use more than 50 words per slide.
    b. Cover at least three topics per slide.
    c. Use serif fonts for body text and sans serif fonts for titles.
    d. Try to dazzle your audience with an overabundance of effects.

14. The rows in a database table are called ____.
    a. cells
    b. records
    c. fields
    d. objects

15. What type of software would you use to attend online meetings and share desktop presentations?
    a. Computer-aided design (CAD)
    b. Groupware
    c. Project management
    d. Web conferencing

16. Which part of an e-mail message should fully but briefly describe the purpose of the message?
    a. Address
    b. Subject line
    c. Body
    d. Attachment

17. If the primary addressee does not see that others are copied on the message, it is a "____" copy.
    a. hidden
    b. private
    c. screened
    d. blind

18. Which is an integrated security system that prevents unauthorized electronic access to a network computer system while permitting outward communication?
    a. firewall
    b. electronic identification cards
    c. antivirus software
    d. biometric security measures

19. Employees are expected to follow the rules of ____ when communicating through electronic media.
    a. netiquette
    b. phishing
    c. tagging
    d. filtering

20. In a table with no borders, all columns containing numbers should be
    a. left aligned.
    b. centered.
    c. right or decimal aligned.
    d. left aligned and in bold.

21. Formal meetings must be conducted using
    a. parliamentary procedure
    b. itinerary
    c. an agenda
    d. time keeper

22. A scanner with _____ ability can convert the letters and symbols on a page into digital data that can be edited using word processing software.
    a. laser character recognition
    b. optical character recognition
    c. laser character converter
    d. optical character converter

23. 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.

24. A _____ uses a home-based computer and telecommunications equipment to perform work-related tasks.
    a. telecommuter
    b. teleworker
    c. either a. or b.
    d. neither a. nor b.

25. Customer service is the provision of service to customers
    a. before during and after a purchase.
    b. before and after a purchase.
    c. during and after a purchase.
    d. after a purchase.

Job 1 – Letter

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

This letter is to:

Susie Bussmann, Ideal Consortium, 1000 W. Park Avenue, Las Vegas, Nevada 89117

The letter is from: Nancy Wells

Copy the HR department head of Professional Business Associates

The body of the letter:

I want to thank you for your gracious invitation to be the keynote speaker during the 10th International Conference for Software Developers. I am more than happy to accept this invitation. I would like to offer as a topic "App-ucation: Integrating Apps in Education". This is a subject of which I know well as Professionals Business Associates has been conducting research in this area for the past four years. I will supply a QR code and electronic handout to share with your conference participants. The offer of the laptop is appreciated but not necessary; however the projector is appreciated and accepted. I would like to have available a technical assistant to help with the initial set-up of the room.

I graciously accept your offer to provide transportation from the airport to the hotel and subsequently the event. I would appreciate it if you could please coordinate with my administrative assistant, Lori Melon, as she will be able to supply you with my flight information including arrival and departure times.

It is very kind that you considered my dietary restrictions; I am a vegen and usually avoid meet if possible. I am fine with fish and dairy, and prefer fresh vegetables and fruit. I would appreciate if it would be possible to have a meal arranged to meat these needs?

Job 2 – Itinerary

Use the Style and Reference Manual format for the following itinerary.

This itinerary is for Nancy Wells who is attending the 10th International Conference for Software Developers in Las Vegas, Nevada as a Keynote speaker. Use the following information to create this itinerary:

Wednesday, April 9, 10:15 a.m. Depart Columbus, Port Columbus International Airport (CMH) Delta Airlines, Flight 6015 (1-stop) (breakfast served), 6 hr 13 minutes, 1:28 p.m. Arrive Las Vegas, Nevada, McCarran International Airport (LAS), 1:40 p.m. Concierge at the Bellagio has arranged to pick you up. A driver will be waiting at the baggage carousel with your name on a marquee. 6:00 p.m. Dinner with Susie Bussmann of Ideal Consortium, at Circo at the Bellagio.

Thursday, April 10, 6:00 a.m. Executive Floor continental breakfast is available until 10:00 a.m. Your room key will give you access to this floor., 9:30 a.m. Keynote address in the Monet Ballroom, 2:00 p.m. Meeting with Chief Executive Officer Andrea Phillips in the Penthouse Suite of the Bellagio. Go to the concierge desk and the Concierge Captain will escort you to the meeting., 4:30 p.m.   Appointment with Dr. Ivan Petroskey, Dean of the College of Business at UNLV regarding collaboration and internships. 9:00 p.m. "O" by Cirque du Soleil – Tickets will be delivered to your room.

Friday, April 11, 9:00 a.m. Breakfast with Tony Hsieh, CEO of Zappos, a car will pick you up.

Saturday, April 12, 7:00 a.m. Las Vegas, Nevada, McCarran International Airport (LAS) Delta Airlines, Flight 1550 (1-stop) (breakfast served), 6 hr 03minutes, 4:03 p.m. Arrive Columbus, Port Columbus International Airport (CMH)

Job 3 – Works Cited

Key the following article information into a Works Cited page using your Style & Reference Manual. The sender of this information is Nancy Wells and this will be page 15 of the entire document. Correct the spelling and punctuation errors you find.

Author	Article Name	Publication	Date Published	Pages	Address
Jo Tondeur	Preparing pre-service teachers to integrate technology in education: A synthesis of qualitative evidence	Computers & Education	August 2012	134-144	
Peggy A. Ertmer	Teacher beliefs and technology integration practices: A critical relationship	Computers & Education	September 2012	423-435	
Justin Reich	Breaking Research: Most Apps Bad	EdTech Researcher	December 13, 2012 Accessed: January 2, 2014		http://blogs.edweek.org/edweek/edtechresearcher/2012/12/breaking_research_most_apps_bad.html

Job 4 – Travel Expenses

Key the following information into a table with borders using your Style & Reference Manual. The title should read Travel Expenses and the sub-title, Nancy Wells, Chief Executive Officer. Column headings include Date(s), Description, Purpose and Expense. Sort the data in ascending order by date and then by time as reflected in the itinerary. Maid service comes before breakfast. Add a total title and calculate the total cost of the expenses in the table. Correct the spelling and punctuation errors you find.

April 12, 2014, **Shuttle** from Hotel to Airport, Tip for driver, 10.00

April 9, 2014, **Hotel**, Keynote Speaker, 1,200.49, **Flight**, Keynote Speaker, $497.89, **Shuttle** from Airport to Hotel, Tip for driver, 10.00

April 10, 2014, **Maid** Service, Tip, 5.00, **Continental Breakfast**, Tip for service, breakfast came with accommodations, 5.00;

April 11, 2014, **Collaboration Meeting** with Tony Hsieh, Breakfast Meeting, 59.30, **Maid** Service, Tip, 5.00