

ADVANCED OFFICE SYSTEMS & PROCEDURES (225)

REGIONAL – 2015

Multiple Choice:

Multiple Choice (10 @ 5 points each) _____ (50 points)

Production Portion:

Job 1: Letter _____ (100 points)

Job 2: Agenda _____ (100 points)

Job 3: Speech _____ (100 points)

Job 4: News Release _____ (100 points)

TOTAL POINTS _____ **(450 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

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Workplace Skills Assessment Program competition.

**GENERAL
INSTRUCTIONS**

1. Answer the 10 objective questions using the Scantron scoring sheet provided.
2. Make certain this test booklet contains Jobs 1-4.
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 **CANNOT** appear on any work you submit. **Key your contestant number and job number as 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. 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 Directions: Mark on the Scantron scoring sheet the letter of the answer that best answers the question or completes/describes the statement.

1. A(n) _____ is a two-dimensional bar code that can be scanned and decoded with a smartphone reader app.
 - a. QR code
 - b. mobile app
 - c. security code
 - d. GPS code

2. The maximum weight for this which USPS mail classification is 13 ounces.
 - a. Express Mail
 - b. First-Class Mail
 - c. Priority Mail
 - d. Parcel Post

3. The purpose of a letter of application when applying for a position is to sell your abilities.
 - a. True
 - b. False

4. You are applying for a job with a prestigious law firm as an administrative assistant. Your social presence on the Internet is not important when interviewing for this job since it is illegal for an employer to consider such sources when examining your credentials.
 - a. True
 - b. False

5. 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 downloading.
 - d. data maintenance.

6. Marco just started a new job at Professional Business Associates and receives medical and dental insurance coverage in addition to his salary. Benefits in addition to salary are known as _____ benefits.
 - a. fringe
 - b. unplanned
 - c. extra
 - d. deferred

7. Professional Business Associates uses the structured interview; which of these would *not* be a typical question asked?
 - a. Have you ever found it necessary to shout at a customer?
 - b. What can you tell us about yourself?
 - c. Are you willing to work overtime if we get extra busy?
 - d. Are you proficient with Microsoft Word?

8. The 2017 annual software conference for Professional Business Associates is fast approaching. The most important consideration for planning a conference is
 - a. determining the best restaurants.
 - b. arranging for meeting facilities.
 - c. designing the online registration process.
 - d. both a and b

9. Your office is hosting potential keynote speakers for the annual conference. You have been invited to join the planning team for lunch at a local, world-famous, restaurant. Which statement about table manners is correct?
 - a. The host should order first.
 - b. You should eat quickly so you will not still be eating when others have finished.
 - c. Once you pick up a piece of cutlery, it should never touch the table again.
 - d. Place your gum under your plate.

10. When dealing with an abusive customer,
 - a. immediately call security.
 - b. look for points of agreement with the customer.
 - c. increase your volume to make sure you are heard.
 - d. all of the above

Job 1 – Letter

Key the following letter using your *Style & Reference Manual*. Correct any spelling and punctuation errors you find. Do not print the final letter with hyperlink formatting.

This letter is to:

Mr. Matt Davenport, Event Coordinator, Brookdale University 98 Upper Valley Pike Columbus Ohio 45504

The letter is from:

Roger Meyar, Marketing Department Manager

Copy the head of the Administrative Support Department and Chief Executive Officer of Professional Business Associates and include the subject line of fall leadership conference.

The body of the letter:

Thank you for your recent invitation to participate with you and your chapter during the 10th Annual Fall Leadership Conference hosted at Brookdale University.

Our senior management team and staff have discussed your proposal at length, and we are excited to accept your invitation to participate. I believe a face to face meeting with your chapter members and our team would be in order. We are impressed with the workshop titles, content and community participation you have coordinated, and we want to ensure our participation enhances your conference while showcasing the great work you are delivering.

Our administrative support department headed by Edna Renic will be your Professional Business Associates point of contact. For your review, I have enclosed an agenda for are meeting on January 25. Please let Edna know if information, dates or times need to be adjusted. She can be reached at erenick@PBA.com or 1-800-276-0948. I look forward to meeting and working with you and your students on this most valuable conference.

Job 2 – Meeting Agenda

Key in the agenda using your *Style & Reference Manual* for the Professional Business Associates pre-planning meeting Fall Leadership Conference on Tuesday, January 20, 2015, 4 p.m. in the Mos Eisley Cantina Board Room. Correct any spelling and punctuation errors you find.

Roger of the marketing department will call the meeting to order, and Edna Renick who is secretary will conduct the role call and reading the minutes. I will be asking the following committee members to report out on work that has been done. They include: Conference Workshop Research, Grayson Kale; Budget, Harvey Rosen; Marketing, Roger Meyer; Day of Conference set up, Angelia Johnson; Coordination and Logistics, Edna Renick.

We have unfinished business including the establishment of sponsor ships and give aways for the conference and new business as I would like to discuss the creation of both endowments and intern ships.

We will need to set the next meeting date so that we might include members of the Brookdale team and then we can adjourn. I expect this to take no more than an hour.

Job 3 – Speech

This speech is for opening remarks during the 10th annual fall leadership conference to be held on Oct 14, 2014. Key the following speech using your *Style & Reference Manual*. Correct any spelling and punctuation errors you find. Use the following information to create this speech:

Thanks, Matt [Davenport] for that warm introduction and for all of your leadership. Congratulations on what has become one of the most dynamic deliveries of workshops in leadership anywhere. You'll be very relieved to know that unlike some of your other speakers, I will not be singing a cappella, sharing my view's on Bill Gates, or introducing you to a new leadership model.

Its great that a large majority of students have voiced their support, over the past couple of years, for raising leadership standards through the inclusion of ethics in the classroom. Student organizations, like yours, demand and rightfully so, access to the best curriculum, role models and opportunities. I am convinced that the pro-found changes leadership programs in schools are undergoing now will bring enormous benefits for students and allow teachers to do more of what they love. Thank you and have a great conference.

Job 4 – News Release

The Marketing Department Manager of PBA wants you to key in the following news release information about the 10th annual fall leadership conference, dated January 30, 2015. Use the *Style & Reference Manual* as a guide. Correct any spelling or punctuation errors you find.

Professional Business Associates announces its partnership and support of Brookdale University and the 10th Annual Fall Leadership Conference. In a unique and service-minded partnership PBA, will be working closely with chapter members of the CTSO of Brookdale University to coordinate, market and deliver world-class leadership training to more than 300 local high schools students from around the state. Members of the Brookdale team will develop skills, apply their knowledge and transfer what they are learning in the classroom to the real world. Chief Executive Officer Nancy Wells said at a recent press conference, “the role these students play in developing the next generation is remarkable. Ms. Wells announced the establishment of a leadership endowment of 1,000,000 and the creation of five paid internships within Professional Business Associates to help further the mission of the Fall Leadership Conference and the Brookdale team.

Conference coordinators are currently developing the workshop schedule and content and meet weekly at the Professional Business Associates corporate offices. If your company would like to participate, support or in anyway get involved, please contact Roger Meyer, Marketing Department of PBA.