



**BASIC OFFICE SYSTEMS & PROCEDURES**

(220)

**REGIONAL 2022**

**Multiple Choice:**

Multiple Choice (20 @ 5 points each) \_\_\_\_\_\_\_\_\_\_ (100 points)

**Production:**

Job 1: Letter \_\_\_\_\_\_\_\_\_\_ (100 points)

Job 2: Memorandum \_\_\_\_\_\_\_\_\_\_ (100 points)

Job 3: Speech \_\_\_\_\_\_\_\_\_\_ (100 points)

**TOTAL POINTS \_\_\_\_\_\_\_\_\_\_ (400 points)**

**Test Time: 90 minutes**

|  |  |
| --- | --- |
| **PRODUCTION STANDARDS** | |
| 1. A | 11. D |
| 1. A | 12. C |
| 1. D | 13. B |
| 1. B | 14. C |
| 1. D | 15. B |
| 1. D | 16. B |
| 1. D | 17. B |
| 1. A | 18. C |
| 1. B | 19. A |
| 1. A | 20. B |

January 10, 20xx (*use current date unless otherwise specified)*

Mr. Kenton Rogers, Manager

Sartel Marketing Company

1400 Lawson Street

Denver, CO 80203-1444

Dear Mr. Rogers

At Friday’s meeting of the Executive committee of Digital Solutions, we selected the speakers that we are contacting to accept our invitation to participate in our annual conference on June 5 to June 8 in San Diego.

Several members of our executive team indicated that they heard you speak last year at the Eastern Division of Marketing Managers and recommended you be invited to give the keynote address at the summer conference of the National Sales Association on Wednesday, June 7 at 10:00 in the Sunnyside Hotel, San Diego. Your expenses will be paid, and you will receive an honorarium.

Will you accept our invitation to be the keynote speaker? I look forward to hearing from you.

Sincerely

Nancy Wells

Chief Executive Officer

xx (Member ID)

c Roger Meyer (Note: Reference the *Style & Reference Manual* for name of Marketing Department Manager.)

Member ID  
Job #1

**MEMORANDUM**

**TO:** Roger Meyer

**FROM:** Julie Smith, Human Resources Department

**CC:** Nancy Wells, Chief Executive Officer

**DATE:** January 25, 20xx *(use current date)*

**SUBJECT:** Community Service Project

Each year we organize a community service project that all employees of Digital Solutions will participate in. This year on Friday June 6, Digital Solutions will clean up the Grove Street playground and plant shrubs and flowers. The company is donating new playground equipment and park benches and will be helping to install those as part of the project. Cleanup gear and tools will be provided.

A cookout will conclude the day’s activities and we invite all employees to bring their families to participate in the cleanup and cookout. Further information will be provided as the date draws nearer. Please encourage employees in all departments to participate in this worthwhile effort.

xx (Member ID)

Member ID  
Job #2

**DIGITAL SOLUTIONS**

**Annual Meeting**

Ladies and gentlemen, good morning. As your chairman it is my pleasure to welcome you to the 35th annual Digital Solutions meeting. I also want to welcome branch managers joining us via zoom. Let me say how pleased we are to be holding our Annual Meeting in Chicago. To make sure as many of those branch managers as possible have an opportunity to attend a meeting, we have a policy of rotating our annual general meeting around the country. For the last three years we have held our annual general meetings in Columbus, with information meetings in San Diego, New York and Orlando. I am pleased to see so many managers here today.

This year marks Digital Solutions 50th year and we considered it especially appropriate to hold this year’s meeting in Chicago to commemorate that anniversary. We are especially pleased to be able to bring to you our newest systems training development software and to experience the power it will bring to your business.

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Welcome and enjoy your stay!

Member ID  
Job #3