

Member ID: _____

Time: _____

Rank: _____



BASIC OFFICE SYSTEMS & PROCEDURES (220)

REGIONAL 2023

Multiple Choice:

20 Questions (5 points each) _____ (100 points)

Production:

Job 1: Letter _____ (100 points)

Job 2: Table with Borders _____ (100 points)

Job 3: Speech _____ (100 points)

Job 4: Memo _____ (100 points)

TOTAL POINTS _____ (500 points)

Test Time: 90 minutes

GENERAL GUIDELINES:

Failure to adhere to any of the following rules will result in disqualification:

1. Member must hand in this test booklet and all printouts if any. 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 (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

EXAM GUIDELINES:

1. Ensure this test booklet contains Jobs 1-4.
2. Key all jobs according to the instructions given.
3. Correct any and all formatting, spelling or grammar errors. Use the formatting guide in the *Style & Reference Manual*.
4. Your name or initials should *not* appear on any work you submit. Use your Member ID in any occasion you would normally key your reference initials.
5. In the lower **right** hand corner of ALL work submitted (unless otherwise specified), key your Member ID and job number.
6. If you complete the event before the end of the time allotted, notify the proctor. Time may be considered a factor in determining a winner when there is a tie score.
7. Place your scoring sheet on top of your jobs. Jobs should be placed in numerical order.

PRODUCTION STANDARDS	
0 Errors	100 Points
1 Error	90 Points
2 Errors	70 Points
3 Errors	50 Points
4+ Errors	0 Points

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

1. The correct state abbreviation for Maryland is _____.
 - A. MA
 - B. MD
 - C. MR
 - D. MY
2. When the word **The** is the first word in the filing unit in a filing segment, which of the following should be considered?
 - A. The is the last filing unit
 - B. The is not included in the following unit
 - C. The is the considered first in the filing unit
 - D. None of the above
3. An Organizational Chart of a company is _____.
 - A. a diagram that visually conveys a company's internal structure
 - B. used to for formality only
 - C. used by all companies no matter what size
 - D. used only by management to determine promotions
4. The main purpose of a memo is to _____.
 - A. communicate outside the company
 - B. take the place of other types of correspondence
 - C. give bad news
 - D. communicate with employees inside the company
5. Lacey Chabert earns \$600 per week as a sales associate. She also earns 15% commission on all sales. Last week sales were \$1,544. What was his gross pay for the week?
 - A. \$831.60
 - B. \$813.06
 - C. \$600.00
 - D. \$2,144
6. What is the published filing rules that most companies use?
 - A. AARM
 - B. AMAR
 - C. RAMA
 - D. ARMA

7. You need to make a call to a customer in New York City and you are in Dallas, Texas. What time would you make the call if you need to place the call at 2:00 p.m. New York City time?
- A. 3:00 p.m.
 - B. 4:00 p.m.
 - C. 2:00 p.m.
 - D. 1:00 p.m.
8. The proofreading mark used to indicate to **spell out** a word is which of the following:
- A. Three lines under the word
 - B. a slash through the word
 - C. a circle around the word
 - D. a circle with sp inside the circle
9. The purpose of a tagline is to _____
- A. serve as a link between the organization and the name
 - B. add something else to the logo
 - C. gives something fun to think about the company
 - D. give words to use in a hashtag
10. Works that were published over 100 years ago, are in public domain, which means these works can be used freely without permission.
- A. True
 - B. False
11. When using a data sets, such as a spreadsheet, 20% or 3,500 fields or cell entries, whichever is less, can be used without permission.
- A. True
 - B. False
12. An accounting period of 12 months is called _____.
- A. Fiscal period
 - B. Physical period
 - C. Calendar year
 - D. Calendar period
13. The principle that the buyer alone is responsible for checking the quality and suitability of goods before a purchase is made is called _____.
- A. selling beware
 - B. caveat emptor
 - C. bona fide
 - D. de facto

14. Process of accomplishing the goals of an organization through the effective use of people and other resources.
- A. Controlling
 - B. Leading
 - C. Management
 - D. Organizing
15. Sending an email in all CAPS
- A. indicates that the email is important
 - B. indicates that the sending is yelling at the reader
 - C. indicates the sender cannot type very well
 - D. is much easier to read
16. The size of envelope needed to send a business letter is _____.
- A. Size 8
 - B. Size 10
 - C. Size 12
 - D. Size 6
17. The correct way to answer a phone at the receptionist desk is _____.
- A. to state the name of the company only
 - B. to state the name of the company and who is speaking
 - C. say Hello this is _____ and don't mention the company
 - D. Hello
18. The inventory system, FIFO, means:
- A. The inventory that is still at the company was purchased first
 - B. The inventory that is still at the company was purchased last
 - C. The inventory that is still at the company is random
 - D. The inventory that is found on the at the company is all that can be in the inventory
19. William Walker worked 45 hours last week. He is an hourly employee. His hourly rate is 15.55. What will be his overtime rate?
- A. 15.55
 - B. 23.33
 - C. 31.10
 - D. 23.31

20. What is the correct order to file the following: North American International Livestock Exposition, World Dairy Exposition, Indiana State Fair Open Dairy Show, and Mid-American Livestock Show?
- A. Mid-America Livestock Show, North American International Livestock Exposition, Indiana State Fair Open Dairy Show, World Dairy Exposition
 - B. Indiana State Fair Open Dairy Show, Mid-America Livestock Show, North American International Livestock Exposition, World Dairy Exposition
 - C. North American International Livestock Exposition, Indiana State Fair Open Dairy Show, Mid-America Livestock Show, World Dairy Exposition
 - D. Indiana State Fair Open Dairy Show, North American International Livestock Exposition, Mid-America Livestock Show, World Dairy Exposition

Job 1:

Please key the following letter using the Style and Reference manual as formatting guidelines. Correct any spelling or punctuation errors you find. And use today's date and current year on memos, letters when it isn't provided.

Letter is to:

Ms. Stella Arthur |1010 South Pine Street |Humboldt, Iowa 505548 |Subject is Associate Program

Letter is from Julie Smith, Human Resource Department, Digital Solutions

Send a copy to Nancy Wells

Congratulations on your new position in the Associate Program with Digital Solutions. We are excited to have you as part of our management training program.

As part of the Associate Program you will be spending the first week in orientation with other new hire associates in all departments in our organization. Be prepared to meet in our large conference room starting at 8:00 a.m. on Monday, January 17. Lunch will be provided and you can expect to conclude each day at approximately 5:00 p.m.

Enclosed you will find hiring documents that will need to be completed and returned to our office prior to your start date. If you have questions regarding these documents, please call me at 999-555-1010.

Job 2:

Please create a table with borders for the Bluewater Agriculture Center employees. Title the table Bluewater Agriculture Center Employees with a subtitle Payroll for Week Ended January 31, 20—(use current year). Include names, departments, hourly rate, weekly hours worked. Create a new column and name it Weekly Salary and calculate the weekly salary for each employee. Sort the table in ascending order by the department. Print as follows:

Print out 1: Print the completed table

Print out 2: Print table with formulas showing

Madison Montgomery, Financial Services, \$26.50, 40 hours

Spencer Owen, Information Technology, \$18.25, 38 hours

Matthew Taylor, Human Resources, \$16.40, 37 hours

Tobias Venture, Marketing, \$14.80, 40 hours

Megan Benton, Administrative Support, \$13.50, 40 hours

Clay Bussard, Research and Development, \$19.86, 40 hours

Job 3:

Please key the following speech for Nancy Well. This speech will be given at the orientation of the new associates on Monday, January 17 (Use current year). Use the guidelines in the Style and Reference Manual for Digital Solutions.

Good morning and welcome to the Orientation program for Digital Solutions. We are excited to have you join our team of 200 employees. Because of our strong orientation program and dedication to the success of our new employees you will find the next few days will serve to be very valuable to you as you adjust to your new position with Digital Solutions.

I would like to introduce to you our management team: (bullet the list)

Harvey Rosen, Financial Services,

Tom Carlson, Information Technology Department

Julie Smith, Human Resources Department

Roger Meyer, Marketing Department

Edna Renick, Administrative Support Department

These individuals will be helping to familiarize you to our company. Please feel free to reach out to any of them if you have questions.

Again, I would like to personally congratulate you on joining the associate program at Digital Solutions.

Sit back and enjoy the program we have prepared for you.

Job 4:

Type the following memo to all Digital Solutions managers. Send a copy to Matthew Harmeyer, Human Resources Assistant.

Enclosed you will find a schedule of the day's events for the orientation program for the newly hired associates. This program will start on Monday, February 17 at 8:00 a.m. Review the schedule and notify Nancy Wells immediately if the time allotted for your presentation needs to be adjusted or revised.

As part of the orientation weekly events, we will have a tour of each department. Prepare your team for this event, which will take place on Tuesday, February 18 starting at 9:00 a.m.

We look forward to this week-long event and welcoming our new associate to Digital Solutions.