

Member ID: _____

Time: _____

Rank: _____



BASIC OFFICE SYSTEMS AND PROCEDURES (220)

REGIONAL 2024

MULTIPLE CHOICE

20 Questions (2 points each) _____ (40 points)

PRODUCTION

Job 1: Memorandum _____ (100 points)

Job 2: Letter _____ (100 points)

Job 3: Agenda _____ (100 points)

TOTAL POINTS _____ (340 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 1-3.
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 on 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

Multiple Choice Questions

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

1. A _____ gives an inventor the sole right to make, use, or sell the item for 20 years.
 - A. copyright
 - B. trademark
 - C. logo
 - D. patent

2. A code of ethics is designed to _____.
 - A. meet government regulations
 - B. reduce operating costs of a company
 - C. provide guidelines for proper behavior
 - D. improve employee productivity

3. What does ADA stand for as it pertains to a law in the workplace?
 - A. Association for disabled Americans
 - B. Americans with Disabilities Act
 - C. Association of Discriminated Americans
 - D. American Discrimination Agency

4. The primary reason business owners make investments and take risks is to _____.
 - A. make a profit
 - B. satisfy customer needs
 - C. develop new products
 - D. make their own decisions

5. The people who make the major policy and financial decisions in a corporation are the _____.
 - A. investors
 - B. board of directors
 - C. managers
 - D. owners

6. Guidelines used in making consistent business decisions are known as _____.
 - A. goals
 - B. procedures
 - C. policies
 - D. mission statements

7. Which of these is not shown on an organizational chart?
- A. the structure of an organization
 - B. work relationships
 - C. job descriptions
 - D. classifications of jobs
8. Communication that occurs between managers, employees and work groups is _____.
- A. internal communication
 - B. external communication
 - C. vertical communication
 - D. horizontal communication
9. The Bureau of Labor Statistics publication that provides detailed up-to-date information about the U.S. workforce is the _____.
- A. U.S. Business Report
 - B. Occupational Outlook Handbook
 - C. Congressional Record
 - D. IRS Publication 15
10. The proofreader's mark with an equal sign within a circle represents _____.
- A. a formula should be inserted
 - B. a comma should be inserted
 - C. a semi colon should be inserted
 - D. a hyphen should be inserted
11. If the population of the U.S. is 332,000,000 and 175,000,000 people are not employed, what percent of the total population is not working?
- A. .527%
 - B. 5.27%
 - C. 52.7%
 - D. there is not enough information provided to determine
12. When keying a business letter, how many times do you enter after the date?
- A. 1
 - B. 2
 - C. 3
 - D. 4

13. _____ removes work from one company and sends it to another company that can complete it at a lower cost.
- A. Downsizing
 - B. Outsourcing
 - C. Transferring
 - D. Job sharing
14. When filing, hyphenated names are considered _____.
- A. one unit
 - B. two units
 - C. three units
 - D. are automatically filed in the front
15. The purpose of an informational interview is to _____.
- A. obtain information about a career area
 - B. apply for a job with a nonprofit organization
 - C. research salaries for starting employees
 - D. gain career training experience
16. When filing, single letters in business names _____.
- A. are dropped and ignored
 - B. are the same unit as the following letter, word or name
 - C. are filed as written
 - D. are only considered a unit when it is an acronym
17. Which of these would most appropriately be categorized as a tech etiquette skill?
- A. being careful with punctuation
 - B. speaking clearly
 - C. exhibiting proper body posture
 - D. speaking naturally
18. The proofreader's mark, the number sign, means to _____.
- A. insert a hyphen
 - B. insert a period
 - C. insert a comma
 - D. insert a space
19. Eye contact, folded arms, and smiling are all examples of what?
- A. mental language
 - B. posture language
 - C. verbal communication
 - D. nonverbal communication

20. How many blank lines are there before the closing line of a business letter?

- A. 1
- B. 2
- C. 3
- D. 4

JOB 1: Memorandum. Key the following memorandum using your Style & Reference Manual. The memorandum is to the sales staff at Corporate Hills from Corinne Maxwell. Use the current date and appropriate subject. Send a copy to Don Key, Controller.

The JKL marketing presentation you prepared last week to showcase our new product line was exceptional!

Your enthusiasm, sales strategy, and product knowledge were impressive and certainly sealed the deal with Mr. Lockhart.

Thank you for your outstanding work and dedication. I'm attaching a copy of Mr. Lockhart's letter of praise. Bonus checks will be distributed next week.

My sincere congratulations to you all!

JOB 2: Letter. Key the following business letter using your Style and Reference Manual. Correct any spelling or punctuation errors you find. Use 789 Market St.|Plano, TX|75023 for the recipient, Harvey Rosen, and use the current date and current year. Julie Smith, the office manager, is sending the letter. Send a copy of the letter to Don Key.

We are pleased to welcome you as a new customer of Doe Office Supply. We feel honored that you have chosen us to fill your business product needs, and we are eager to be of service.

As you know, we carry everything your office may need. We have a great variety of products to choose from, all at competitive prices. We have a complete line of stationery and business cards for new business owners like you, at a discount of 20% for initial orders.

We would be happy to visit with you at your convenience to discuss your office supply needs. Call us at 555-555-5555, or come by any time between 9:00 a.m. and 6:00 p.m., Monday through Saturday. When you come in, we would like to present you with a 2024 desk calendar as a token of our appreciation for your business.

Thank you again for your choice of Doe Office Supply to fill your office supply needs. Enclosed you will find a voucher for the desk calendar. We look forward to a long and successful association.

JOB 3: Agenda. Key the following agenda for the Digital Solutions Budget Committee using your Style and Reference Manual. Correct any spelling or punctuation errors you find. The Digital Solutions Budget Committee meeting is for Thursday, May 2, 2— at 1:00 p.m. The meeting will take place in conference room 1.

Call to Order-Harvey Rosen, Financial Services Department

Roll Call-Alice Perkins, internal auditor

Reading of the minutes-Julie Smith, administrative assistant

Treasurer's Report-Peyton McCormick

Other Officer Reports

Committee Reports – inventory control by Pete Lawton, purchasing department by Lucy Downs

Unfinished Business-new employee orientation

New Business-new tax code implications

Date of next meeting

Adjournment