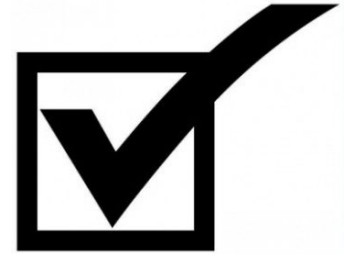


**BUSINESS
PROFESSIONALS
of AMERICA**
Giving Purpose to Potential



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.
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 – (20 @ 2 points each)

1.	D	11.	C
2.	C	12.	D
3.	B	13.	B
4.	A	14.	A
5.	B	15.	A
6.	C	16.	C
7.	C	17.	A
8.	A	18.	D
9.	B	19.	D
10.	D	20.	A

JOB 1: Memorandum [Note to Grader: 1" top margin, 1" side margins. Refer to the Style & Reference Manual for formatting guidelines.]

MEMORANDUM

TO: Sales Staff

FROM: Corinne Maxwell

CC: Don Key, Controller

DATE: Current Date

SUBJECT: (Contestant must select appropriate subject)

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!

(Member ID)

Attachment

Member ID
Job Number

JOB 2: Letter [Note to Grader: 2" top margin, 1" side margins. Refer to the Style & Reference Manual for formatting guidelines. Words **bolded** are spelling or grammatical corrections.]

Current Date

Mr. Harvey Rosen
789 Market St.
Plano, TX 75023

Dear Mr. Rosen

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.

Sincerely

Julie Smith
Office Manager

(Member ID)

Enclosure

c Don Key

Member ID
Job Number

JOB 3: Agenda [Note to Grader: 1” top margin, 1” side margins. Refer to the Style & Reference Manual for formatting guidelines. Words **bolded** are spelling or grammatical corrections.]

DIGITAL SOLUTIONS

Agenda

Budget Committee Meeting

Thursday, May 2, 20—, 1 p.m.

Conference Room 1

1. Call to Order—Harvey Rosen, Financial Services Department
2. Roll Call—Alice Perkins, **Internal Auditor**
3. Reading of the **Minutes**—Julie Smith, **Administrative Assistant**
4. Treasurer’s Report—Peyton McCormick
5. Other Officer Reports
6. Committee Reports
 - Inventory Control**—Pete Lawton
 - Purchasing Department**—Lucy Downs
7. Unfinished Business
 - New Employee Orientation**
8. New Business
 - New Tax Code Implications**
9. Date of New Meeting
10. Adjournment

Member ID
Job Number