

Member ID: _____

Time: _____

Rank: _____



Advanced Office Systems and Procedures (225)

REGIONAL 2024

MULTIPLE CHOICE

25 Questions (4 points each) _____ (100 points)

PRODUCTION

Job 1: Memorandum _____ (100 points)

Job 2: Speech _____ (100 points)

Job 3: Meeting Minutes _____ (100 points)

TOTAL POINTS _____ (***400 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 25 Questions (4 points each)

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

1. Default paragraph spacing before and after should be _____ pt according to the Style and Reference Manual.
 - A. 0
 - B. 3
 - C. 6
 - D. 8
2. Titles of documents (i.e., Marketing Plan) should contain the following formatting.
 - A. italics
 - B. bold
 - C. underline
 - D. bold and underline
3. When inserting the line for the month on an affidavit, the line should be _____ long.
 - A. .5"
 - B. 1.0"
 - C. 1.5"
 - D. 2.0"
4. The two-letter state abbreviation for Montana is _____ :
 - A. MO
 - B. MT
 - C. MN
 - D. MA
5. In a Works Cited, the second line of a citation uses the following alignment _____ :
 - A. left aligned
 - B. right aligned
 - C. tabbed in
 - D. hanging indent
6. When alphabetizing, punctuation is not ignored.
 - A. TRUE
 - B. FALSE

7. The marketing department manager for Digital Solutions is _____.
 - A. Harvey Rosen
 - B. Nancy Wells
 - C. Roger Meyer
 - D. Julie Smith

8. Jennifer Hines has an annual salary of \$65,250. She is paid bi-weekly. What would her gross amount be for her paycheck.
 - A. \$5437.50
 - B. \$627.40
 - C. \$2718.75
 - D. \$2509.62

9. What is the correct spelling of _____ that can be used at the end of a letter in the closing lines?
 - A. Cordialy
 - B. Cordially
 - C. Cordailly
 - D. Cordaily

10. When you pronounce words correctly and distinctly you are using _____.
 - A. volume
 - B. enunciation
 - C. tone
 - D. pronunciation

11. Which of the following is not a department in Digital Solutions?
 - A. Information Technology
 - B. Marketing
 - C. Commercial
 - D. Human Resources

12. You may use 10% or 2 minutes (whichever is less) of motion media without seeking permission (though as always, you cite your source).
 - A. TRUE
 - B. FALSE

13. According to ARMA (Rules for Alphabetic Filing), acronyms, abbreviations, and radio and television station call letters are filed as one unit.
 - A. TRUE
 - B. FALSE

14. What is the correct order when filing the following names: Carl Van Sumner, Carl VanSumer, Carl S. VanSumer, C. S. VanSumner?
- A. Carl S. VanSumer, Carl VanSumer, C. S. VanSumner, Carl Van Sumner
 - B. Carl Van Sumner, C. S. VanSumner, Carl VanSumer, Carl S. VanSumer
 - C. Carl Van Sumner, Carl S. VanSumer, Carl VanSumer, C. S. VanSumner
 - D. Carl VanSumer, Carl S. VanSumer, C. S. VanSumner, Carl Van Sumner
15. Issues such as quality management, customer satisfaction, and teamwork do not affect how successful an organization is in achieving its goals.
- A. TRUE
 - B. FALSE
16. Proficiency with a spreadsheet program is needed by workers who perform _____.
- A. desktop publishing activities
 - B. data processing activities
 - C. word processing activities
 - D. all the above
17. According to the Style and Reference Manual, all documents should use the following font/size unless otherwise indicated.
- A. Times New Roman, 11 pt.
 - B. Calibri, 11 pt.
 - C. Times New Roman 12 pt.
 - D. Calibri, 12 pt.
18. Documents are often saved as a PDF because it is one of the most popular file formats to share. PDF stands for _____.
- A. Printable Document Format
 - B. Portable Distributed Forma
 - C. Printable Distributed Format
 - D. Portable Document Format
19. _____ is software that is specifically designed to disrupt, damage, or gain unauthorized access to a computer system.
- A. Security
 - B. Malware
 - C. CSS
 - D. OS
20. Which of the following is not a component of a SMART goal?
- A. respectful
 - B. attainable
 - C. specific
 - D. time-bound

21. Header and footer margins are .6” unless otherwise indicated in the Style and Reference manual.
- A. TRUE
 - B. FALSE
22. The purpose of encrypting an email is to ____.
- A. ensuring the email will be read only by the recipient
 - B. secure the attachment of the email to be read only by the recipient
 - C. make sure the email is not forwarded to other individuals
 - D. all the above
23. When indexing names for filing, each word in a business name is considered a separate filing unit.
- A. TRUE
 - B. FALSE
24. Indicate the filing order in which the names should be arranged (1) Kyle Fathers, (2) Father Nick, (3) Nick Andrew Fathers, (4) Father Nick Thompson.
- A. 1, 2, 3, 4
 - B. 4, 3, 2, 1
 - C. 2, 3, 1, 4
 - D. 2, 1, 3, 4
25. When you alphabetize your works cited, treat numbers in titles as though they were not spelled out.
- A. TRUE
 - B. FALSE

JOB 1: Memorandum. Key the following memorandum using your *Style & Reference Manual*. Correct any spelling and punctuation errors you find.

This memo is to Amy Martinez, Robyn Summers, Violet Hammerstein, Roberta Henderson. It is from Julie Smith. Use today’s date, the head of the administrative support department should be copied, and the subject is employee leave notices. Sort the table by leave type.

Memo information:

Digital solutions would like to remind all current employees about the different types of leave that they are aloud to take per their current contract. Each of the leaves in the table below must be approved by the following positions (names not given as employees change) within the timeframe listed. Please make sure the proper documentation is submitted with the leave form at the time of request.

Leave Type	Position	Days to Approve
Sick	Insurance Benefits Clerk	24 hours
Vacation	Human Resources Assistant	2 weeks
Funeral	Medical Support Assistant	1 day
Personal Time	Human Resources Assistant	5 days
Maternity	Wellness Coordinator	2 weeks

Attached is a copy of the current contract detailing all the pertinent information needed. Each employee is responsible for adhering to the language of the contract. Please let me know if you have any questions or concerns.

JOB 2: Speech. Key the following speech using your *Style & Reference Manual*. Correct any spelling and punctuation errors you find. The speech is to be given by the head of the human resources department at the Digital Solutions March monthly staff meeting.

Employees from Digital solutions have so many diverse benefits that are part of their compensation package, but do you really know what is included? Last month, I attended a session called “Know YOUR Benefits” at the National Human Resources Association: NHRA national convention that was held in Cincinnati, Ohio. This is an annual convention and next year it will be held in Coeur d’Alene, Idaho, February 26-28, 2025. More than 7,000 human resource professionals attended this conference.

During this specific session, I learned that we should be distributing a checklist of each benefit an employee has as part of their benefits. Being able to use this checklist as a guide while doing orientation and during the employee evaluation review process will allow us at digital solutions and employees to discuss and ask questions about each one. Do you know how many types of leave you have? The answer is 5. Do you know how many days/hours prior to your leave you are to request it? This answer is projected right now and can also be found in your employee handbook. We will discuss all of these in your employee evaluations coming up next month.

JOB 3: Meeting Minutes. Please use the notes shown below to prepare the meeting minutes for Digital Solutions special meeting of the Board of Directors. Use proper grammar and complete sentences, as necessary. Key the following minutes using your *Style & Reference Manual* as a guide.

February 20th, 202X
Special Meeting
Conference Room C
700 Morse Road, Suite 201
Columbus, Ohio
3:15 pm.
Notice sent to all directors in accordance with by laws
Present:
Nancy Wells, CEO

Harvey Rosen, Financial Services Department Mgr
Roger Meyer, Marketing Division Manger
Tom Carlson, Information Technology Department Managr
Edna Renick, Administrative Support Dept. Mgr.
Julie Smith, Human Resources Department Manager
Tracy Haller, Volunteer Coordinator

Nancy Wells, Chairperson presided. Julie Smith recorded the proceedings of the meeting. The minutes of the last meeting were approved. Tracy Bailey reported the progress of the blood drive and reopening of the health clinic. Discussion was held on the number of hours that the health clinic will be open to staff and what hours are the best use of the resources. A form was sent out to all staff, but it will depend on what the company will finalize as the operating budget for the clinic before finalization of hours can occur, be approved, and then communicated to staff. The hope is to have budget numbers approved by February 28. Form results analyzed by March 5th and a special health center staff meeting to discuss results March 12th. The next meeting of the board will be held on March 27, 202X at 11 a.m. No further business. Adjourned 3:45 pm.