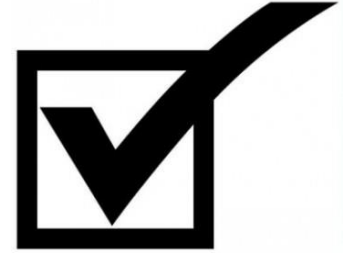


**BUSINESS  
PROFESSIONALS  
of AMERICA**  
Giving Purpose to Potential



# Basic Office Systems and Procedures (220)

## REGIONAL 2025

### MULTIPLE CHOICE

20 Questions (2 points each) \_\_\_\_\_ (40 points)

### PRODUCTION

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

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

Job 3: Memo \_\_\_\_\_ (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 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

**Multiple Choice – (20 @ 2 points each)**

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

## **Job 1: Agenda**

### **DIGITAL SOLUTIONS Agenda**

#### **New Product Launch Meeting**

**Wednesday, January 15, 2025, 10 a.m.**

#### **Conference Room B**

1. Call to Order—Anthony Fuller, Creative Director
2. Roll Call—Amber Jackson, Senior Director
3. Reading of the Minutes—Daniel Gegen, Administrative Assistant
4. Treasurer’s Report—Andy Preston, Business Analyst
5. Other Officer Reports
6. Committee Report
  - Product Launch—Joe Bryant
  - Sales Department—Amy Dawson
7. Unfinished Business
  - Prototype Modifications
8. New Business
  - Prototype Demonstration at Trade Show
9. Adjournment

#### **Grader Notes:**

- All Margin 1”
- Bottom Footer contains.
  - Member ID
  - Job 1
- Production Standards
  - 0 errors = 100 points
  - 1 error = 90 points
  - 2 errors = 70 points
  - 3 errors = 50 points
  - 4+ errors = 0 points

## Job 2: Letter

Current Date

Mr. Harvey Rosen  
743 High Street  
Columbus, OH 43215

Dear Mr. Rosen

My congratulations go out to you for a tremendous quarter in sales! Your dedication to excellence on the sales team has led you to exceed your monthly goal by over 20%. Not only is that an exceptionally high average, but thanks to your efforts, the team exceeded its goal by 3%. You consistently understand and prioritize the importance of making team quarterly sales goals. While it's a team effort, I commend your individual efforts.

Time and time again, you've shown decisive leadership among your team members and have been a powerful role model for new sales team members. We thank you for always stepping up and helping junior reps on your team, between training them or pulling them over the finish line by exceeding your goals.

To show our appreciation for your contributions to the team and company, we're offering you an additional day of paid time off. Thank you for your hard work and dedication and keep up the excellent work.

Sincerely

Rachel Gowan  
Office Manager

Member ID

c Alicia Hecht

### Grader Notes:

- Top Margin 2"
- Left, Right, Bottom Margins 1"
- Current Date in MM DD, YYYY format (Example September 17, 2024)
- Bottom Footer contains.
  - Member ID
  - Job 2
- Production Standards
  - 0 errors = 100 points
  - 1 error = 90 points
  - 2 errors = 70 points
  - 3 errors = 50 points
  - 4+ errors = 0 points

## Job 3: Memorandum

### MEMORANDUM

**TO:** Sales Staff  
**FROM:** Joe Bryant  
**CC:** Nancy Wells, Chief Executive Officer  
**DATE:** Current Date  
**SUBJECT:** Commuting Survey

We are conducting a commuting survey this week among all employees. The survey's purpose is to discover what methods we use to commute and what alternative methods are of most interest. The survey is required by the Department of Environmental Quality's Employee Commute Options (ECO) rules. These rules are part of the Columbus area clean air plan to keep the air clean due to air pollution associated with continued growth in the region.

ECO requires employers to provide employees with incentives to use alternatives to driving alone to work. The survey results will be used to design a transportation program reflecting the needs and desires of employees. We must receive completed surveys back from at least 75 percent of our employees to meet the requirements.

The survey will be distributed via e-mail tomorrow. Please take a couple of minutes to fill out the survey and return it by Friday. If you have questions, please talk to Michael Stanford, transportation coordinator. We will share the results with you in the employee newsletter when they are completed.

Thanks for your participation.

Member ID

#### Grader Notes:

- All Margin 1"
- Current Date in MM DD, YYYY format (Example September 17, 2024)
- Bottom Footer contains.
  - Member ID
  - Job 3
- Production Standards
  - 0 errors = 100 points
  - 1 error = 90 points
  - 2 errors = 70 points
  - 3 errors = 50 points
  - 4+ errors = 0 points