

Member ID: \_\_\_\_\_

Time: \_\_\_\_\_

Rank: \_\_\_\_\_



# 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. 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 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 Questions

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

1. What is the purpose of a CC field in an email?
  - A. Carbon copy – for information only
  - B. Critical copy – for urgent matter
  - C. Courtesy copy – for polite communication
  - D. Customer copy – for clients only
2. What does the acronym PDF stand for?
  - A. Personal Document Format
  - B. Portable Document Format
  - C. Printable Document File
  - D. Public Domain File
3. In a formal email, what should you include in the closing line?
  - A. The company name
  - B. Your phone number
  - C. Your job title
  - D. A polite closing phrase
4. What is the purpose of the BCC field in an email?
  - A. Business Copy – for official records
  - B. Blind Carbon Copy – for hidden recipients
  - C. Broadcast Copy – for mass communication
  - D. Backup Copy – for data protection
5. What is the purpose of an agenda in a meeting?
  - A. To record meeting minutes
  - B. To outline topics and goals
  - C. To distribute after the meeting
  - D. To entertain participants
6. What is the purpose of a signature line in a business letter?
  - A. To add a personal touch
  - B. To draw attention to important points
  - C. To indicate the sender's name and title
  - D. To attach additional documents

7. What is the purpose of a VPN in an office setting?
  - A. To enhance internet speed
  - B. To set up a conference call
  - C. To secure data applications over the internet
  - D. To set up a virtual meeting
8. What is the purpose of using track changes in a document?
  - A. To make the document unreadable
  - B. To count the number of words in the document
  - C. To change the document format
  - D. To highlight errors without making changes
9. What is a return receipt's purpose in mail procedures?
  - A. To return a mailed item
  - B. To confirm delivery of a mailed item
  - C. To request a refund for postage
  - D. To track the sender's location
10. What should you do before sending a sensitive document via email?
  - A. Encrypt the document if necessary and double-check recipients
  - B. Send it to a trusted colleague for proofreading
  - C. Print and mail a physical copy before sending
  - D. Set up a VPN before sending
11. Which of these is a common proofreading strategy?
  - A. Ignore punctuation
  - B. Read the text quickly
  - C. Read the text backward
  - D. Skip every other word
12. What is the primary purpose of an intranet in an office setting?
  - A. To connect to the internet
  - B. To share information within a company's internal network
  - C. To make cloud-based computing possible
  - D. To add a level of security to the office network
13. What does the term "telecommuting" refer to in an office environment?
  - A. Working from home or a remote location
  - B. Communicating using telegrams
  - C. Running office tasks remotely
  - D. Using telephones for meetings

14. What does the acronym “CRM” stand for in the context of office technologies?
  - A. Customer Relationship Management
  - B. Computer Resource Management
  - C. Centralized Record Management
  - D. Communications and Records Management
15. What is the purpose of an office procedure manual?
  - A. To track inventory of office supplies
  - B. To schedule meetings
  - C. To provide guidelines for routine tasks
  - D. To store minutes from company board meetings
16. What is the primary function of a firewall in office network security?
  - A. To block all internet access
  - B. To create a physical barrier from an intruder
  - C. To adhere to fire code regulations
  - D. To filter and monitor incoming and outgoing network traffic
17. When implementing a subject-based filing system, how are documents categorized?
  - A. By document creation date
  - B. According to the color of the paper
  - C. Based on the content or topic
  - D. In reverse alphabetical order
18. What is the purpose of using cross-referencing in manual filing?
  - A. To link paper documents more easily with electronic files
  - B. To link related paper documents in different files
  - C. To save paper
  - D. To eliminate the need for multiple filing cabinets
19. When formatting a business letter, where should the sender’s address be placed?
  - A. At the top left
  - B. At the bottom right
  - C. Within the footer
  - D. At the top right
20. What is the purpose of the salutation in a business letter?
  - A. To close the letter formally
  - B. To provide the sender’s contact information
  - C. To express gratitude
  - D. To formally greet the recipient of the letter

## Job 1: Agenda

Key the following as an agenda using the Style and Reference Manual as your guide for the Digital Solutions new product launch meeting for Wednesday, January 15, 2025, at 10:00 a.m. The meeting will take place in conference room B.

- Call to Order-Anthony Fuller, Creative Director
- Roll Call-Amber Jackson, Senior Director
- Reading of the minutes-Daniel Gegen, Administrative Assistant
- Treasurer's Report-Andy Preston, Business Analyst
- Other Officer Reports
- Committee Reports-product launch by Joe Bryant, sales department by Amy Dawson
- Unfinished Business-prototype modifications
- New Business-prototype demonstration at trade show
- Date of next meeting
- Adjournment

## Job 2: Letter

Type the following as a Business Letter using the letter formatting in the Style and Reference Manual. Use 743 High, Street Columbus, OH, 43215 for the recipient, Harvey Rosen, and use the current date and current year. Rachel Gowan, the office manager, is sending this letter. Send a copy of the letter to Alicia Hecht.

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 overage, 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.

### **Job 3: Memorandum**

Type the following memorandum and use the Style and Reference Manual as your guide to the entire sales staff at Digital Solutions from Joe Bryant. Send a copy to Nancy Wells, Chief Executive Officer. The subject of the memorandum is Community 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.