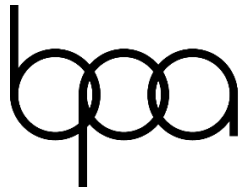


Contestant ID: \_\_\_\_\_

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

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



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

# **BASIC OFFICE SYSTEMS AND PROCEDURES (220)**

## **REGIONAL 2026**

### **MULTIPLE CHOICE**

20 Questions (5 points each) \_\_\_\_\_ (100 points)

### **PRODUCTION**

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

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

Job 3: Speech \_\_\_\_\_ (100 points)

**TOTAL POINTS** \_\_\_\_\_ **(400 points)**

**Test Time: 90 minutes**

### GENERAL GUIDELINES:

Failure to follow any of these rules may result in disqualification:

1. **Submission Requirements:** Contestants must submit this test booklet along with any printouts.
2. **Permitted Items:** Only the equipment, supplies, and materials specified for this event are allowed in the testing area. Previous BPA tests and sample tests (whether handwritten, photocopied, or typed) are not permitted.
3. **Electronic Devices:** Electronic devices will be monitored according to ACT standards.

### EXAM GUIDELINES:

1. **Check Your Booklet:** Make sure this test booklet includes Jobs 1-3.
2. **Follow Instructions:** Complete all jobs according to the instructions given.
3. **Correct Errors:** Fix any formatting, spelling, or grammar mistakes. Use the formatting guide in the *Style & Reference Manual*.
4. **No Names:** Do not put your name or initials on any work you submit. Use your Contestant ID instead of your reference initials.
5. **Label Your Work:** In the lower right-hand corner of all submitted work (unless specified otherwise), write your Contestant ID and job number.
6. **Finish Early:** If you finish before the time is up, let the proctor know. Finishing time may be used to break ties.
7. **Organize Your Submission:** Place your scoring sheet on top of your jobs. Arrange the jobs 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 primary purpose of a memorandum?
  - A. To send a formal letter to an external recipient
  - B. To communicate information within an organization
  - C. To write a persuasive argument
  - D. To create a formal report
2. What is the purpose of a style guide?
  - A. To provide guidelines for formatting documents
  - B. To establish a consistent writing style
  - C. To define the company's mission and vision
  - D. To outline the company's organizational structure
3. What is the primary function of a filing system?
  - A. To store documents in chronological order
  - B. To organize documents for easy retrieval
  - C. To protect documents from damage
  - D. To create a backup of important documents
4. Which of the following is a common office technology used for document creation and editing?
  - A. Spreadsheet software
  - B. Database software
  - C. Word processing software
  - D. Presentation software
5. Which technology tool is most appropriate for scheduling team meetings?
  - A. Microsoft Paint
  - B. Google Docs
  - C. Microsoft Excel
  - D. Microsoft Outlook
6. What is a common office procedure for handling incoming mail?
  - A. Shred immediately
  - B. Distribute to relevant departments
  - C. Ignore until the end of the month
  - D. Return to sender

7. Which software is most commonly used to create spreadsheets for data management?
  - A. Microsoft Word
  - B. Microsoft PowerPoint
  - C. Microsoft Excel
  - D. Microsoft Outlook
8. When preparing a written telephone message, which information is most critical to include?
  - A. The caller's name and company
  - B. The weather during the call
  - C. Personal details about the caller
  - D. The length of the call
9. Which step is essential when processing outgoing mail?
  - A. Verify address accuracy
  - B. Include unnecessary documents
  - C. Delay sending until the end of the week
  - D. Skip adding postage
10. Which of the following errors is NOT typically checked during proofreading?
  - A. Grammatical errors
  - B. Color scheme
  - C. Punctuation errors
  - D. Formatting inconsistencies
11. What is the best way to handle an irate customer?
  - A. Interrupt and defend your position
  - B. Listen actively and empathize
  - C. Ignore their concerns
  - D. Hang up immediately
12. What should you include in a professional business email signature?
  - A. Personal anecdotes
  - B. Name, title, contact information
  - C. Humorous quotes
  - D. Favorite emojis
13. Which file naming convention is most appropriate for business documents?
  - A. Report\_2024\_01\_15\_Final
  - B. New Doc 1
  - C. Final\_Final\_Really\_Final
  - D. Document123
14. How should you handle a request for information that you do not have available?
  - A. Guess the information
  - B. Tell the customer you will find out and get back to them
  - C. Ignore the request
  - D. Tell the customer to look it up themselves

15. What is an appropriate response to a customer's thank you?
- A. "No problem."
  - B. "You're welcome."
  - C. "It's nothing."
  - D. "Okay."
16. The correct state abbreviation for Alaska is \_\_\_\_\_.
- A. AL
  - B. AS
  - C. AK
  - D. AA
17. Which of the following technologies is commonly used for virtual meetings?
- A. Fax machine
  - B. Video conferencing
  - C. Typewriter
  - D. Landline telephone
18. What is one advantage of using electronic records over paper records?
- A. They are more prone to damage
  - B. They take up more physical space
  - C. They are easier to update and share
  - D. They are less secure
19. You should share your passwords with colleagues to ensure work continuity.
- A. True
  - B. False
20. Incoming mail should be opened and processed by any employee.
- A. True
  - B. False

## JOB 1: MEMORANDUM

Create the memo below. It will be sent to all employees from Julie Smith, Human Resources Department. Send a copy to Nancy Wells, CEO. Use today's date. Create an appropriate subject line. Format the memo using the *Style & Reference Manual*. Use a numbered list for the paragraphs that have **bold** headings. Enter your Contestant ID and job number right aligned in the footer, as follows: XXXXX – Job 1 (where XXXXX is your Contestant ID). After you have carefully proofread the memo, print it.

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As part of our ongoing commitment to giving back to our community, we are excited to announce a new initiative to support Student Technology Support. This nonprofit is dedicated to empowering students by providing comprehensive, accessible, and innovative technology support. We believe their work aligns with our values and goals.

We encourage employees to contribute using one or more of the following methods:

**Volunteering Time:** Join us for volunteer days where we will assist with recycling used technology equipment.

**Donating Funds:** Any financial contributions, no matter the size, can make a significant impact. Donations can be made through the Digital Solutions Human Resources Department.

**Donating Goods:** We will be organizing a drive to collect used technology equipment which will be donated to the nonprofit.

We believe that together we can make a meaningful difference in our community. Your participation is voluntary but greatly appreciated.

**JOB 2: TABLE**

Use the information below to create a table with borders that documents contributions by employees. Include the following columns and title the columns appropriately: First Name, Last Name, Department, Amount of Contribution. The title of the table should be Quarterly Contributions. The subtitle is Digital Solutions. Sort the data by amount from high to low. Print the table. Make sure all data can be seen and it fits on one page. Use the *Style & Reference Manual* to correctly format the table and align data.

Joan London, Financial Services, \$50

Mike McNally, Financial Services, \$25

Jay Crews, Information Technology, \$75

Emily Thompson, Marketing, \$60

Joann Clark, Admin Support, \$20

Nancy Wells, CEO, \$250

Harvey Rosen, Financial Services, \$150

Tom Carlson, Information Technology, \$200

Edna Renick, Admin Support, \$100

### **JOB 3: SPEECH**

Key the following speech for Julie Smith, Human Resources. The speech will be given at the quarterly employees' recognition banquet. The title is Employee Contributions. The subtitle is Digital Solutions.

When you have carefully proofread the speech, print it.

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I want to thank each and every one of you for your generous contributions to Student Technology Support. Your efforts have made a significant impact, and it is with great pride that I acknowledge the dedication and compassion you have shown.

Thanks to your support, we have made technology more accessible to deserving students. This success would not have been possible without your unwavering commitment and generosity. This quarter, Digital Solutions employees contributed a total of *[enter the total amount of contributions from the table in Job 2]*.

Thank you once again for your incredible contributions and for embodying the values that make our company great.