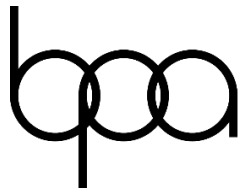


Contestant ID: \_\_\_\_\_

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

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



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

# ADVANCED OFFICE SYSTEMS AND PROCEDURES (225)

## REGIONAL 2026

### MULTIPLE CHOICE

25 Questions (4 points each) \_\_\_\_\_ (100 points)

### PRODUCTION

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

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

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

Job 4: Agenda \_\_\_\_\_ (100 points)

***TOTAL POINTS*** \_\_\_\_\_ ***(500 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 1-4.
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. When delivering a presentation to stakeholders, which practice is most effective for maintaining audience engagement?
  - A. Reading directly from slides without making eye contact
  - B. Using technical jargon throughout the presentation
  - C. Incorporating relevant examples and case studies
  - D. Speaking in a monotone voice to sound professional
2. Which method is most effective for organizing business documents?
  - A. Random filing in any available space
  - B. Hierarchical folder system with clear naming conventions
  - C. Keeping all documents in a single folder
  - D. Organizing only by date received
3. What is a key feature of office technologies used for document production?
  - A. Automated formatting
  - B. Manual proofing
  - C. Handwritten edits
  - D. Outsourcing document creation
4. What is the most appropriate action when handling confidential business documents?
  - A. Store them in a shared network drive
  - B. Implement secure filing and password protection
  - C. Email them to all staff members to save
  - D. Print multiple copies for security
5. When coordinating multiple department schedules, what should an office manager prioritize?
  - A. Personal preferences only
  - B. Cost considerations exclusively
  - C. Key deadlines and resource availability
  - D. Random time slots
6. How should an office manager handle conflicting priorities among staff members?
  - A. Ignore the conflicts
  - B. Consider urgency and business impact
  - C. Always favor senior staff
  - D. Let staff resolve conflicts without intervention
7. What is the best practice for maintaining digital records?
  - A. Save everything without organization
  - B. Delete old files immediately
  - C. Regular backups and systematic file organization
  - D. Print all documents for physical storage

8. How should an office manager approach process improvement?
  - A. Maintain all existing procedures without change
  - B. Collect feedback and analyze data
  - C. Change procedures daily
  - D. Ignore staff suggestions
9. What is the most effective way to handle incoming communications?
  - A. Respond to all messages immediately
  - B. Prioritize and organize by urgency and importance
  - C. Delegate all communications to others
  - D. Address messages only at day's end
10. You receive an urgent document that needs signatures from three department heads who are all in different meetings. What is the most efficient course of action?
  - A. Wait until tomorrow when everyone is available
  - B. Request digital signatures with mobile notifications
  - C. Cancel all meetings to get signatures
  - D. File the document without signatures
11. A confidential email was accidentally sent to the entire office instead of a specific department. What should be your immediate response?
  - A. Issue a recall notice and security protocol alert
  - B. Ignore the situation
  - C. Forward the email to more people
  - D. Delete the email server
12. The office printer network crashes during preparation for a major client presentation in 30 minutes. What's your best solution?
  - A. Cancel the presentation
  - B. Contact IT and find nearby backup printing options
  - C. Present without materials
  - D. Send everyone home for the day
13. Multiple departments request use of the main conference room for the same time slot tomorrow. How do you resolve this?
  - A. First come, first served without consideration
  - B. Cancel all meetings
  - C. Evaluate meeting priorities and participant schedules
  - D. Let departments argue it out
14. A new filing system needs to be implemented, but employees are resistant to change. What's the best approach?
  - A. Force the change without explanation
  - B. Provide training and demonstrate benefits through a pilot program
  - C. Keep the old system
  - D. Let each person create their own system

15. Which approach is essential for managing a large volume of incoming emails?
  - A. Responding to emails immediately
  - B. Organizing emails by sender
  - C. Deleting all old emails
  - D. Setting time blocks for email review
16. Which software is commonly used for creating business presentations?
  - A. Excel
  - B. PowerPoint
  - C. Word
  - D. OneNote
17. How should an office manager handle incoming mail?
  - A. Distribute to staff immediately
  - B. Delegate the task to another employee
  - C. Return it to the sender
  - D. Sort and file systematically
18. How does an office manager ensure the smooth running of office operations?
  - A. By implementing clear procedures
  - B. By avoiding all staff meetings
  - C. By handling every task personally
  - D. By extending office hours daily
19. What is a key consideration when creating a task list for administrative staff?
  - A. Assigning all tasks to one person
  - B. Matching skills and workload capacity to assignments
  - C. Randomly distributing work
  - D. Ignoring deadlines completely
20. How can an office manager ensure efficient use of resources?
  - A. Ordering excess supplies always
  - B. Never replacing equipment
  - C. Regular monitoring and allocation based on needs
  - D. Allowing unlimited access to all resources
21. The Marketing Department has just submitted their quarterly report with numerous formatting errors and typos. As the office manager, you need to address this situation. What is the most professional course of action?
  - A. Return the report without any explanation
  - B. Implement a standardized review process and provide constructive feedback
  - C. Fix the errors yourself without telling anyone
  - D. Ignore the errors since it's already completed

22. Which of the following is NOT a common spelling error?
- A. Recieve
  - B. Seperate
  - C. Achieve
  - D. Belive
23. Using passive voice in business writing is generally recommended for clarity.
- A. True
  - B. False
24. Receipts for approved expenses should always be included in travel expense reports.
- A. True
  - B. False
25. Business presentations should always use bullet points for all slides.
- A. True
  - B. False

## JOB 1: PRESENTATION

Create a seven-slide presentation that explains the seven ARMA rules that provide consistency in simplified filing. You can find these rules in your *Style & Reference Manual*.

Each rule should be on a separate slide. Feel free to shorten and/or re-word the rule to fit on the slide, but be sure important information is included. Use the Notes area for additional information.

Use an appropriate design for a business presentation. Make sure the information on each slide can be seen by an audience in a large room. Use the Notes section of each slide to provide additional information for the presenter.

Proofread your slides carefully. Export the presentation to a Word handout with notes next to the slides. The information in the handout will appear as a Word table. Change all row heights in the table to two inches so that all seven slides appear on two pages.

In the Word document, enter your Contestant ID and job number right aligned in the footer, as follows: XXXXX – Job 1 (where XXXXX is your Contestant ID). Print the two-page handout.

### Grading Rubric – Job #1

Criteria	Points Possible	Points Awarded
Presentation is 7 slides with 1 ARMA rule on each slide	20	
Information on each slide can be easily visible by audience in a large room	20	
Presentation was exported as a Word handout with notes (if used) next to the slides	20	
All 7 slides appear on two pages when printed	10	
Correct grammar/punctuation/spelling used – count 5 off for each error up to 20 points	20	
Contestant ID/Job # located in footer	10	
<b>TOTAL POINTS</b>	<b>100</b>	

## **JOB 2: MEMORANDUM**

Compose a memo to the Administrative Support team at Digital Solutions. Use today's date. Format the memo according to the *Style & Reference Manual*. The memo is from Edna Renick. When determining dates, use today's date. If today's date is June 1, two weeks from today would be June 15.

The memo should let the team know that there will be a mandatory two-hour training covering file management rules including how to follow ARMA rules. The location is Digital Solutions' Conference Room. There will be two opportunities for this training. One will be a morning training two weeks from today and the other will an afternoon training three weeks from today. All employees in the Administrative Support Department should register for one of these sessions by using this link: [training.digitalsolutions.abc](https://training.digitalsolutions.abc). Registration deadline is one week from today. Please include in your memo reasons for the training. Snacks and beverages will be provided.

Enter your Contestant ID and job number right aligned in the footer, as follows: XXXXX – Job 2 (where XXXXX is your Contestant ID). Print the memo.



### **JOB 3: REPORT**

Key the report below from you to Edna Renick. Correct all spelling and word usage errors as you key. Use your Contestant ID as the sender instead of your name. Use the Style and Reference Manual for formatting guidance. The title of the report is Office Technologies: A Quick Overview. Enter your Contestant ID and job number right aligned in the footer, as follows: XXXXX – Job 3 (where XXXXX is your Contestant ID). Print the corrected report.

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In today's fast-paced business environment, office technologies play a crucial role in enhancing efficiency and productivity. From communication tools to advanced software applications, technologies streamline workflow, improve collaboration, and enable employees to manage tasks more effectively.

#### **Communication Tools**

Effective communication is vital for any business. Office technologies such as email, instant messaging, and video conferencing facilitate communication.

#### **Document Management Systems**

Managing documents are a critical aspect of office operations. Document management systems like SharePoint, Google Drive, and Dropbox streamline the creation, storage, and retrieval of documents.

#### **Office Software Suites**

Office software suites like Microsoft Office 365 and Google Workspace are integral to daily business functions. These suites offer a range of applications including word processing, spreadsheets, presentations, and email.

#### **Automation Tools**

Automation technologies streamline repetitive tasks, freeing up time for employees to focus on more strategic activities.

#### **Cybersecurity**

With increasing cyber threats, vigorous cybersecurity measures are essential for protecting business data and systems. Technologies like antivirus software, firewalls, and multi-factor authentication are crucial.

#### **Conclusion**

Office technologies enable businesses to have better communication, document management, automation, and security. By adopting these technologies, organizations can enhance productivity, streamline processes, and stay competitive in a rapidly evolving digital landscape.

## **JOB 4: AGENDA**

Create an agenda for one of the file management trainings from Job 2. Follow the agenda in the Style and Reference Manual for formatting but not wording. Use the information below for the verbiage in the agenda.

Enter your Contestant ID and job number right aligned in the footer, as follows: XXXXX – Job 4 (where XXXXX is your Contestant ID).

Company: Digital Solutions

Date: Two weeks from today (use the actual date), 1 p.m.

Location: Conference Room

Include the following items in an appropriate order.

This training should not exceed two hours so assign time frames for each item in order to keep attendees and presenters on track. Rules 1-4 need 30 minutes and Rules 5-7 need 30 minutes. The break should be 15 minutes. When you are finished, print the agenda.

- Introductions of attendees
- Question and Answer
- Ice Breaker
- Rules 1-4
- Introduction of Edna Renick
- Break
- Introduction of Rules
- Rules 5-7
- Other pertinent information