

KEYBOARDING PRODUCTION (20)

Regional—2006

| Production Test | | Points |
|----------------------------|------------|----------------------------------|
| Job 1 | Letter | _____ (100 pts.) |
| Job 2 | Memorandum | _____ (100 pts.) |
| Job 3 | Table | _____ (100 pts.) |
| Job 4 | Report | _____ (100 pts.) |
| <i>TOTAL POINTS</i> | | _____ (<i>400 pts.</i>) |

Failure to adhere to any of the following rules will result in disqualification.

- 1. Contestant must hand in this test booklet and all printouts. 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 or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.***
- 3. Electronic devices will be monitored according to ACT standards.***

No more than ten (10) minutes orientation
 No more than 60 minutes testing/production
 No more than ten (10) minutes wrap-up

Do **NOT** open test booklet until instructed to do so.

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Workplace Skills Assessment Program regional competition.

GENERAL INSTRUCTIONS

1. Make certain this test booklet contains Jobs 1-4.
2. Correct all errors. Copy is graded on production standards.
3. For any problem where you would normally use your reference initials, use your contestant number. Your name or initials should NOT appear on any work you submit. **Key your contestant number and job number as a footer in the lower left-hand corner of all work submitted.**
4. If you finish before the end of the 60 minutes of testing, notify the proctor. Time may be a factor in determining the winner in the event of a tie.
5. When turning in your materials, place your scoring sheet on top of your jobs. The jobs should be arranged in numerical order.

JOB 1—Letter

Directions: Key the following letter using Professional Business Associates' standards. The letter is from Julie Smith, Human Resources Department Manager, and goes to Mr. James C. Johnson, Johnson Associates, 435 Turner Road, Cleveland, OH 32456. The subject of the letter is HUMAN RESOURCES MANUAL CD REPLICATION. Use the current date.

Dear

We would like to hire your organization to replicate CDs which will contain our Human Resources Manual. This CD will be provided to each of our 1,200+ employees and will replace the paper version we now use.

We will need an estimate of the cost for your services as well as the length of time you anticipate the project will take. Two of your former clients have given high marks to your organization for providing them with reliable replicated CDs.

Our managers have finished their revisions of the current handbook. We are awaiting the Board's approval before we begin production. Our Board meets on April 3. I will send the final version to you as soon as possible after their approval of the new handbook.

Please contact me so we can arrange a meeting to review the details of your contracted services. My e-mail address is jsmith@pba.org or you may call me at 1-800-342-5800.

Sincerely

JOB 2—Memorandum

Directions: Key the following memo using Professional Business Associates' memorandum standards. The memo will go to All Employees from Julie Smith, Human Resources Department Manager. The subject of the memo is *Human Resources Manual*. Use the current date.

We have recently contracted with Johnson Associates to replicate our new Human Resources Manual on CD. This CD will replace the paper manual currently in use at this time. We have found putting the manual on CD is more cost effective than producing a paper version.

All department managers have given their input on revisions to the current version of the manual, and the new version is on the Board's agenda April 3. We anticipate no problems with their approval. Johnson Associates has assured us they can have the CDs replicated and to us in time to implement a June 1 effective date for the new manual.

If you have questions regarding our new Human Resources Manual after its distribution, please contact me at jsmith@pba.org or call me at Ext. 234.

Thank you in advance for your cooperation in this matter.

JOB 3—Table

Directions: Key the following table using the Professional Business Associates' table format. Center the table vertically on the page. Tables should be double spaced and printed without borders.

PROFESSIONAL BUSINESS ASSOCIATES

Number of Employees by Department

| | <u>Full Time</u> | <u>Part Time</u> |
|------------------|------------------|------------------|
| Operations | 846 | 319 |
| Sales | 29 | 10 |
| Accounting | 14 | 5 |
| Human Resources | 16 | 3 |
| Public Relations | 7 | 3 |

JOB 4—Report

Directions: Key the following report from Julie Smith, Human Resources Department Manager, to All Employees, Human Resources Department, using Professional Business Associates' standards. The title of the report is Ethical Conduct.

Ethical conduct is a subject which has received a great deal of attention in recent years. Many businesses have developed written codes and have taken steps to ensure employees of the business and the public are aware of these codes. Making people aware of the codes is a company's way of renewing its commitment to ethical practice.

A major purpose of a code of ethics is to relay a company's values and business standards to all its workers. Each worker must realize he or she is required to apply these standards in all relations with co-workers, potential and current customers and suppliers, and the public at large.

Employees must be able to combine personal standards with those of the business to adhere to the code. This mixture is important because each job has an ethical aspect and each employee has a responsibility to carry out the functions of the job in an ethical and proper manner.

Additionally, our department has the added responsibility of confidentiality of employee information. It is imperative that each member of the Human Resources Department understand we, in this age of using technology for identity theft, place a high importance on keeping personal information about our employees private.



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KEY

Regional—2006

| Production Test | | Points |
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| Job 1 | Letter | _____ (100 pts.) |
| Job 2 | Memorandum | _____ (100 pts.) |
| Job 3 | Table | _____ (100 pts.) |
| Job 4 | Report | _____ (100 pts.) |
| <i>TOTAL POINTS</i> | | _____ (<i>400 pts.</i>) |

Graders:

When grading computer-generated problems, refer to the Style and Reference Manual and Production Standards in the *Workplace Skills Assessment Program* Guidelines for further instructions.

Double-check and verify all scores!

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Workplace Skills Assessment Program key competition.



KEYBOARDING PRODUCTION (20)

KEY

Scoring Sheet

| Job | Production Standards |
|------------------------------|--|
| Job 1 - Letter | 0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts. |
| Job 2 – Memorandum | 0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts. |
| Job 3 – Table | 0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts. |
| Job 4 – Report | 0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts. |
| TOTAL POINTS POSSIBLE | (400) |



JOB 1—Letter

(Date 2” Down) (Side Margins 1”)

Current Date

(DS)

CERTIFIED MAIL

(DS)

Mr. James C. Johnson

Johnson Associates

435 Turner Road

Cleveland, OH 32456

(DS)

Dear Mr. Johnson

(DS)

HUMAN RESOURCES MANUAL CD REPLICATION

(DS)

We would like to hire your organization to replicate CDs which will contain our Human Resources Manual. This CD will be provided to each of our 1,200+ employees and will replace the paper version we now use.

(DS)

We will need an estimate of the cost for your services as well as the length of time you anticipate the project will take. Two of your former clients have given high marks to your organization for providing them with reliable replicated CDs.

(DS)

Our managers have finished their revisions of the current handbook. We are awaiting the Board’s approval before we begin production. Our Board meets on April 3. I will send the final version to you as soon as possible after their approval of the new handbook.

(DS)

Please contact me so we can arrange a meeting to review the details of your contracted services.

My e-mail address is jsmith@pba.org or you may call me at 1-800-342-5800. **(DS)**

Sincerely

(QS)

Julie Smith

Human Resources Department Manager

(DS)

Contestant Number

Contestant Number

Job Number

Graders: This is a footer and must be on all printouts as specified in the contest instructions.



JOB 2—Memorandum

All Margins 1"

MEMORANDUM

(DS)

TO: All Employees

(DS)

FROM: Julie Smith, Human Resources Department Manager

(DS)

DATE: (Current Date)

(DS)

SUBJECT: Time Management Analysis

(DS)

We have recently contracted with Johnson Associates to replicate our new Human Resources Manual on CD. This CD will replace the paper manual currently in use at this time. We have found putting the manual on CD is more cost effective than producing a paper version.

(DS)

All department managers have given their input on revisions to the current version of the manual, and the new version is on the Board's agenda April 3. We anticipate no problems with their approval. Johnson Associates has assured us they can have the CDs replicated and to us in time to implement a June 1 effective date for the new manual.

(DS)

If you have questions regarding our new Human Resources Manual after its distribution, please contact me at jsmith@pba.org or call me at Ext. 234.

(DS)

Thank you in advance for your cooperation in this matter.

(DS)

Contestant Number

Contestant Number

Job Number



JOB 3—Table

(Graders – Table should be centered vertically on the page. Instructions state table should be double spaced and have no borders.)

PROFESSIONAL BUSINESS ASSOCIATES

(DS)

Number of Employees by Department

(QS)

| | <u>Full Time</u> | <u>Part Time</u> |
|------------------|------------------|------------------|
| Operations | 846 | 319 |
| Sales | 29 | 10 |
| Accounting | 14 | 5 |
| Human Resources | 16 | 3 |
| Public Relations | 7 | 3 |

Contestant Number
Job Number



JOB 4—Report

Julie Smith (Sender's Name 1" from Top)

(DS)

All Employees (Recipient's Name)

(DS)

Human Resources Department (Recipient's Department)

(DS)

Current Date (24 December 2018 Format)

(DS)

Ethical Conduct

(DS)

Ethical conduct is a subject which has received a great deal of attention in recent years.

Many businesses have developed written codes and have taken steps to ensure employees of the business and the public are aware of these codes. Making people aware of the codes is a company's way of renewing its commitment to ethical practice.

A major purpose of a code of ethics is to relay a company's values and business standards to all its workers. Each worker must realize he or she is required to apply these standards in all relations with co-workers, potential and current customers and suppliers, and the public at large.

Employees must be able to combine personal standards with those of the business to adhere to the code. This mixture is important because each job has an ethical aspect and each employee has a responsibility to carry out the functions of the job in an ethical and proper manner.

Additionally, our department has the added responsibility of confidentiality of employee information. It is imperative that each member of the Human Resources Department understand we, in this age of using technology for identity theft, place a high importance on keeping personal information about our employees private.

(Paragraphs are double-spaced)

Contestant Number

Job Number