

ADVANCED WORD PROCESSING (22)

Regional—2005

Job 1	Letter	_____	(100 pts.)
Job 2	Report	_____	(100 pts.)
Job 3	Outline	_____	(100 pts.)
Job 4	Itinerary	_____	(100 pts.)
Job 5	News Release	_____	(100 pts.)
TOTAL POINTS			_____ (500 pts.)

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.***

Maximum test time is 90 minutes

(A five-minute warning will be given to ensure all printing is complete).

NOTE: The administrator should allow time for orientation, instructions, warm-up, checking equipment, etc. before starting test time.

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 1-5.
2. Correct all errors. Copy is graded according to production standards.
3. For any job 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 footers on all documents.
4. If you finish before the end of the testing time, notify the administrator of the contest. Time may be a factor in determining the winner in the event of a tie.
5. When turning in your completed work, place your Scoring Sheet on top of all of your jobs. The jobs should be arranged in numerical order. Turn in all partial jobs.

Job 1: Letter

Key the following letter from Roger Meyer, Marketing Department, to the members of the Humbolt High School Chapter of Business Professionals of America. The school address is 2468 Tenth Avenue, Humbolt, KS 56789. The subject is *Netiquette*.

Here are a few pointers to help you as you dwell in cyberspace.

Avoid writing e-mail messages using all caps—IT LOOKS LIKE YOU'RE SHOUTING!

To add humor and personality to your messages, use smileys, also known as emoticons, expressions you create from the characters on your keyboard.

A few popular ones include:

1. :-) Happy
2. :-(Sad
3. :-@ Screaming
4. :-< Mad
5. ;-) Winking

If you desire further information, let me know.

Job 2: Report

Key the following report from Roger Meyer, Marketing Department to All Employees. Use the current date. The title of the report is *Creative Decision Making*.

Successful employees use models to make their jobs easier. A model is a framework for doing a particular task. There are models that can lead to better and more creative decisions, such as the Meyers model, named after Bruce Meyers, a professor at Western Illinois University, in 1987.

This model has six stages, which are defined below.

Stage 1: Recognition

Describe the problem in writing. Also describe any events that may occur that could affect the problem.

Stage 2: Fact Finding

Systematically gather additional information about the problem. Ask questions that begin with who, what, where, when, how many, or how much to find out as much information as possible.

Stage 3: Problem Finding

Revisit the problem to come up with more creative solutions or a broader range of solutions.

Stage 4: Idea Finding

Brainstorm to come up with alternative solutions to the problem. All ideas are considered and no idea is rejected.

Stage 5: Solution Finding

Evaluate the ideas and solutions. Make a list of the problems on one side of the paper and all the possible solutions on other side of the paper. Try to match problems and solutions, aiming for the most practical solutions.

Stage 6: Acceptance Finding

Figure out what needs to be done to carry out or implement a solution. Anticipate potential objections to the decision.

Job 3: Outline

Key the following outline using Professional Business Associates format. The title is *Communication Skills*.

- I. Developing Communication Skills
 - A. What is Communication?
 - B. Communication as a management Skill
 - C. Learning to Communicate
 - 1. Understand the audience
 - 2. Develop good listening skills
 - 3. Understand the importance of nonverbal communication

- II. Types of Written Communication
 - A. Principles of Good Writing
 - B. Types of business Documents
 - C. Verbal Communication
 - D. Choosing the Best Method of Communication

Job 4: Itinerary

Prepare the following itinerary for Nancy Wells, Chief Executive Officer, who is traveling to Los Angeles, CA. Travel dates are Monday, October 17, to Friday, October 21, 2005.

Monday, October 17

7:34 a.m. Depart Columbus, Columbus International Airport (CMH) Delta Airlines, Flight 753 (non-stop)

11:45 a.m. Arrive Los Angeles, CA (LAX)

Tuesday, October 18

8:00 a.m. Attend conference

1:00 p.m. Lunch with vendor

Wednesday, October 19

7:00 a.m. Breakfast meeting with software developers

9:00 a.m. Attend conference

Thursday, October 20

8:00 a.m. Attend conference

1:00 p.m. Lunch with financial analysts

Friday, October 21

10:23 a.m. Depart Los Angeles, CA (LAX), Delta Airlines, Flight 394 (non-stop)

5:14 p.m. Arrive Columbus, Columbus International Airport (CMH)

Job 5: News Release

Prepare the following news release from Nancy Wells, Chief Executive Officer, regarding the seminar that is being sponsored by Professional Business Associates, 5454 Cleveland Avenue, Columbus, OH 43231-1234, phone number 614-555-5555.

The title of the news release is *Professional Business Associates Announces Seminars*.

Use the current date as the release date.

Professional Business Associates is pleased to announce a seminar series entitled "Planning and Strategic Management." The first seminar will begin on Tuesday, July 12, 2005, at 7:00 p.m. in the Conference Room at Professional Business Associates.

Ms. Julie Smith, Human Resources Department, will present the first seminar on the subject of "The Planning Process."

More details will be forthcoming.



ADVANCED WORD PROCESSING (22)

KEY

Regional—2005

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Job 5	News Release	_____	(100 pts.)
<i>TOTAL POINTS</i>		_____	<i>(500 pts.)</i>

Graders:

When grading computer-generated problems, refer to the *Style & Reference Manual* and Production Standards in the *Workplace Skills Assessment Program Guidelines*. Formats must match the style manual.

Double-check and verify all scores!

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Job 1: Letter

Current Date

Humbolt High School Chapter
Business Professionals of America
2468 Tenth Avenue
Humbolt, KS 56789

Dear Chapter Members: (Note to grader: salutation may vary)

NETIQUETTE

Here are a few pointers to help you as you dwell in cyberspace.

Avoid writing e-mail messages using all caps—IT LOOKS LIKE YOU'RE SHOUTING!

To add humor and personality to your messages, use smileys, also known as emoticons, which are expressions you create from the characters on your keyboard.

A few popular ones include:

1. :-) Happy
2. :-(Sad
3. :-@ Screaming
4. :-< Mad
5. ;-) Winking

If you desire further information, let me know.

Sincerely,

Roger Meyer
Marketing Department



Contestant Number

Job 2: Report

Meyer 1

Roger Meyer, Marketing Department

All Employees

Current Date

Creative Decision Making

Successful employees use models to make their jobs easier. A model is a framework for doing a particular task. There are models that can lead to better and more creative decisions, such as the Meyers model, named after Bruce Meyers, a professor at Western Illinois University, in 1987.

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Meyer 2

Stage 4: Idea Finding

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Stage 5: Solution Finding

Evaluate the ideas and solutions. Make a list of the problems on one side of the paper and all the possible solutions on other side of the paper. Try to match problems and solutions, aiming for the most practical solutions.

Stage 6: Acceptance Finding

Figure out what needs to be done to carry out of implement a solution. Anticipate potential objections to the decision.



Job 3: Outline

COMMUNICATION SKILLS

I. DEVELOPING COMMUNICATION SKILLS

- A. What is Communication?
- B. Communication as a Management Skill
- C. Learning to Communicate
 - 1. Understand the audience
 - 2. Develop good listening skills
 - 3. Understand the importance of nonverbal communication

II. TYPES OF WRITTEN COMMUNICATION

- A. Principles of Good Writing
- B. Types of Business Documents
- C. Verbal Communication
- D. Choosing the Best Method of Communication



Job 4: Itinerary

ITINERARY

Nancy Wells

October 17-21, 2005

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Flight 753 (non-stop)

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Job 5: News Release

NEWS RELEASE

From Nancy Wells
5454 Cleveland Avenue
Columbus, OH 43231-1234
614-555-5555

Release Current Date

PROFESSIONAL BUSINESS ASSOCIATES ANNOUNCES SEMINARS

Professional Business Associates is pleased to announce a seminar series entitled “Planning and Strategic Management.” The first seminar will begin on Tuesday, July 12, 2005, at 7:00 p.m. in the Conference Room at Professional Business Associates.

Ms. Julie Smith, Human Resources Department, will present the first seminar on the subject of “The Planning Process.”

More details will be forthcoming.

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