

KEYBOARDING PRODUCTION (20)

Regional—2004

	Production	Points
Job 1	Announcement	_____ (50 pts.)
Job 2	Letter	_____ (100 pts.)
Job 3	Memo	_____ (50 pts.)
Job 4	Table	_____ (100 pts.)
Job 5	Report	_____ (100 pts.)
<i>TOTAL POINTS</i>		_____ (<i>400</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.*

30 minutes of orientation/warm-up/wrap-up
 60 minutes for testing/production
 90 minutes total time allotted

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 on production standards.
3. Use your contestant number for any job where you would normally use your reference initials. Your name or initials should NOT appear on any work you submit. Key your contestant number and job number as a footer on all work submitted unless otherwise specified.
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 the top with your typed items in numerical order.

JOB 1—Announcement

Directions: Key the following announcement centering the announcement vertically on the page and each line horizontally. Triple space below the heading line and double space between the other lines.

YOU ARE INVITED

to become a member of

Business Professionals of America

October 28, 7:00 p.m.

High School Media Center

Parents welcome

Refreshments will follow the ceremony

JOB 2—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. Thomas Jones, Jones Training Services, 4000 State Street, Grand Rapids, MI 47890. Supply an appropriate salutation and closing. Use the current date.

This letter is to confirm our arrangements with you to conduct a full-day workshop on Saturday, January 31, 2004, from 9:00 a.m. to 4:00 p.m. to prepare our employees to pass two Microsoft Office Specialist certification tests.

We currently have 15 employees interested in taking the workshop. They are expecting a light breakfast, lunch, two certification test coupons, use of your training software and assistance from a qualified trainer.

We have reserved two computer labs located next to each other—one for training and one for testing. A skilled technician will be on hand all day to solve any technical problems with the equipment and software as well as monitor the testing room. He has agreed to the \$150 honorarium for these services. You will need to provide the training software at least two days prior to the workshop to allow for installation and problem solving.

We have also contracted with a catering service to provide food for breakfast and lunch. As per our previous discussion, the cost will be \$15 per person paid by your company out of the \$250 fee per participant.

If there are any other details which need to be addressed, please contact me through my e-mail address at jsmith@pba.org or call me at 1-800-542-7500.

JOB 3—Memorandum

Directions: Key the following memo using the 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 Microsoft Office Specialist Certification. Use today's date.

It has come to our attention that several of our employees have expressed an interest in becoming certified in the various Microsoft Office software programs. Because of this interest, we have scheduled a full-day workshop to be held on Saturday, January 31, 2004, from 9:00 a.m. to 4:00 p.m. to prepare you to pass two certification tests of your choice.

The workshop will allow you to work at your own pace through software designed to simulate the actual MOS certification tests. For those questions causing you difficulty, you may choose to have the software's training feature walk you through the question step-by-step. When you feel you are sufficiently prepared, you will proceed to a quiet testing environment next door to take the test.

The cost of the workshop is \$250 which includes a light breakfast, lunch, two certification tests (normally \$75 per test), and use of the training software with assistance from a certified MOS instructor. The administration has authorized a \$200 bonus for each test successfully passed by participating employees.

If you are interested in signing up for the workshop, please contact me at jsmith@pba.org by Wednesday, January 28, so we can plan for food and materials.

JOB 4—Table

Directions: Key the following table using correct Professional Business Associates' table format. Center the table vertically on the page.

MOS CERTIFICATION WORKSHOP PARTICIPANTS

Saturday, January 31, 2004

<u>Name</u>	<u>Department</u>	<u>Fee Paid</u>
Tom Whiting	Human Resources	Yes
Mary O'Donnell	Administrative	No
Judy Thompson	Finance	Yes
Kathy Connors	Purchasing	Yes
Jan Davis	Word Processing	Yes

JOB 5—Report

Directions: Key the following report from Julie Smith, Human Resources Department Manager, to Kathleen Roberts, Administrative Department, using Professional Business Associates' standards. The title for the report is Benefits of Certification.

The Microsoft Office Specialist certification program is becoming recognized as the standard for validating one's expertise with the Microsoft Office suite. Individuals as well as businesses reap benefits from employees acquiring certification in Word, Excel, Access, PowerPoint, and Outlook.

Individuals

By earning certification, an individual's expertise is acknowledged and often rewarded with increased compensation. One's credibility with employers, co-workers, and clients is also increased as specialist-certified individuals demonstrate their productivity and competence. When seeking employment, certification can set you apart from others competing for the same position. Once a position is acquired, certified individuals report they have increased job satisfaction.

Businesses

When selecting new employees, certification simplifies the process of identifying and verifying candidate's skills. Employers who hire certified candidates spend less time training new employees to be competent users of the Microsoft Office suite. From the onset of employment, they are productive, self-confident, and generally raise the level of employee morale.



KEYBOARDING PRODUCTION (20)

KEY

Regional—2004

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Job 1	Announcement	_____ (50 pts.)
Job 2	Letter	_____ (100 pts.)
Job 2	Memorandum	_____ (50 pts.)
Job 3	Table	_____ (100 pts.)
Job 4	Report	_____ (100 pts.)
	<i>TOTAL POINTS</i>	_____ (400)

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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KEYBOARDING PRODUCTION (20)

KEY

Scoring Sheet

Job	Production Standards
Job 1 – Announcement	0 errors = 50 pts. 1 error = 45 pts. 2 errors = 40 pts. 3+ errors = 0 pts.
Job 2 -Letter	0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.
Job 3 – Memorandum	0 errors = 50 pts. 1 error = 45 pts. 2 errors = 40 pts. 3+ errors = 0 pts.
Job 4 –Table	0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.
Job 5 – Report	0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.
TOTAL POINTS POSSIBLE	(400)



Job 1—Announcement

(Centered Vertically on Page)
(Each Line Centered Horizontally)

YOU ARE INVITED

(TS)

to become a member of

(DS)

Business Professionals of America

(DS)

October 28, 7:00 p.m.

(DS)

High School Media Center

(DS)

Parents welcome

(DS)

Refreshments will follow the ceremony



Job 2—Letter

**(Date 2” Down)
(Side Margins 1”)**

Current Date

(QS)

Mr. Thomas Jones
Jones Training Services
4000 State Street
Grand Rapids, MI 47890

(DS)

Dear Mr. Smith:

(DS)

This letter is to confirm our arrangements with you to conduct a full-day workshop on Saturday, January 31, 2004, from 9:00 a.m. to 4:00 p.m. to prepare our employees to pass two Microsoft Office Specialist certification tests.

(DS)

We currently have 15 employees interested in taking the workshop. They are expecting a light breakfast, lunch, two certification test coupons, use of your training software and assistance from a qualified trainer.

(DS)

We have reserved two computer labs located next to each other—one for training and one for testing. A skilled technician will be on hand all day to solve any technical problems with the equipment and software as well as monitor the testing room. He has agreed to the \$150 honorarium for these services. You will need to provide the training software at least two days prior to the workshop to allow for installation and problem solving.

(DS)

We have also contracted with a catering service to provide food for breakfast and lunch. As per our previous discussion, the cost will be \$15 per person paid by your company out of the \$250 fee per participant.

(DS)

If there are any other details which need to be addressed, please contact me through my e-mail address at jsmith@pba.org or call me at 1-800-542-7500.

(DS)

Sincerely,

(QS)

Julie Smith
Human Resources Department Manager

(DS)

Contestant Number

Contestant Number

Job #



Job 3—Memorandum

MEMORANDUM (16 PT)

MEMORANDUM
Top Margin: 2”
Side Margins: 1”

(TS)

TO: All Employees

(DS)

FROM: Julie Smith, Human Resources Department Manager

(DS)

DATE: Current Date

(DS)

SUBJECT: MICROSOFT OFFICE CERTIFICATION

(DS)

It has come to our attention that several of our employees have expressed an interest in becoming certified in the various Microsoft Office software programs. Because of this interest, we have scheduled a full-day workshop to be held on Saturday, January 31, 2004, from 9:00 a.m. to 4:00 p.m. to prepare you to pass two certification tests of your choice.

(DS)

The workshop will allow you to work at your own pace through software designed to simulate the actual MOS certification tests. For those questions causing you difficulty, you may choose to have the software's training feature walk you through the question step-by-step. When you feel you are sufficiently prepared, you will proceed to a quiet testing environment next door to take the test.

(DS)

The cost of the workshop is \$250 which includes a light breakfast, lunch, two certification tests (normally \$75 per test), and use of the training software with assistance from a certified MOS instructor. The administration has authorized a \$200 bonus for each test successfully passed by participating employees.

(DS)

If you are interested in signing up for the workshop, please contact me at jsmith@pba.org by Wednesday, January 28, so we can plan for food and materials.

Contestant Number

Job #



JOB 4—Table

(Centered Vertically on Page)

MOS CERTIFICATION WORKSHOP PARTICIPANTS

(DS)

Saturday, January 31, 2004

(QS)

<u>Name</u>	<u>Department</u>	<u>Fee Paid</u>
Tom Whiting	(DS) Human Resources	Yes
Mary O'Donnell	(DS) Administrative	No
Judy Thompson	(DS) Finance	Yes
Kathy Connors	(DS) Purchasing	Yes
Jan Davis	(DS) Word Processing	Yes

Contestant Number
Job #

JOB 5—Report

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

(DS)

Kathleen Roberts (Recipient's Name)

(DS)

Administrative Department (Recipient's Department)

(DS)

Current Date (24 December 2018 Format)

(DS)

Benefits of Certification

(DS)

The Microsoft Office Specialist certification program is becoming recognized as the standard for validating one's expertise with the Microsoft Office suite. Individuals as well as businesses reap benefits from employees acquiring certification in Word, Excel, Access, PowerPoint, and Outlook.

Individuals

By earning certification, an individual's expertise is acknowledged and often rewarded with increased compensation. One's credibility with employers, co-workers, and clients is also increased as specialist-certified individuals demonstrate their productivity and competence. When seeking employment, certification can set you apart from others competing for the same position. Once a position is acquired, certified individuals report they have increased job satisfaction.

Businesses

When selecting new employees, certification simplifies the process of identifying and verifying candidate's skills. Employers who hire certified candidates spend less time training new employees to be competent users of the Microsoft Office suite. From the onset of employment, they are productive, self-confident, and generally raise the level of employee morale.

(Paragraphs are double-spaced)

Contestant Number

Job #