

# FUNDAMENTAL WORD PROCESSING SKILLS (21) REGIONAL 2011

CONTESTANT ID# \_\_\_\_\_ START TIME \_\_\_\_\_ END TIME \_\_\_\_\_



## Production Portion

Job 1	Letter	_____ (100 pts.)
Job 2	Memo	_____ (100 pts.)
Job 3	News Release	_____ (100 pts.)
Job 4	Report—2 Pages	_____ (100 pts.)
<b>TOTAL POINTS</b>		_____ <b>(400)</b>

***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 actual testing time  
No more than ten (10) minutes wrap-up

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*Workplace Skills Assessment Program* competition.

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## GENERAL INSTRUCTIONS

1. Make certain this test booklet contains Jobs 1-4.
2. 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.**

Example: 99-9999-9999  
Job 1

4. If you finish before the end of the testing time, notify the proctor. Time may be a factor in determining the winner in the event of a tie.
5. When turning in your contest, the jobs should be arranged in numeric order.

<b>Production Standards</b>	
<b>0 errors</b>	<b>100 points</b>
<b>1 error</b>	<b>90 points</b>
<b>2 errors</b>	<b>70 points</b>
<b>3 errors</b>	<b>0 points</b>

**Job 1 – Letter**

Key the following business letter from Julie Smith, Manager, Human Resources following Professional Business Associates format. Use the current date for the document. The letter is to be sent to John Jones, 5445 Eaglecrest Dr., Galloway, OH 43119

I am confirming receipt of your application letter and resume; however, I am not able to process your application.

A few months ago, our company converted to an on-line application process and we no longer accept applications other than on-line. Please be aware that we only accept one on-line submission from each individual.

Our on-line process begins at [www.PBA.org](http://www.PBA.org) and you will find that the new system is a user friendly process. The website has buttons for each of our departments: Financial Services, Information Technology, Human Resources, Marketing, and Administrative Support. Each department lists current job openings by job title as well as instructions for submitting application letters, resumes, and supporting documents.

Thank you for your interest in employment with Professional Business Associates.

Sincerely

**Job 2– Memorandum**

Please key the following memorandum to Roger Meyer, Edna Renick, Harvey Rosen, and Julie Smith using proper Professional Business Associates' memo format. It is from Tom Carlson, Information Technology. CC to Nancy Wells, CEO. Use current date. The subject is Computer System Updates

*Information Technology staff will be performing system updates during the week of February 21.*

*The updates will be scheduled by department in order to minimize disrupting work flow. I anticipate each department update to take approximately two hours which will include instructing employees on the updates.*

*One hour prior to your scheduled update--please ensure that each employee performs their normal back up procedures. If needed, the Network Administrator will be available to assist your employees.*

### Job 3—News Release

Key the following news release using Professional Business Associates' format. The news release will be from Nancy Wells, 5454 Cleveland Avenue, Columbus, OH 43231-1234, 614-555-5555 and should be dated with the current date. The title should be Professional Business Associates Selected as Employee Friendly.

*Two years ago, Professional Business Associates' management discovered that it was increasingly difficult to keep good employees. PBA then set a goal to be recognized as one of the best companies that people would like to work for.*

*To achieve their goal, Professional Business Associates created an open communication dialogue between their management and employees. From those discussions PBA developed and adopted an employee suggested flex-work day as well as flex-work week policy. Professional Business Associates' management discovered that their employees working on a flex schedule seemed happier and were more productive.*

*PBA initiated additional employee friendly perks such as an emergency daycare program as a back up when their employees' regular daycare was not available.*

*Professional Business Associates is proud to be named one of the top 100 employee friendly businesses and plans to continue implementing employee friendly work practices.*

#### Job 4—Report

Please key and format the following report. The report is written by Julie Smith and is for Tom Carlson, Information Technology Department. Please use the Style and Reference Manual for this report for Professional Business Associates.

### *Flextime*

*Research indicates that certain career areas such as information technology adapt well to a flex work schedule. Flextime permits workers to select a work schedule more suited to their lifestyle. Therefore, flextime schedules are often used as a recruiting and retention tool by employers.*

*A flextime schedule may allow employees to begin work early, such as 5:00 or 6:00 a.m. and leave in the afternoon or allow employees to start work later in the morning, such as 9:00 or 10:00 a.m. and leave later in the day.*

*Flextime schedules are not limited to the beginning and ending of the work day. The flex work week is another option to providing flex time. For example, employees may opt to work for 10 hours, 4 days a week. Furthermore, this flex plan is not limited to a Monday through Thursday schedule—the additional day off can be any day of the week.*

*Employers need to be cautious when implementing a flextime policy. They need to ensure that there is adequate employee coverage during normal business hours.*

*The benefits of providing a flextime work environment are several. Such as, information technology employees can perform maintenance duties or program updates and not disrupt the work flow of other departments. Also, employees are able to cut commute times due to avoiding rush hour traffic which results in decreased employee stress.*



# FUNDAMENTAL WORD PROCESSING SKILLS (21)



## KEY

### Regional—2011

#### Production Portion

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Example: 99-9999-9999  
Job 1

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**JOB 1—Letter (2" Top Margin)**

(Current Date)

Mr. John Jones  
5445 Eaglecrest Dr.  
Galloway, OH 43119

Dear Mr. Jones

I am confirming receipt of your application letter and resume; however, I am not able to process your application.

A few months ago, our company converted to an on-line application process and we no longer accept applications other than on-line. Please be aware that we only accept one on-line submission from each individual.

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Thank you for your interest in employment with Professional Business Associates.

Sincerely

Julie Smith, Manager  
Human Resources Department

Contestant #

Contestant Number  
Job Number



**JOB 2—Memo (1” Top Margin)**

**MEMORANDUM**

**TO:** Roger Meyer, Edna Renick, Harvey Rosen, Julie Smith

**FROM:** Tom Carlson, Information Technology

**CC:** Nancy Wells, CEO

**DATE:** (Current Date)

**SUBJECT:** Computer System Updates

Information Technology staff will be performing system updates during the week of February 21.

The updates will be scheduled by department in order to minimize disrupting work flow. I anticipate each department update to take approximately two hours which will include instructing employees on the updates.

One hour prior to your scheduled update--please ensure that each employee performs their normal back up procedures. If needed, the Network Administrator will be available to assist your employees.

Contestant #

Contestant Number  
Job Number



**JOB 3—News Release (1” Top Margin)**

**NEWS RELEASE**

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

Release (Current Date)

**PROFESSIONAL BUSINESS ASSOCIATES SELECTED AS EMPLOYEE FRIENDLY**

Two years ago, Professional Business Associates’ management discovered that it was increasingly difficult to keep good employees. PBA then set a goal to be recognized as one of the best companies that people would like to work for.

To achieve their goal, Professional Business Associates created an open communication dialogue between their management and employees. From those discussions PBA developed and adopted an employee suggested flex-work day as well as flex- work week policy. Professional Business Associates’ management discovered that their employees working on a flex schedule seemed happier and were more productive.

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###

Contestant Number  
Job Number



**JOB 4—Report (1" Top Margin)**

Smith 1

Julie Smith

Tom Carlson

Information Technology Department

Current Date

**NOTE TO GRADER:** This is a header, typed at .5" from top

Flextime

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Flextime schedules are not limited to the beginning and ending of the work day. The flex work week is another option to providing flex time. For example, employees may opt to work for 10 hours, 4 days a week. Furthermore, this flex plan is not limited to a Monday through Thursday schedule—the additional day off can be any day of the week.

Employers need to be cautious when implementing a flextime policy. They need to ensure that there is adequate employee coverage during normal business hours.

Contestant Number  
Job Number



Smith 2

The benefits of providing a flextime work environment are several. Such as, information technology employees can perform maintenance duties or program updates and not disrupt the work flow of other departments. Also, employees are able to cut commute times due to avoiding rush hour traffic which results in decreased employee stress.