

# ADVANCED WORD PROCESSING SKILLS (22)

## Regional—2010

### Production Portion

Job 1	Letter	_____ (100 pts.)
Job 2	Memo	_____ (100 pts.)
Job 3	Table	_____ (100 pts.)
Job 4	Speech	_____ (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 90 minutes actual testing time  
No more than ten (10) minutes wrap-up

Property of Business Professionals of America.  
May be reproduced only for use in the Business Professionals of America  
*Workplace Skills Assessment Program* competition.

## GENERAL INSTRUCTIONS

1. Make certain this test booklet contains Jobs 1-4.
2. 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 a footer in the lower left-hand corner of all work submitted.**

Example:           99-9999-9999  
                      Job 1

3. If you finish before the end of the testing time, notify the administrator. Time may be a factor in determining the winner in the event of a tie.
4. When turning in your completed work, place your Scoring Sheet on top of all your jobs. The jobs should be arranged in numeric order. Turn in all partial jobs.

### Production Standards

<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

*Directions: Key the following business letter from Nancy Wells, Chief Executive Officer, following Professional Business Associates format. Use the current date for the document. The letter is to be sent to Mr. David Lowery, Columbus Broadcasting Association, 3219 Carolina Avenue, Columbus, Ohio 43231-3219. The subject is: Community Involvement*

---

Professional Business Associates (PBA) is organizing a company-wide community action team. PBA believes that the success of our company is directly connected to the well being of our community. Therefore, PBA is devising an action plan to help improve the overall spirit of the surrounding community.

Professional Business Associates has decided to voluntarily serve four different areas within the community. With over 200 employees, PBA will be able to allocate 50 individuals to each area. The employees will only need to volunteer one weekend every other month in order to provide enough “man-power” to effectively volunteer in each area.

Professional Business Associates plans to volunteer with Little Paws Animal Shelter, Ohio Clean and Beautiful, and Grammy’s House. PBA is also going to donate our time, technology, and expertise to small business owners.

The Little Paws Animal Shelter has asked if five volunteers will show up every Saturday to play with the animals living in the shelter. The volunteers will also help feed the animals and clean up the pens. PBA will be able to volunteer every Saturday—even though the employees will only have to volunteer once every two months.

Professional Business Associates will dedicate the first Saturday of every month to cleaning up different areas within our community. About 25 employees and their families will dedicate one Saturday, every other month, to pick up trash and debris along our city streets.

Grammy’s House runs a donation only clothing store. They have asked that we have five volunteers every Saturday to help organize all of the clothing donations that have come in during the week. Grammy’s House uses the proceeds from the donated clothing to fund their safe havens. Once again, PBA will be able to volunteer every weekend—while employees will only have to volunteer one Saturday every other month.

Professional Business Associates’ Information Technology department is going to donate their time and resources to small business owners within the community. The hope is that the small business owners will be able to use the latest technology to increase their own sales. PBA hopes to encourage small business owners to use the World Wide Web as another avenue to help increase their productivity.

Our hope is that you will help spread the word to the local community. PBA hopes that our involvement in the community will lead to other companies volunteering their time and manpower to our community. PBA would appreciate the coverage of our volunteering activities.

## **Job 2– Memorandum**

*Please key the following memorandum to the 'Department Managers' using proper Professional Business Associates' memo format. It is from Nancy Wells, CEO. Use current date. The subject is Volunteer Assignments.*

---

The time has come to organize the volunteer times and places for all of our employees. Every employee needs to sign up for one time slot. The time slots will be based upon a two-month rotation. Every employee will only need to volunteer their time once every two months.

Make sure every employee knows that they will be reimbursed with flex time for their volunteer hours. We want every employee to participate; therefore, we must make sure they know they will be guaranteed flex time for volunteering.

Please use the attached Volunteer Time Sheet to sign up your employees. Please return the time sheet once every slot has been filled.

**Job 3—Table**

*Create the table shown below. The title is Volunteer Time Sheet. The subtitle is Financial Services Department. Follow the formatting guidelines shown below.*

---

<b>First Saturday (Month 1)</b>	<b>Employee Name</b>	<b>Number of Volunteers</b>
	1.	
	2.	
	3.	
	4.	
	5.	
	6.	
	7.	
	8.	
	9.	
	10.	
<b>First Saturday (Month 2)</b>	<b>Employee Name</b>	<b>Number of Volunteers</b>
	1.	
	2.	
	3.	
	4.	
	5.	
	6.	
	7.	
	8.	
	9.	
	10.	

- Column Width = 2” for Column 1 & 2. Column width = 1.5” for Column 3.
- Merge & Center and bold the cells in Column 1.
- The column headings in columns 2 & 3 should be aligned bottom center and bold.
- The column heading in column 3 should use wrap text.
- The table should be centered vertically and horizontally as directed in the Style Manual.
- Set a decimal tab at .15” in the second column for the numbered list.

#### **Job 4—SPEECH**

*Please key the following speech from Professional Business Associates using proper Professional Business Associates' speech format. The title of the speech is: Volunteer Opportunities.*

---

The employees of Professional Business Associates are taking a major step towards community involvement. Every division within Professional Business Associates is coordinating a monthly volunteer effort within the community. Each division will be responsible for organizing the event, encouraging employee participation, and reporting the success of each event.

The Financial Services Department, headed by Harvey Rosen, will be organizing a community wide trash pick-up day. Harvey and his employees will each bring two community volunteers and pick up trash in a different area of the community.

Tom Carlson and the Information Technology Department will be volunteering services to encourage small business owners to use the Internet to their advantage. Local small business owners will be able to experience the Information Technology Department and find methods to enhance their own business.

The Human Resources Department and the Marketing Department are planning to spend alternating weekends at the local animal shelter. The members of each department will dedicate one Saturday a month to volunteer their services at the local shelter.

Edna Renick and her Administrative Support Department are going to organize monthly food and clothing drives for Grammy's House. Grammy's House is a safe haven for women and children within the community.

Professional Business Associates hopes that their time spent within the community will increase the strength and prosperity of every community member. PBA hopes that their charitable efforts will spread throughout the entire community.



# ADVANCED WORD PROCESSING SKILLS (22)

# KEY

Regional – 2010

## Production

Job 1 Letter	_____ (100 pts.)
Job 2 Memo	_____ (100 pts.)
Job 3 Table	_____ (100 pts.)
Job 4 Speech	_____ (100 pts.)
TOTAL	_____ (400 pts.)

---

### ***Judges/Graders:***

Please double-check and verify all scores!

Property of Business Professionals of America.  
May be reproduced only for use in the Business Professionals of America  
*Workplace Skills Assessment Program* competition.



## **Job 1—KEY**

Current Date

Mr. David Lowery  
Columbus Broadcasting Association  
3219 Carolina Avenue  
Columbus, OH 43231-3219

Dear Mr. Lowery

### **COMMUNITY INVOLVEMENT**

Professional Business Associates (PBA) is organizing a company-wide community action team. PBA believes that the success of our company is directly connected to the well being of our community. Therefore, PBA is devising an action plan to help improve the overall spirit of the surrounding community.

Professional Business Associates has decided to voluntarily serve four different areas within the community. With over 200 employees, PBA will be able to allocate 50 individuals to each area. The employees will only need to volunteer one weekend every other month in order to provide enough “man-power” to effectively volunteer in each area.

Professional Business Associates plans to volunteer with Little Paws Animal Shelter, Ohio Clean and Beautiful, and Grammy’s House. PBA is also going to donate our time, technology, and expertise to small business owners.

The Little Paws Animal Shelter has asked if five volunteers will show up every Saturday to play with the animals living in the shelter. The volunteers will also help feed the animals and clean up the pens. PBA will be able to volunteer every Saturday—even though the employees will only have to volunteer once every two months.

Professional Business Associates will dedicate the first Saturday of every month to cleaning up different areas within our community. About 25 employees and their families will dedicate one Saturday, every other month, to pick up trash and debris along our city streets.

Grammy’s House runs a donation only clothing store. They have asked that we have five volunteers every Saturday to help organize all of the clothing donations that have come in during the week. Grammy’s House uses the proceeds from the donated clothing to fund their safe havens. Once again, PBA will be able to volunteer every weekend—while employees will only have to volunteer one Saturday every other month.

Contestant Number  
Job Number





Mr. David Lowery  
Page 2  
Current Date

Professional Business Associates' Information Technology department is going to donate their time and resources to small business owners within the community. The hope is that the small business owners will be able to use the latest technology to increase their own sales. PBA hopes to encourage small business owners to use the World Wide Web as another avenue to help increase their productivity.

Our hope is that you will help spread the word to the local community. PBA hopes that our involvement in the community will lead to other companies volunteering their time and manpower to our community. PBA would appreciate the coverage of our volunteering activities.

Sincerely

Nancy Wells  
Chief Executive Officer

Contestant #

Contestant Number  
Job Number



**Job 2—KEY**

**MEMORANDUM**

**TO:** Department Managers

**FROM:** Nancy Wells, CEO

**DATE:** Current Date

**SUBJECT:** Volunteer Assignments

The time has come to organize the volunteer times and places for all of our employees. Every employee needs to sign up for one time slot. The time slots will be based upon a two-month rotation. Every employee will only need to volunteer their time once every two months.

Make sure every employee knows that they will be reimbursed with flex time for their volunteer hours. We want every employee to participate; therefore, we must make sure they know they will be guaranteed flex time for volunteering.

Please use the attached Volunteer Time Sheet to sign up your employees. Please return the time sheet once every slot has been filled.

Contestant #

Attachment



**Job 3—KEY**

**VOLUNTEER TIME SHEET**

**Financial Services Department**

<b>First Saturday (Month 1)</b>	<b>Employee Name</b>	<b>Number of Volunteers</b>
	1.	
	2.	
	3.	
	4.	
	5.	
	6.	
	7.	
	8.	
	9.	
	10.	
<b>First Saturday (Month 2)</b>	<b>Employee Name</b>	<b>Number of Volunteers</b>
	1.	
	2.	
	3.	
	4.	
	5.	
	6.	
	7.	
	8.	
	9.	
	10.	

**Award points as follows:**

Typographical Errors (15 points per error) .....	30 points	_____
Column Width for Column 1 & 2 = 2" .....	10 points	_____
Column Width for Column 3 = 1.5" .....	10 points	_____
The Cells in Column 1 are Merged & Centered & Bold.....	10 points	_____
Column 2 & 3 Headings Aligned Bottom Center & Bold .....	10 points	_____
Column 3 Column Heading uses Wrap Text .....	10 points	_____
The table is centered Vertically & Horizontally .....	10 points	_____
A decimal tab at .15" to align the numbered list.....	10 points	_____
<b>Total Possible.....</b>	<b>100 points</b>	_____

Contestant Number  
 Job Number



**Job 4—KEY**

**PROFESSIONAL BUSINESS ASSOCIATES**

**Volunteer Opportunities**

The employees of Professional Business Associates are taking a major step towards community involvement. Every division within Professional Business Associates is coordinating a monthly volunteer effort within the community. Each division will be responsible for organizing the event, encouraging employee participation, and reporting the success of each event.

The Financial Services Department, headed by Harvey Rosen, will be organizing a community wide trash pick-up day. Harvey and his employees will each bring two community volunteers and pick up trash in a different area of the community.

Tom Carlson and the Information Technology Department will be volunteering services to encourage small business owners to use the Internet to their advantage. Local small business

Contestant Number  
Job Number



owners will be able to experience the Information Technology Department and find methods to

enhance their own business.

**Note to Graders:**

The page number  
should be in the right  
margin header.

The Human Resources Department and the Marketing Department are planning to spend alternating weekends at the local animal shelter. The members of each department will dedicate one Saturday a month to volunteer their services at the local shelter.

Edna Renick and her Administrative Support Department are going to organize monthly food and clothing drives for Grammy's House. Grammy's House is a safe haven for women and children within the community.

Professional Business Associates hopes that their time spent within the community will increase the strength and prosperity of every community member. PBA hopes that their charitable efforts will spread throughout the entire community.