

FUNDAMENTAL WORD PROCESSING SKILLS (21)

Regional—2009

Production Portion

Job 1	Memorandum	_____ (100 pts.)
Job 2	Table	_____ (100 pts.)
Job 3	Report	_____ (100 pts.)
Job 4	Agenda	_____ (100 pts.)
	TOTAL POINTS	_____ (400)

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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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.**
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	
0 errors	100 points
1 error	90 points
2 errors	70 points
3+ errors	0 points

Job 1 – Memorandum

Please key the following memorandum to Harvey Rosen using proper Professional Business Associates' memo format. It is from Julie Smith, Human Resources Department Manager. CC to Nancy Wells, CEO. Use current date. The subject is Pre-school/Day Care Income Projection

Attached is a table with predictions for enrollment for the Professional Business Associates Day Care and Pre-school.

According to data collected from employees, many have already made arrangements for pre-school for the fall semester. We have a commitment from 32 employees to move their child to our program in January and from 81 employees for the fall semester of 2009.

It is hard to predict how many employees will require day care, however, from data we receive from our insurance carrier, this office averages 15 babies born to employees each year. I feel the projections made for day care enrollment are a conservative estimate. However, I'd rather predict low numbers and not disappoint investors when the income numbers aren't as we predicted.

If you need any more information regarding predicted enrollments, please contact me at extension 3415.

Job 2— Table

Key the following table. The title will be PBA Day Care and Pre-school Center. The subtitle is Projected Enrollment 2008/2009. Center the column headings horizontally. Adjust the column widths to fit the content. Print the table using borders.

	Projected Enrollment Preschool	Projected Enrollment Day Care	Projected Total Enrollment	Average Weekly Tuition per Student	Projected Weekly Income
September, 2008	15	10	25	125	3,125
December, 2008	15	20	35	125	4,375
March, 2009	35	30	65	125	8,125
June, 2009	35	35	70	125	8,750
September, 2009	90	50	140	135	18,900

Job 3—Report

Key the following report from Robert Wright. The recipient is Julie Smith, Human Resources Department. Key the report in proper Professional Business Associates' format. The title of the report is How the Media Perpetuate Women's Fears of Being a Bad Mother.

The following is an excerpt from Carl Rivers' article published on AlterNet May 12, 2007. Mr. Rivers allays parents' fears about any negative effects day care may have on the development of the personalities of our children.

The media has a toxic gift for the mothers of America—the ongoing demonization of day care based on skewed science, the exaggeration of “harm” and the near invisibility of the good news about non-maternal care. Judging by past performance, none of this is about to disappear very soon.

Much of this began in the late 1980s when researchers pondered the question of whether infant day care interfered with the mother-child bond, known as attachment. The federal National Institute of Child Health and Human Development (NICHD) set up a large, expensive and very well designed study of children from infancy onward, following some 1,110 children at 10 sites around the country.

The initial reports were very encouraging. At five and 14 months, the researchers found, infants in day care were securely attached to their mothers. There was virtually no difference in attachment whether children were at home, cared for by a mother or father, or in day care or cared for by a relative.

Then in 2001 came another report: children in high-quality care scored higher on tests of language, memory and other skills than did children of stay-at-home mothers or children in lower-quality day care.

But what got all the headlines? The news that 17 percent of children in day care more than 30 hours per week were said to be more aggressive and disobedient than children who were in day care for fewer hours. The finding resulted in a national spate of headlines like this one: “Connecting the Dots Between Day Care and Bullies” (The Denver Post).

As Berkeley psychologist Philip Cowan pointed out, “Perhaps the low aggressive youngsters in these studies haven't had enough experience in large groups to know how to take care of themselves appropriately. That is, it may be that the low aggression kids have a problem.” It may well be that because kids in day care sometimes had to compete for attention, they learned to speak up and argue more. And they bring this tendency with them into elementary school and beyond. That fact could have its pluses and minuses.

JOB 3 – Report (continued)

But the overall message of all the research we have is that high quality day care does not harm children, and in fact may give them an early boost in cognitive abilities and socialization. A very small minority of kids may have problems, but these can be over-ridden by parental attention and care. And since new studies show that mothers are spending more time with their kids today than mothers did 20 years ago, and fathers are also increasing their hours with kids, it's time to retire—for good—the day care horror stories.

Job 4—Agenda

Please key the following agenda for the Professional Business Associates Regular Meeting of Child Care Committee on Wednesday, May 14, 2008 at 11:00 a.m. The meeting will be held in the conference room on the first floor.

Call to Order, Julie Smith

Roll Call, Ann Odom, Secretary

Reading of the Minutes, Ann Odom, Secretary

Committee Reports

 Enrollment, Jill Hazelton

 Marketing, Jim Crunk

 Parent Education, Robert Wright

 Personnel, Julie Smith

Unfinished Business

 Set Tuition Rates

 Select Center Name

 Advertising Campaign

New Business

 Personnel Hiring

 Set Date for Opening

 Set Date for Open House

Date of Next Meeting

Adjournment



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KEY

Regional—2009

Production

- Job 1—Memorandum _____ (100 points)
- Job 2—Table _____ (100 points)
- Job 3—Report _____ (100 points)
- Job 4—Agenda _____ (100 points)

TOTAL POINTS _____ **(400)**

Judges/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.

Please double-check and verify all scores!

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JOB 1—Memorandum

Graders' Notes: Top Margin 1".

MEMORANDUM

TO: Harvey Rosen
FROM: Julie Smith
CC: Nancy Wells, CEO
DATE: (Current date)
SUBJECT: Pre-school/Day Care Income Projection

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If you need any more information regarding predicted enrollments, please contact me at extension 3415.

xx

Attachment



JOB 2—Table

GRADER’S NOTE: This table should be centered vertically and horizontally on the page.

PBA DAY CARE AND PRE-SCHOOL CENTER

Projected Enrollment 2008/2009

	Projected Enrollment Pre-School	Projected Enrollment Day Care	Projected Total Enrollment	Average Weekly Tuition per Student	Projected Weekly Income
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JOB 3—Report

Wright 1

Robert Wright

Julie Smith

Human Resources Department

(Current Date)

How the Media Perpetuate Women’s Fears of Being a Bad Mother

The following is an excerpt from Carl Rivers’ article published on AlterNet May 12, 2007. Mr. Rivers allays parents’ fears about any negative effects day care may have on the development of the personalities of our children.

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The initial reports were very encouraging. At five and 14 months, the researchers found, infants in day care were securely attached to their mothers. There was virtually no difference in



Wright 2

attachment whether children were at home, cared for by a mother or father, or in day care or cared for by a relative.

Then in 2001 came another report: children in high-quality care scored higher on tests of language, memory and other skills than did children of stay-at-home mothers or children in lower-quality day care.

But what got all the headlines? The news that 17 percent of children in day care more than 30 hours per week were said to be more aggressive and disobedient than children who were in day care for fewer hours. The finding resulted in a national spate of headlines like this one: “Connecting the Dots Between Day Care and Bullies” (The Denver Post).

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But the overall message of all the research we have is that high quality day care does not harm children, and in fact may give them an early boost in cognitive abilities and socialization. A very small minority of kids may have problems, but these can be over-ridden by parental attention and care. And since new studies show that mothers are spending more time with their kids today than mothers did 20 years ago, and fathers are also increasing their hours with kids, it’s time to retire—for good—the day care horror stories.

Contestant Number
Job Number



JOB 4 – Agenda

PROFESSIONAL BUSINESS ASSOCIATES

Agenda

Regular Meeting of Child Care Committee

Wednesday, May 14, 2008—11:00 a.m.

Conference Room, First Floor

1. Call to Order—Julie Smith
2. Roll Call—Ann Odom, Secretary
3. Reading of the Minutes—Ann Odom, Secretary
4. Committee Reports
 - Enrollment—Jill Hazelton
 - Marketing—Jim Crunk
 - Parent Education—Robert Wright
 - Personnel—Julie Smith
5. Unfinished Business
 - Set Tuition Rates
 - Select Center Name
 - Advertising Campaign
6. New Business
 - Personnel Hiring
 - Set Date for Opening
 - Set Date for Open House
7. Date of Next Meeting
8. Adjournment