

# KEYBOARDING PRODUCTION (200)

## REGIONAL – 2014

### Production Portion:

Job 1: Letter	_____	(100 points)
Job 2: Memo	_____	(100 points)
Job 3: Labels	_____	(100 points)
Job 4: One-Page Report	_____	(100 points)
<b><i>TOTAL POINTS</i></b>	_____	<b><i>(400 points)</i></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.

## GENERAL INSTRUCTIONS

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

Example: 99-9999-9999  
Job 1

3. Proofread and make all corrections to your documents.
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 top of your jobs. The jobs should be arranged in numerical order.

**Job 1—Letter**

**Directions:** Key the following letter using Professional Business Associates standards.

Current date

Mr. Sean Jones  
123 Lazy Lane  
Columbus, OH 43220

Dear Mr. Jones

This year's insurance informational meeting will be Wednesday, March 26, 2014. The insurance representatives will be in the conference center from 9 a.m. to 11:30 a.m. and from 1:30 p.m. to 4:00 p.m.

Please review your current insurance choices so you will be up to date. Enclosed are your last year's choices. Representatives will be able to discuss possible changes and updates to your policies that you can make during the enrollment period.

Please contact Juan Garcia in HR to set up an appointment with an insurance representative.

Sincerely

Julie Smith  
Human Resources Department

Contestant Number

Enclosure

**JOB 2—Memorandum**

**Directions:** Key the following memo using Professional Business Associates memorandum standards.

**MEMORANDUM**

**TO:** All Department Managers

**FROM:** Julie Smith, Human Resources

**DATE:** Current

**SUBJECT:** Insurance Enrollment

The attached schedule has been confirmed for insurance enrollment during the week of April 7-11.

Remind employees to have a list of changes and updates ready to discuss with the insurance representative. Even if there are no changes made, the employee must still sign the insurance enrollment form and indicate as such.

Please share this information with your departments and have all employees reserve the date on their calendars.

Contestant number

Attachment

**JOB 3—Labels**

**Directions:** Key the following addresses using the Avery 5160 label template and Professional Business Associates label format. Key in your Contestant Number and Job Number in the first label.

Mr. Sean Jones  
123 Lazy Lane  
Columbus, OH 43220

Mr. Xujunti Xu  
3001 Wilson Avenue  
Columbus, OH 43220

Mrs. Mary Davis  
9997 Washington Street  
Columbus, OH 43220

Ms. Karla Tarry  
10213 Rolling River Avenue  
Columbus, OH 43220

## Job 4—One-Page Report

### Directions:

Key the following report to customers, no department line, current date from Edna Renick , to include with the quarterly mailout using PBA report standards.

Renick 1

Edna Renick

Customers

Current Date

### Department Updates

We are excited to spotlight progress in our service areas and thank you for your support and confidence as we continue to improve our services.

#### Systems Analysis

A former PBA intern, we are excited to have Chad Walls as a full-time Systems Analyst. Chad brings experience and enthusiasm to our team, while continuing our high standards of service.

#### Software Development and Design

In Beta testing with a projected spring rollout, your request for network management software has resulted in a package that can push out image installations, track inventories, provide automated installation and updates, and manage backups.

#### Hardware and Software Sales

Hardware and software sales remain steady with equipment sales and our newest virus scan and spyware software. The PBA website provides far-reaching advertising for these products.



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Job 1: Letter	_____	(100 points)
Job 2: Memo	_____	(100 points)
Job 3: Labels	_____	(100 points)
Job 4: One-Page Report	_____	(100 points)
<i>TOTAL POINTS</i>	_____	<i>(400 points)</i>

**Judges/Graders: Please double check and verify all scores and answer keys!**

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<b>Job</b>	<b>Production Standards</b>
<b>Job 1 - Letter</b>	0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.
<b>Job 2 – Memo</b>	0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.
<b>Job 3 – Labels</b>	0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.
<b>Job 4 – One-Page Report</b>	0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.
<b>TOTAL POINTS POSSIBLE</b>	<b>(400)</b>





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Example:           99-9999-9999  
                      Job 1

3. Be sure to proofread and correct all errors before printing.
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Current date

Mr. Sean Jones  
123 Lazy Lane  
Columbus, OH 43220

Dear Mr. Jones

**Job 1—Letter**

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1 Error = 90  
2 Errors = 70  
3+ Errors = 0

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Please contact Juan Garcia in HR to set up an appointment with an insurance representative.

Sincerely

Julie Smith  
Human Resources Department

Contestant Number

Enclosure

Footer should contain contestant number and job number. If all or part is missing count as one error.

Contestant #  
Job #



## MEMORANDUM

**TO:** All Department Managers  
**FROM:** Julie Smith, Human Resources  
**DATE:** Current  
**SUBJECT:** Insurance Enrollment

Job 2—Memo	
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1 Error =	90
2 Errors =	70
3+ Errors =	0

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Contestant number

Attachment

Contestant #  
Job #

Footer should contain contestant number and job number. If all or part is missing count as one error.



Contestant Number  
Job Number

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123 Lazy Lane  
Columbus, OH 43220

Mr. Xujunti Xu  
3001 Wilson Avenue  
Columbus, OH 43220

Mrs. Mary Davis  
9997 Washington Street  
Columbus, OH 43220

Ms. Karla Tarry  
10213 Rolling River Avenue  
Columbus, OH 43220

**Job 3—Labels**

0 Errors = 100  
1 Error = 90  
2 Errors = 70  
3+ Errors = 0

The labels may be keyed either horizontally or vertically in the label template. The contestant number and job number should be in the first cell of template. The printout will not have a footer since it is a label.

Contestant #  
Job #



Renick 1

Edna Renick

Customers

Current Date

### Department Updates

**Job 4—Report**

0 Errors = 100

1 Error = 90

2 Errors = 70

3+ Errors = 0

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