



# INTERMEDIATE WORD PROCESSING (205)

## REGIONAL – 2016

**Production:**

Job 1: Letter \_\_\_\_\_ (100 points)

Job 2: Table \_\_\_\_\_ (100 points)

Job 3: Memorandum \_\_\_\_\_ (100 points)

Job 4: Speech \_\_\_\_\_ (100 points)

***TOTAL POINTS*** \_\_\_\_\_ ***(400 points)***

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

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*Workplace Skills Assessment Program* competition.



## General Instructions

You are the Administrative Assistant to Nancy Wells, CEO of Professional Business Associates, located at 5454 Cleveland Avenue, Columbus, OH 43231. You have been asked to complete the following jobs.

1. Make certain this test booklet contains Jobs 1-4.
2. You will have 60 minutes to complete your work.
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 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 keyed items in numerical order.

### 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>

### Grader

- **Be sure to follow the *Style & Reference Manual* for correct layout and format of each document**
- **Footer should contain Contestant Number and Job Number—only count as 1 error if all or part is missing**



**INTERMEDIATE WORD - REGIONAL 2016**

**ANSWER KEY**

**Page 3 of 7**

**Job 1—Letter**

0 Errors = 100

1 Error = 90

2 Errors = 70

3+ Errors = 0

Current Date

Mr. Joe Mathers  
Dawson Recreational Center  
1600 Brewster Circle  
Columbus, OH 43231

Dear Mr. Mathers

**PROFESSIONAL BUSINESS ASSOCIATES FAMILY FUN DAY**

Thank you for meeting with me to plan our company event. We look forward to Professional Business Associates Family Fun Day at the Dawson Recreational Center on January 16.

After reviewing the contract, I have two adjustments. First, the event was initially scheduled for 1 p.m. - 5 p.m., but I would like to change the time to 11:30 a.m. - 4:30 p.m. with lunch being scheduled at noon. The caterer has been contacted and can accommodate a noon luncheon. The change will give families more time after lunch to participate in activities in the recreational center.

Second, the day will begin in your conference center with a welcome at 11:45 a.m. followed with a buffet lunch. As people enter the conference center, a promotional video will be playing so we will need access to your projection equipment. Only a podium and microphone will be needed on stage after the video and before lunch. During lunch, several door prizes will be given. Every hour five more door prizes will be announced using your intercom.

The staff reservations are due by January 7. I will contact you on January 8 with a count to verify final preparations. Please contact me with any other questions. Adjustments to the contract can be made and faxed to me for signature. I look forward to the Professional Business Associates Family Fun Day at your facility.

Sincerely

Nancy Wells  
Chief Executive Officer  
Contestant Number

Contestant Number  
Job 1



**FAMILY FUN DAY WORK SCHEDULE**

**Saturday, January 16, 2016**

<b>Employee</b>	<b>Department</b>	<b>Duty</b>	<b>Reporting Time</b>
Susan Jones	Financial Services	Door Prizes	2:00 p.m.
Steve Lawford	Financial Services	Information Table	1:00 p.m.
Kelley Pierson	Information Technology	Door Prizes	3:00 p.m.
Paul Singleton	Information Technology	Information Table	3:00 p.m.
Stephanie Carl	Human Resources	Welcome Table	11:15 a.m.
Joyce Moore	Human Resources	Door Prizes	4:00 p.m.
Ben Dailey	Marketing	Door Prizes	12:30 p.m.
Denise Bost	Marketing	Donations	1:00 p.m.
Judy Carroll	Administrative Support	Welcome Table	11:15 a.m.
Cyndi Monroe	Administrative Support	Health Insurance	1:00 p.m.

**Job 2—Table**

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



## **MEMORANDUM**

**TO:** Harvey Rosen, Tom Carlson, Julie Smith, Roger Meyer, Edna Renick  
**FROM:** Nancy Wells, Chief Executive Officer  
**DATE:** Current Date  
**SUBJECT:** Family Fun Day

Two years ago Professional Business Associates started the Employee Incentive program. This program was designed to improve employee morale with the intention of all staff to meet and work together as a team. This program has provided employees the opportunities to set department goals as well as company goals. Each employee has grown to understand individual worth to meeting the company's goals.

Since starting this program, it is believed the company has seen growth in employee morale and company efficiency and production directly reflective of the Employee Incentive program. As we end this year and begin the new year, Professional Business Associates would like to host a company Family Fun Day for the staff and their families at the Dawson Recreational Center on Saturday, January 16.

Please share the attached flyer with the staff members in your departments and encourage participation. All staff members should give you intent to attend and number attending by January 7. Professional Business Associates will provide all activities and food.

I look forward to meeting with you in the near future to set goals for the upcoming year that will be shared during the February meeting.

Contestant Number

Attachment

**Job 3—Memo**

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

Contestant Number  
Job 3



**PROFESSIONAL BUSINESS ASSOCIATES FAMILY FUN DAY**

**Dawson Recreational Center**

This is the second year for the Professional Business Associates Employee Incentive Program, and I would like to welcome each one of you and your families today. First, thank you to the marketing staff for the inspiring video they prepared for today's event.

Through this incentive program, we have seen an improvement in employee morale and company efficiency and production. The credit goes to you and your dedication and support of Professional Business Associates.

We have a wonderful day planned for you starting with an excellent lunch provided by Hometown Caterers. During lunch we will be giving away several door prizes as well as five more prizes each hour.



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**ANSWER KEY**

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Today is a day of fun for everyone—on your tables you will find a list of activities

available throughout the recreational center. There are activities available for all ages. So let's

begin the fun!

**Job 4—Speech**

0 Errors = 100

1 Error = 90

2 Errors = 70

3+ Errors = 0

# INTERMEDIATE WORD PROCESSING (205)

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### Production:

Job 1: Letter	_____	(100 points)
Job 2: Table	_____	(100 points)
Job 3: Memorandum	_____	(100 points)
Job 4: Speech	_____	(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 testing time

No more than ten (10) minutes wrap-up

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## General Instructions

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4. If you finish before 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 keyed items in numerical order.

## **JOB 1—LETTER**

**Instructions: Key the following letter from Nancy Wells in correct Professional Business Associates' format to Mr. Joe Mathers, Dawson Recreational Center, 1600 Brewster Circle, Columbus, OH 43231. The subject is Professional Business Associates Family Fun Day. Use today's date.**

Thank you for meeting with me to plan our company event. We look forward to Professional Business Associates Family Fun Day at the Dawson Recreational Center on January 16.

After reviewing the contract, I have two adjustments. First, the event was initially scheduled for 1 p.m. - 5 p.m., but I would like to change the time to 11:30 a.m. - 4:30 p.m. with lunch being scheduled at noon. The caterer has been contacted and can accommodate a noon luncheon. The change will give families more time after lunch to participate in activities in the recreational center.

Second, the day will begin in your conference center with a welcome at 11:45 a.m. followed with a buffet lunch. As people enter the conference center, a promotional video will be playing so we will need access to your projection equipment. Only a podium and microphone will be needed on stage after the video and before lunch. During lunch, several door prizes will be given. Every hour five more door prizes will be announced using your intercom.

The staff reservations are due by January 7. I will contact you on January 8 with a count to verify final preparations. Please contact me with any other questions. Adjustments to the contract can be made and faxed to me for signature. I look forward to the Professional Business Associates Family Fun Day at your facility.

**JOB 2—TABLE**

**Instructions: Key the following information as a table with borders in correct Professional Business Associates' format. Title: Family Fun Day Work Schedule. Subtitle Saturday, January 16, 20\_\_ . Column headings: Employee, Department, Duty, Reporting Time**

Susan Jones, Financial Services, Door Prizes, 2:00 p.m.  
Steve Lawford, Financial Services, Information Table, 1:00 p.m.  
Kelley Pierson, Information Technology, Door Prizes, 3:00 p.m.  
Paul Singleton, Information Technology, Information Table, 3:00 p.m.  
Stephanie Carl, Human Resources, Welcome Table, 11:15 a.m.  
Joyce Moore, Human Resources, Door Prizes, 4:00 p.m.  
Ben Dailey, Marketing, Door Prizes, 12:30 p.m.  
Denise Bost, Marketing, Donations, 1:00 p.m.  
Judy Carroll, Administrative Support, Welcome Table, 11:15 a.m.  
Cyndi Monroe, Administrative Support, Health Insurance, 1:00 p.m.

**JOB 3—MEMORANDUM**

**Instructions: Key the following memo from Nancy Wells in correct Professional Business Associates' format to Harvey Rosen, Tom Carlson, Julie Smith, Roger Meyer, and Edna Renick. Subject is Family Fun Day. Use today's date.**

Two years ago Professional Business Associates started the Employee Incentive program. This program was designed to improve employee morale with the intention of all staff to meet and work together as a team. This program has provided employees the opportunities to set department goals as well as company goals. Each employee has grown to understand individual worth to meeting the company's goals.

Since starting this program, it is believed the company has seen growth in employee morale and company efficiency and production directly reflective of the Employee Incentive program. As we end this year and begin the new year, Professional Business Associates would like to host a company Family Fun Day for the staff and their families at the Dawson Recreational Center on Saturday, January 16.

Please share the attached flyer with the staff members in your departments and encourage participation. All staff members should give you intent to attend and number attending by January 7. Professional Business Associates will provide all activities and food.

I look forward to meeting with you in the near future to set goals for the upcoming year that will be shared during the February meeting.

## **JOB 4—SPEECH**

**Instructions: Key the following speech in correct Professional Business Associates' format. The title is Professional Business Associates Family Fun Day, Dawson Recreational Center.**

This is the second year for the Professional Business Associates Employee Incentive Program, and I would like to welcome each one of you and your families today. First, thank you to the marketing staff for the inspiring video they prepared for today's event.

Through this incentive program, we have seen an improvement in employee morale and company efficiency and production. The credit goes to you and your dedication and support of Professional Business Associates.

We have a wonderful day planned for you starting with an excellent lunch provided by Hometown Caterers. During lunch we will be giving away several door prizes as well as five more prizes each hour.

Today is a day of fun for everyone—on your tables you will find a list of activities available throughout the recreational center. There are activities available for all ages. So let's begin the fun!