

INTERMEDIATE WORD PROCESSING (205)

REGIONAL – 2017

Production Portion:

Job 1: Letter	_____	(100 points)
Job 2: Memo	_____	(100 points)
Job 3: Table	_____	(100 points)
Job 4: Title Page	_____	(100 points)
<i>TOTAL POINTS</i>	_____	<i>(400 points)</i>

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 sixty (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. Key all Jobs according to the instructions given.
3. Correct any obvious keyboarding errors and incorporate any editing notations.
4. Correct any errors in formatting. Use formatting shown in the *Style & Reference Manual*.
5. For any problem where you would normally key your reference initials, key your contestant number. Your name or initials should *not* appear on any work you submit.
6. 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
~

7. If you finish before the end of the 60 minutes of testing, notify the proctor. Time may be a factor in determining a winner when there is a tie score.
8. 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:

Prepare the following company communication for Tom Carlson. Format according to the *Style & Reference Manual*. Because this communication will be sent by email, follow the business letter format. Do not include a date, an inside address, a complimentary close, or your reference initials.

Dear PBA Employees and Contractors

You might be aware that PBA is undergoing the major task of replacing our phone system. Before we can adequately address the broad variety of needs among the headquarters, the main branches, the satellite campuses, and our contractors, we need to gather information about how you use your phone today.

Please complete the following tasks before the end of the month.

1. Visit the web page www.pba.com/phones/ where you will find information on the types of phones available, project timelines, answers to FAQs, and more.
2. After reviewing the types of phones available, please answer the questionnaire about your phone needs and preferences.
3. Please notify your immediate supervisor when you have finished these tasks.

After all the preliminary data is gathered through the questionnaires, our team will reach out to groups and individuals to follow up on specific concerns or needs identified by the responses. Throughout these next few months, we will continue to keep you apprised of our progress on this project.

Tom Carlson, Manager
Information Technology Department

Job 2—Memorandum

Directions:

Prepare a memorandum from Tom Carlson to all company managers. Format according to the *Style & Reference Manual*. Use the date February 9, 2017, and use the subject line “Phone System Update.”

TO: PBA Managers

FROM: Tom Carlson, Manager, Information Technology Dept^{SP}

In alignment with the company’s strategic goals, we need improved tools to communicate effectively with colleagues, customers, and partners across the country. In a key step towards improved communications, last month the Board of Directors approved the IT Departments’ request to replace our telephone systems companywide.

IT is soliciting proposals for this major project and will be publishing an RFP within the two months. Before we can finalize the RFP, we need to gather input from all employees and even the contractors. For this reason, today I sent out a company wide communication by email asking everyone to complete a questionnaire on their phone usage and preferences. In that communication, I asked employees to let their immediate supervisors know once they have completed the task. Please monitor this part of the project to ensure all of your immediate employees complete the questionnaire.

only 1
blank line
after title

IMPORTANT DATES

January 2017	Boards of Director approved phone system update
February 9, 2017	Request sent to all employees regarding the questionnaire
March 1, 2017	Supervisors ensure employees have completed the questionnaire
April 2017	IT Department will publish RFP
July 2017	IT Department will review proposals and select vendor
TBD	Project details
End of year	Project complete

Please keep these important dates in mind for this project. I will continue to let you know where we are in the process and what assistance we may need from you or your department.

Job 3—Table

Directions:

Prepare a table (with borders). Use the following format, including the borders. Top-align text within the cells. Key a left-aligned title “Phone Options” in 14 point bold with a QS following title. The table text is 12 point font. Center the table on the page.

Title

Phone	description (use bullets)
Phone	description (use bullets)
Phone	description (use bullets)

Cisco 7841
Supports 4 lines
Ergonomic design
Compatible with wired or DECT wireless headset
High-fidelity voice with graphical display and backlit indicator
Access to a comprehensive suite of unified communication features

Cisco 8845

- Supports 5 lines
- Ergonomic design
- Can easily pair with your cellphone
- Compatible with wired, DECT wireless, or Bluetooth headsets
- 720p HD video and wideband audio for crystal clear video and voice communications

Cisco 8851

Cisco 8865

Supports up to 302 lines with expansion module - ~~may be additional cost~~
Ergonomic design
Available expansion module can support additional lines
Compatible with wired, DECT wireless, or Bluetooth headsets
Access to a comprehensive suite of unified communication features

Job 4—Title Page

Directions:

Create a title page, according to the *Style & Reference Manual*. Use Arial 14 point bold font. Add a page border to the whole document, 1 ½ point width.

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Professional Business Associates

Instructions for Phone System Up Date

Tom Carlson

Information Technology department

July 2017



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

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Example:

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99-9999-9999
Job 1
≈

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8. 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:

Prepare the following company communication for Tom Carlson, according to the *Style & Reference Manual*. Follow a business letter format, except do not include a date, an inside address, or reference initials; this communication will be sent by email.

Dear PBA Employees and Contractors

You might be aware that PBA is undergoing the major task of replacing our phone system. Before we can adequately address the broad variety of needs among the headquarters, the main branches, the satellite campuses, and our contractors, we need to gather information about how you use your phone today.

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Tom Carlson, Manager
Information Technology Department

Contestant #
Job 1 er
JOB #

On all Jobs, the footer should contain contestant number and job number. If all or part is missing, count as one error on that Job.



Job 2—Memorandum

MEMORANDUM

TO: PBA Managers

FROM: Tom Carlson, Manager, Information Technology Department

DATE: February 9, 2017

SUBJECT: Phone System Update

In alignment with the company's strategic goals, we need improved tools to communicate effectively with colleagues, customers, and partners across the country. In a key step towards improved communications, last month the Board of Directors approved the IT Department's request to replace our telephone systems companywide.

IT is soliciting proposals for this major project and will be publishing an RFP within the two months. Before we can finalize the RFP, we need to gather input from all employees and even the contractors. For this reason, today I sent out a companywide communication by email asking everyone to complete a questionnaire on their phone usage and preferences. In that communication, I asked employees to let their immediate supervisors know once they have completed the task. Please monitor this part of the project to ensure all of your immediate employees complete the questionnaire.

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Please keep these important dates in mind for this project. I will continue to let you know where we are in the process and what assistance we may need from you or your department.

XX (Reference initials)

Contestant number
Job #



Job 3—Table

Phone Options

Cisco 7841	<ul style="list-style-type: none">• Supports 4 lines• Ergonomic design• Compatible with wired or DECT wireless headset• High-fidelity voice with graphical display and backlit indicator• Access to a comprehensive suite of unified communication features
Cisco 8845	<ul style="list-style-type: none">• Supports 5 lines• Ergonomic design• Can easily pair with your cellphone• Compatible with wired, DECT wireless, or Bluetooth headsets• 720p HD video and wideband audio for crystal clear video and voice communications
Cisco 8851 Cisco 8865	<ul style="list-style-type: none">• Supports up to 302 lines with expansion module• Ergonomic design• Available expansion module can support additional lines• Compatible with wired, DECT wireless, or Bluetooth headsets• Access to a comprehensive suite of unified communication features



Job 4—Title Page

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← The first line should be approximately 3.5” from the top 14 pt. bold.

Instructions for Phone System Update

← The second line should be approximately 5” from top 14 pt. bold.

**Tom Carlson
Information Technology Department**

← The third line should be approximately 8.5” from top 14 pt. bold.

July 2017