

FUNDAMENTAL WORD PROCESSING SKILLS (21)

Regional—2005

Production

- Job 1—Report _____ (100 pts.)
 - Job 2—Two Column Table _____ (100 pts.)
 - Job 3—Memo _____ (100 pts.)
 - Job 4—Agenda _____ (100 pts.)
- TOTAL POINTS*** _____ ***(400 pts.)***

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.*

Maximum test time is 60 minutes

(A five-minute warning will be given to ensure all printing is complete.)

NOTE: The administrator should allow time for orientation, instructions, warm-up, checking equipment, etc. before starting test time.

30 minutes of orientation/warm-up/wrap-up

60 minutes for testing/production

90 minutes total time allotted

Do NOT open test booklet until instructed to do so.

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Workplace Skills Assessment Program regional competition.

GENERAL INSTRUCTIONS

1. Make certain this test booklet contains Jobs 1-4.
2. Correct all errors. Copy is graded on production standards.
3. 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 a footer in the lower left-hand corner of all work submitted.
- ~~4. Software templates may be used but must be modified to meet standards set by Professional business Associates.~~
- ~~54.~~ If you finish before the end of the testing time, notify the proctor. Time may be a factor in determining the winner in the event of a tie.
- ~~56.~~ When turning in your contest, the jobs should be arranged in numeric order.

Production Standards:

0 Errors = 100 points

1 error = 90 points

2 errors = 70 points

3+ errors = 0 points

JOB 1—Report

Directions: Key the following report from Nancy Wells to be submitted to Julie Smith in the Human Resources Department using correct Professional Business Associates format. Use today's date.

Office Etiquette

“Etiquette” includes dressing, grooming, and acting in such a manner as not to call unfavorable attention to oneself. The following suggestions should prove helpful.

Proper Attire and Grooming

All employees should report for work dressed and groomed in a manner that will be acceptable to other employees and to visitors. Although the company does not prescribe a dress code, employees are expected to be dressed suitably for any business office. “Good taste” should be the rule in both clothing and hair styles. To avoid offending others, employees are expected to be clean and to wear clothing that is in good condition.

Smoking

Smoking is prohibited in the general office area during regular working hours. To prevent fires and to avoid offending other employees, discretion should be used when smoking. Because of insurance and fire regulations, smoking is not permitted in specified areas of the warehouse and shipping department. All employees shall observe this rule.

Personal Use of Telephone

Because a large percentage of our customer and supplier contact is by telephone, company telephones should be used only for company business. Only personal calls of an emergency nature may be made or received by employees on company telephones. Pay telephones are located on each floor of the building for personal use in making outside calls. Such calls should be made during coffee and lunch breaks.

Use of Personal Radios

All departments are equipped with a piped-in music system. Personal radios, therefore, are not permitted in the office areas, except for special broadcasts that are announced well in advance of airtime.

JOB 2—Two-Column table

Directions: Key the following two-column table. The table should be horizontally and vertically centered on the page. Print with gridlines.

**Schedule of Christmas Bonuses
(By Duration of Employment)**

1 month or over but less than 2	\$50.00
2 months or over but less and 6	\$100.00
6 months or over but less than 12	\$150.00
1 year or over but less than 5	\$200.00
5 years or over but less than 10	\$250.00
10 years or over but less than 20	\$300.00
20 years or over	\$350.00

JOB 3—Memo

Directions: Create a memorandum from Julie Smith, Human Resources Manager, to all employees introducing a new dress code policy that will go into effect January 2005. The following information should be included in the memorandum.

Men are expected to wear:

Collared shirt – tucked in pants
Khaki or dress pants
Blazer
Closed toe shoes and socks

Women are expected to wear:

Khaki slacks or skirt
Dress slacks or skirt (Fingertip length skirts or longer)
Dress Blouse or sweater
Closed toe shoes and stockings

Not permitted to wear:

T-shirts
Jeans
Open Toe Shoes or Flip-Flops
Mini-skirts
Shorts

JOB 4—Agenda

Directions: Key the following agenda using correct Professional Business Associates agenda format.

Professional Business Associates, Inc.

Agenda for the Meeting of the Board of Directors

October 3, 2004

Board Room, Fourth Floor

Call to Order—Mark D. Cameron

Reading and Approval of Minutes—Michael P. Dunn

Reports of Officers

 President—Mark D. Cameron

 Vice President—Operations, Frank C. Richardson

 Vice President—Finance, Sydney A. Swinford

 Vice President—Development, Susan R. Lipscomb

Reports of Special Departments

 Director of Sales—Bryan Q. Vincente

 Director of Purchasing—Allison T. Marcum

 Director of Human Resources—Barry M. Anthony

Dividend Declaration—Sydney A. Swinford

New Business

 Proposed Expansion in the Far East—Frank C. Richardson

Other Business—Mark D. Cameron

Next Meeting Date and Adjournment—Mark D. Cameron



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Graders:

When grading computer-generated problems, refer to the *Style & Reference Manual* and Production Standards in the *Workplace Skills Assessment Program* Guidelines for further instructions.

Double-check and verify all scores!

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4. If you finish before the end of the testing time, notify the proctor. Time may be a factor in determining the winner in the event of a tie.
5. When turning in your contest, the jobs should be arranged in numeric order.

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3+ errors = 0 points



Wells 1

Nancy Wells

Julie Smith

Human Resources Department

dd/mm/yyyy

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Smoking

Smoking is prohibited in the general office area during regular working hours. To prevent fires and to avoid offending other employees, discretion should be used when smoking. Because of insurance and fire regulations, smoking is not permitted in specified areas of the warehouse and shipping department. All employees shall observe this rule.

Contestant #
Job 1



Wells 2

Personal Use of Telephone

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Use of Personal Radios

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Note to grader:

Date should be written in this format: Day/Month/Year; Ex.: 3 October 2004



Job 2—Two Column Table

SCHEDULE OF CHRISTMAS BONUSES

(By Duration of Employment)

1 month or over but less than 2	50.00
2 months or over but less than 6	100.00
6 months or over but less than 12	150.00
1 year or over but less than 5	200.00
5 years or over but less than 10	250.00
10 years or over but less than 20	300.00
20 years or over	350.00

Contestant #
Job 2



MEMORANDUM

TO: All Employees
FROM: Julie Smith, Human Resources Manager
DATE: October 26, 2004 (current date)
SUBJECT: New Dress Code Policy

The following dress code policy will go into effect January 1, 2005.

All employees are not permitted to wear: T-shirts, jeans, open-toe shoes or flip flops, mini skirts, and shorts.

Men are expected to wear: collared shirt, shirt tucked in pants, khaki or dress pants, blazer closed-toe shoes and socks.

Women are expected to wear: khaki slacks or skirt, dress slacks or skirt (fingertip length skirts or longer), dress blouse or sweater, closed-toe shoes and stockings.

Contestant #

Note to grader: Student memos will vary.

Contestant #
Job 3



PROFESSIONAL BUSINESS ASSOCIATES, INC.

Agenda

Regular Meeting of Board of Directors

Wednesday, October 3, 2004 – 2 p.m.

Board Room, Fourth Floor

1. Call to Order—Mark D. Cameron
2. Reading and Approval of Minutes—Michael P. Dunn
3. Reports of Officers
 - President—Mark D. Cameron
 - Vice President, Operations—Frank C. Richardson
 - Vice President, Finance—Sydney A. Swinford
 - Vice President, Development—Susan R. Lipscomb
4. Reports of Special Departments
 - Director of Sales—Bryan Q. Vincente
 - Director of Purchasing—Allison T. Marcum
 - Director of Human Resources—Barry M. Anthony
5. Dividend Declaration—Sydney A. Swinford
6. New Business
 - Proposed Expansion in the Far East—Frank C. Richardson
7. Date of Next Meeting
8. Adjournment

Contestant #
Job 4