

FUNDAMENTAL WORD PROCESSING SKILLS (21)

Regional—2004

	Production	Points
Job 1	Two-Page Letter/Proofreading	_____ (100 pts.)
Job 2	Memorandum	_____ (100 pts.)
Job 3	Table	_____ (100 pts.)
Job 4	Agenda	_____ (100 pts.)
Job 5	Flyer	_____ (100 pts.)
	TOTAL POINTS	_____ (500)

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 thereof (handwritten, photocopied, or keyed) are allowed in the testing area.*
- 3. Electronic devices will be monitored according to ACT standards.*

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 1-5.
2. Correct all errors. Copy is graded on production standards.
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 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 the top with your typed items in numerical order.

JOB 1—Two-Page Letter/Proofreading

Directions: Key the following two-page letter in correct Professional Business Associates' format from Julie Smith, Human Resources Department Manager, to Mr. John Armstrong, Professional Development Committee, Johnson Consulting, 1425 Fifth Avenue, New Bedford, IN 31927. Supply an appropriate salutation and subject line. Correct all errors.

In a recent seminar on effective business communications, it was pointed out that every staff member needs to review guidelines on writing clearer communications. These guidelines, when incorporated in our own writing style, will help each of us become a more successful communicator.

1. Keep sentences short. In order to avoid boredom, a variety of lengths of sentences is considered the ideal. Very long sentences can often be broken into shorter sentences. Throw out words that are not needed and avoid saying the same thing twice.
2. Prefer the simple to the complex. This does not rule out the complex—both are needed. The simple form, however, should get preference. Try to be direct, simple, brief, and clear. Words of three syllables or more should be questioned and simpler ones found.
3. Prefer the familiar word. Less familiar words may be clear to you but not to the reader. Choose words that are not likely to be over the heads of readers. Avoid using clichés.
4. Avoid unnecessary words. Vocabulary size is often linked to success and intelligence. This does not mean that it is intelligent to use a big word or many words since this may be considered showing off.
5. Put action in your verbs. Active verbs not only bring sentences to life, they shorten them as well.
6. Write like you talk. Write as if the reader were sitting across the desk. Remember the written word is no more than a substitute for the spoken word.
7. Use terms your reader can picture. Meanings of words are in the head of the person who uses it or hears it.
8. Tie in with your reader's experience. The reader judges your words and gives them meaning on the basis of his or her experience.
9. Make full use of variety. Develop your own writing style by putting your voice into your written words.
10. Write to express not to impress. Don't try to be someone else. Write as if you were the listener.

**FUNDAMENTAL WORD PROCESSING SKILLS
REGIONAL 2004
PAGE 4 of 8**

These are just a few guidelines to help our employees write clearer communications. We will be discussing these in our next department chair meeting. Please distribute these to all staff members in the form of a flyer along with any other suggestions you feel will be helpful.

Sincerely

JOB 2—Memorandum

Key the following memo in correct Professional Business Associates' format to Mr. John Gonzales, Payroll Department Manager, from Julie Smith, Human Resources Department Manager concerning UNITED WAY PAYROLL DEDUCTIONS. Use the current date.

It has come to my attention that our employees are confused about the payroll deduction option for those wishing to contribute to United Way.

This option will allow an employee to deduct a predetermined amount from each paycheck starting with the September 5 check. Deductions will be made from 15 paychecks. Therefore, to calculate the amount to be deducted per check, an employee should divide his/her total desired donation by 15. The donation form asks them to fill in a specific amount to be deducted from each paycheck but does not state how many paychecks are involved.

We encourage all employees to support United Way and try to make it painless by providing the payroll deduction option. Please send out an e-mail to all staff explaining this process to eliminate any further questions. Thank you.

JOB 3—Table

Key the following table in correct Professional Business Associates' format. The title of the table is MONEY MARKET ACCOUNTS. Center the table horizontally and vertically on the page. Alphabetize them by last name.

<u>Name</u>	<u>Address</u>	<u>Acct. No.</u>	<u>Amount</u>
Albertson, Wayne	1314 Marion Circle	6-573-205	\$14,598
Beck, Dr. Lily	249 S. Palm Drive	7-458-629	\$27,360
Zeitman, David	314 Old Ranch Road	6-288-107	\$14,935
VonDaalen, Zack	795 West 34 th Street	2-830-565	\$46,197
Raintree, Monty	803 Oletha Lane	5-809-956	\$27,436
Takeda, Norman	647 St. Alban Plaza	4-008-276	\$29,351
Unger, Betty	904 Oberlin Blvd.	1-738-946	\$17,250
DiNatale, Dale	747 17 th St. S.E.	6-920-783	\$13,546
Muller, Francis	30527 Cutlass Lane	3-674-204	\$38,596
Kehl, Janet	880 Hillsdale Avenue	6-038-359	\$11,247
Parks, Yvette	288 Barrington Court	6-729-427	\$15,380
Sanchez, Victor	13 Royal Avenue	5-981-367	\$10,924

JOB 4—Agenda

Directions: Key the following agenda information using Professional Business Associates' agenda format. This is a Regular Meeting of Department Chairs for Professional Office Consulting Association. The meeting will be held on Tuesday, February 10, 2004, at 9:00 a.m. in the Spartan Room.

Call to order will be given by General Manager, Keith E. Davis, with Kathryn Johnson, Administrative Assistant, taking roll call. Kathryn will also be reading the minutes. Thomas Sovey, Financial Manager, will give the treasurer's report. All Department Managers will give a brief department report. Committee reports will include Joe Smithers, Professional Development; Betty Jackson, Service Projects; and Carolyn Parks, Sunshine Club.

Under unfinished business, we will discuss the following: employee evaluations, PDA training, and budget cuts. New business will include: client recruitment and office space acquisition.

Our next meeting will be in two weeks. End with adjournment.

JOB 5—Flyer

Directions: Create a flyer that includes two appropriate graphics, WordArt, and fonts that will create something attractive and eye-catching.

Business Professionals of America will sponsor a dance following the football game on Friday, September 19. The dance will begin after the game at approximately 9:30 p.m. and last until 11:30 p.m. The cost of admission is \$4 per person.

The dance will be held in the new cafetorium. Only high school students are admitted. Guests must have a guest pass.



FUNDAMENTAL WORD PROCESSING SKILLS (21)

KEY

Regional—2004

	Production	Points
Job 1	Two-Page Letter/Proofreading	_____ (100 pts.)
Job 2	Memorandum	_____ (100 pts.)
Job 3	Table	_____ (100 pts.)
Job 4	Agenda	_____ (100 pts.)
Job 5	Flyer	_____ (100 pts.)
	<i>TOTAL POINTS</i>	_____ (<i>500</i>)

Graders:

When grading computer-generated problems, refer to the Style and 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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KEY

Scoring Sheet

Job	Production Standards
Job 1 – Two-Page Letter/Proofreading	0 errors = 50 pts. 1 error = 45 pts. 2 errors = 40 pts. 3+ errors = 0 pts. Possible 50 pts.
Proofreading (5 pts. for each error identified)	
Job 2 – Table	0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.
Job 3 – Memorandum	0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.
Job 4 – Agenda	0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.
Job 5 –Flyer	required information = 20 pts. 2 graphics proportionally sized= 20 pts. Word Art = 10 pts. Effective Fonts = 10 pts. Attractive/eye catching = 30 pts. Mailability = 10 pts
TOTAL POINTS POSSIBLE	(500) _____



Job 1—Two Page Letter/Proofreading

Current Date

(DS)

Mr. John Armstrong

Professional Development Committee

Johnson Consulting

1425 Fifth Avenue

New Bedford, IN 31927

(DS)

Dear Mr. Armstrong:

(DS)

GUIDELINES FOR WRITING CLEARER COMMUNICATIONS

(DS)

In a **resent** seminar on effective business communications, it was pointed out that every staff member needs to review guidelines on writing clearer **communicatoins**. These guidelines, when incorporated in our own writing style, will help each of us become a more successful communicator.

(DS)

1. **Keep sentences short.** In order to avoid boredom, a variety of lengths of **sentences** is considered the ideal. Very long sentences can often be broken into shorter sentences. Throw out words that are not needed and avoid saying the same thing twice.

(DS)

2. **Prefer the simple to the complex.** This does not rule out the complex—both are needed. The simple form, however, should get **prefference**. Try to be direct, simple, brief, and clear. Words of three syllables or more should be questioned and simpler ones found.

(DS)

3. **Prefer the familiar word.** Less familiar words may be clear to **your** but not to the reader. Choose words that are not likely to be over the heads of your readers. Avoid using clichés.

(DS)

4. **Avoid unnecessary words.** Vocabulary size is often linked to success and intelligence. This does not mean that it is **intelligent** to use a big word or many words since this may be considered showing off.

(DS)

5 **Put action in your verbs.** Active verbs not only bring sentences to life, they shorten them as well.

LETTER
Top Margin: 2”
Side Margins: 1”

Mr. John Armstrong

Page 2

Current Date



6. Write like you talk. Write as if the reader were sitting across the desk. Remember the written word is no more than a **substiute** for the spoken word.

(DS)

7. Use terms your reader can picture. Meanings of words are in the head of the person who uses it or hears it.

(DS)

8. Tie in with your reader's experience. The reader judges your words and gives them meaning on the basis of his or her experience.

(DS)

9. Make full use of variety. Develop your own **writing** style by putting your voice into **you** written words.

(DS)

10. Write to express not to impress. Don't try to be someone else. Write as if you were the listener.

(DS)

These are just a few guidelines to help our employees write clearer communications. We will be discussing these in our next department chair **meating**. Please distribute these to all staff members in the form of a flyer along with any other suggestions you feel will be helpful.

(DS)

Sincerely,

(QS)

Julie Smith

Human Resources Department Manager

(DS)

Contestant #

NOTE TO GRADERS: There are ten proofreading errors indicated by shading. Count five points for each error identified for a possible 50 points.

The other 50 points are production points.

0 Errors = 50 points

1 Error = 45 points

2 Errors = 40 points

3+ Errors = 0 points

Job is worth a total of 100 points.

Contestant Number

Job #



JOB 2—Memorandum

**2" Top Margin
1" Side Margins**

MEMORANDUM (16 PT)
(TS)

TO: Mr. John Gonzales, Payroll Department Manager
(DS)

FROM: Julie Smith, Human Resources Department Manager
(DS)

DATE: Current Date
(DS)

SUBJECT: UNITED WAY PAYROLL DEDUCTIONS
(DS)

It has come to my attention that our employees are confused about the payroll deduction option for those wishing to contribute to United Way.

(DS)

This option will allow an employee to deduct a predetermined amount from each paycheck starting with the September 5 check. Deductions will be made from 15 paychecks. Therefore, to calculate the amount to be deducted per check, an employee should divide his/her total desired donation by 15. The donation form asks them to fill in a specific amount to be deducted from each paycheck but does not state how many paychecks are involved.

(DS)

We encourage all employees to support United Way and try to make it painless by providing the payroll deduction option. Please send out an e-mail to all staff explaining this process to eliminate any further questions. Thank you.



JOB 3—Table

MONEY MARKET ACCOUNTS

<u>Name</u>	<u>Address</u>	<u>Acct. No.</u>	<u>Amount</u>
Albertson, Wayne	1314 Marion Circle	6-573-205	\$14,598
Beck, Dr. Lily	249 S. Palm Drive	7-458-629	\$27,360
DiNatale, Dale	747 17 th St., S.E.	6-920-783	\$13,546
Kehl, Janet	880 Hillsdale Avenue	6-038-359	\$11,247
Muller, Francis	30527 Cutlass Lane	3-674-204	\$38,596
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VonDaalen, Zack	795 West 34 th Street	2-830-565	\$46,197
Zeitman, David	314 Old Ranch Road	6-288-107	\$14,935

Note to Grader: Be sure Column 1 is alphabetized by last name. Counts as one mistake in production score.

Contestant Number
Job #



JOB 4—Agenda (1” Top and Side Margins)

**PROFESSIONAL OFFICE CONSULTING ASSOCIATION
(DS)
Agenda
(DS)
Regular Meeting of Department Chairs
(DS)
Tuesday, February 10, 2004 – 9:00 a.m.
(DS)
Spartan Room
(QS)**

1. Call to Order—Keith E. Davis, General Manager
(DS)
2. Roll Call—Kathryn Johnson, Administrative Assistant
3. Reading of the Minutes—Kathryn Johnson, Administrative Assistant
4. Treasurer’s Report—Thomas Sovey, Financial Manager
5. Other Department Manager Reports
6. Committee Reports
 - Professional Development—Joe Smithers
 - Service Projects—Betty Jackson (SS)
 - Sunshine Club—Carolyn Parks(DS)
7. Unfinished Business
 - Employee Evaluations
 - PDA Training (SS)
 - Budget Cuts(DS)
8. New Business
 - Client Recruitment (SS)
 - Office Space Acquisition(DS)
9. Date of Next Meeting: February 24, 2004
10. Adjournment



JOB 5—Flyer

BUSINESS PROFESSIONALS OF AMERICA

WILL SPONSOR A

DANCE



Friday, September 19
9:30 - 11:30 p.m.

(Immediately following the football game)

In the New Cafetorium
\$4 per person



Only high school students and their guests
allowed

Guests must have a guest pass

Note to Graders: Design of flyer may vary. Be sure they have all required information, two graphics, WordArt and fonts. Information should be arranged attractively and be eye-catching.

Contestant Number
Job #