

# ADVANCED WORD PROCESSING SKILLS (22)

## Regional—2004

	<b>Production</b>	<b>Points</b>
Job 1	Letter with Mail Merging	_____ (100 pts.)
Job 2	Handout	_____ (100 pts.)
Job 3	Table	_____ (100 pts.)
Job 4	Minutes	_____ (100 pts.)
Job 5	Table of Contents	_____ (100 pts.)
	<b><i>TOTAL POINTS</i></b>	_____ ( <b><i>500</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 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

90 minutes for testing/production

120 minutes total time allotted

Do **NOT** open test booklet until instructed to do so.

Property of Business Professionals of America.

May be reproduced only for use in the Business Professionals of America  
*Workplace Skills Assessment Program* regional competition.

**GENERAL INSTRUCTIONS**

1. Make certain this test booklet contains Jobs 1-5.
2. Copy is graded on production standards based on the Style and Reference Manual of Professional Business Associates.
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 90 minutes of testing, notify the proctor. Time may be a factor in determining the winner in the event of a tie.
5. Please proofread all jobs carefully and correct your errors.
6. When turning in your materials, place them in the following order:
  - a. Scoring sheet
  - b. Keyed jobs in numerical order
  - c. Booklet

# ADVANCED WORD PROCESSING SKILLS (22)

## Scoring Sheet

<b>Job</b>	<b>Production Standards</b>	<b>Points</b>
<b>Job 1 - Letter with Mail Merging</b>	<b>0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.</b>	_____
<b>Job 2 – Handout</b>	<b>0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.</b>	_____
<b>Job 3 – Table</b>	<b>0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.</b>	_____
<b>Job 4 – Minutes</b>	<b>0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.</b>	_____
<b>Job 5 – Table of Contents</b>	<b>0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.</b>	_____
<b>TOTAL POINTS POSSIBLE</b>	<b>(500)</b>	_____

### Job 1 – Letter with Mail Merging

Please prepare a main document and a data source document for mail merge. Merge the letters for mailing. Be sure to use proper letter format for Professional Business Associates. The letter is from Roger Meyer, Marketing Department Manager, to the job applicants. Please proofread carefully and correct your errors. Use the current date.

Print a copy of the main document displaying field codes, the data source document, and the completed merged letters.

---

#### Main Document

Your interest in working for Professional Business Associates this summer is appreciated! Our company offers a wide range of internship opportunities in customer relations, software development, training, and communications.

I have forwarded your letter to Ms. Julie Smith, Internship Coordinator. She carefully reviews all applications in relationship to the available internship positions. Ms. Smith will contact you shortly concerning your application and the interview process.

Enclosed is a booklet, which describes the primary job opportunities, required qualifications, preferred experience, and starting salary ranges. This booklet should provide you with more insight into a particular area within our company that interests you for the internship program.

Good luck with your search for a rewarding internship experience this summer.

Sincerely

#### Data Source Document

TITLE	FIRSTNAME	LASTNAME	ADDRESS	CITY	ST	ZIP
Mrs.	Cindy	Johnson	1234 Kristina Lane	Dayton	OH	45432
Mr.	Vaughn	VanSyckle	118 Porter Dr.	Charlotte	MI	48813
Mrs.	Nancy	Smith	5270 First St.	Springfield	MA	14523
Ms.	Monique	Jones	913 Main St.	Eaton Rapids	MI	48827

## Job 2 – Handout

Prepare an eye-catching handout with the following information to be used by area business students when our associates conduct workshops on employment at local high schools and colleges.

Place an attractive border around the handout and include various fonts, bullets, and graphics to enhance the appearance.

---

## **ROUTINE QUESTIONS TO EXPECT DURING AN INTERVIEW**

Please tell me about yourself.

Why did you pick our company?

What do you see yourself doing in five years?

What are your major strengths and weaknesses?

What do you like to do in your spare time?

What would you say is your most important accomplishment?

What is the most difficult challenge you have faced in your life and how did you handle it?

Why do you want to change careers?

What can you bring to our company?

What is one good reason we should hire you?

**Job 3 – Table**

Please re-key the following table in proper format.

Use the table's calculation feature to determine the correct amounts for the new salaries for each position. Key the formula you used to calculate the new salary for Accountant position in the table, double spaced below the table at the left margin. The column headings should be bold.

---

Professional Business Associates

Merit Salary Increases

<b>Position</b>	<b>Current Salary</b>	<b>% Increase</b>	<b>Amount Increase</b>	<b>New Salary</b>
Office Assistant	18,000	6.5	1,170	
Office Specialist	22,500	5.0	1,125	
Admin. Assistant	25,800	2.5	645	
Accountant	35,000	3.8	1,330	
Desktop Publisher	32,800	2.3	755	
Web Master	42,000	4.2	1,764	
Info. Proc. Assistant	29,300	3.2	938	
Wellness Coordinator	25,500	3.8	969	
Payroll Clerk	18,000	6.5	1,170	
Med. Support Asst.	22,500	7.5	1,688	

**Job 4 – Minutes**

Please key the following minutes from the Professional Business Associates Planning Committee on October 24, 2003, using the appropriate style.

---

*The Planning Committee meeting was called to order at 3 p.m. pursuant to the notice sent to all committee members in accordance with the bylaws.*

*The following members were present: Curtis Avery, T. C. Bailey, Shelly Karl, Michael Nixon, and Lisa Spencer. Michael Nixon, Chairman, presided and Curtis Avery recorded the proceedings of the meeting.*

*The minutes from the previous meeting were approved.*

*The members of the committee reviewed bids submitted for the purchase of a laser printer. Shelly Karl will contact the two lowest bidders to obtain further information on color capabilities.*

*The committee reviewed a proposal for a new office in River City. After much discussion, the committee agreed to contact the city clerk's office and ask for the zoning ordinances.*

*A request for six microcomputers with CD-ROM drives in the administrative support office was approved.*

*The next meeting is scheduled for January 30, 2004, at 10 a.m.*

*The meeting was adjourned at 4:30 p.m.*

**Job 5 – Table of Contents**

Please prepare a table of contents using the information below. Use the appropriate format for Professional Business Associates.

Chapter 1	4
Chapter 2	24
Chapter 3	40
Chapter 4	64
Chapter 5	94
Chapter 6	118
Chapter 7	148
Chapter 8	174
Chapter 9	192
Chapter 10	220
Chapter 11	252
Chapter 12	272
Chapter 13	310
Chapter 14	338
Chapter 15	372
Chapter 16	398
Chapter 17	428





# ADVANCED WORD PROCESSING SKILLS (22)

## *KEY*

### Regional—2004

	<b>Production</b>	<b>Points</b>
Job 1	Letter with Mail Merging	_____ (100 pts.)
Job 2	Handout	_____ (100 pts.)
Job 3	Table	_____ (100 pts.)
Job 4	Minutes	_____ (100 pts.)
Job 5	Table of Contents	_____ (100 pts.)
	<b><i>TOTAL POINTS</i></b>	_____ ( <b><i>500</i></b> )

---

***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!

Property of Business Professionals of America.  
May be reproduced only for use in the Business Professionals of America  
*Workplace Skills Assessment Program* regional competition.



# ADVANCED WORD PROCESSING SKILLS (22)

## KEY

### Scoring Sheet

<b>Job</b>	<b>Production Standards</b>	<b>Points</b>
<b>Job 1 - Letter with Mail Merging</b>	<b>0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.</b>	_____
<b>Job 2 – Handout</b>	<b>0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.</b>	_____
<b>Job 3 – Table</b>	<b>0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.</b>	_____
<b>Job 4 – Minutes</b>	<b>0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.</b>	_____
<b>Job 5 – Table of Contents</b>	<b>0 errors = 100 pts. 1 error = 90 pts. 2 errors = 70 pts. 3+ errors = 0 pts.</b>	_____
<b>TOTAL POINTS POSSIBLE</b>	<b>(500)</b>	_____



**Job 1 – Letter with Mail Merging**

Current Date

«Title» «FirstName» «LastName»  
«Address1»  
«City», «State» «PostalCode»

Dear «Title» «LastName:»

Your interest in working for Professional Business Associates this summer is appreciated! Our company offers a wide range of internship opportunities in customer relations, software development, training, and communications.

I have forwarded your letter to Ms. Julie Smith, Internship Coordinator. She carefully reviews all applications in relationship to the available internship positions. Ms. Smith will contact you shortly concerning your application and the interview process.

Enclosed is a booklet, which describes the primary job opportunities, required qualifications, preferred experience, and starting salary ranges. This booklet should provide you with more insight into a particular area within our company that interests you for the internship program.

Good luck with your search for a rewarding internship experience this summer.

Sincerely,

Roger Meyer  
Marketing Department Manager

Contestant Number

Enclosure

Graders:

Students must print main document form letter with merge codes, the data source document, and the completed merged letters.

**ADVANCED WORD PROCESSING SKILLS  
REGIONAL 2004  
KEY  
PAGE 4 of 12**



TITLE	FIRSTNAME	LASTNAME	ADDRESS	CITY	ST	ZIP
Mrs.	Cindy	Johnson	1234 Kristina Lane	Dayton	OH	45432
Mr.	Vaughn	VanSyckle	118 Porter Dr.	Charlotte	MI	48813
Mrs.	Nancy	Smith	5270 First St.	Springfield	MA	14523
Ms.	Monique	Jones	913 Main St.	Eaton Rapids	MI	48827



Current Date

Mrs. Cindy Johnson  
1234 Kristina Lane  
Dayton, OH 45432

Dear Mrs. Johnson:

Your interest in working for Professional Business Associates this summer is appreciated! Our company offers a wide range of internship opportunities in customer relations, software development, training, and communications.

I have forwarded your letter to Ms. Julie Smith, Internship Coordinator. She carefully reviews all applications in relationship to the available internship positions. Ms. Smith will contact you shortly concerning your application and the interview process.

Enclosed is a booklet, which describes the primary job opportunities, required qualifications, preferred experience, and starting salary ranges. This booklet should provide you with more insight into a particular area within our company that interests you for the internship program.

Good luck with your search for a rewarding internship experience this summer.

Sincerely,

Roger Meyer  
Marketing Department Manager

Contestant Number

Enclosure



Current Date

Mr. Vaughn VanSyckle  
1180 Porter Dr.  
Charlotte, MI 48813

Dear Mr. VanSyckle:

Your interest in working for Professional Business Associates this summer is appreciated! Our company offers a wide range of internship opportunities in customer relations, software development, training, and communications.

I have forwarded your letter to Ms. Julie Smith, Internship Coordinator. She carefully reviews all applications in relationship to the available internship positions. Ms. Smith will contact you shortly concerning your application and the interview process.

Enclosed is a booklet, which describes the primary job opportunities, required qualifications, preferred experience, and starting salary ranges. This booklet should provide you with more insight into a particular area within our company that interests you for the internship program.

Good luck with your search for a rewarding internship experience this summer.

Sincerely,

Roger Meyer  
Marketing Department Manager

Contestant Number

Enclosure



Current Date

Mrs. Nancy Smith  
5270 First St.  
Springfield, MA 14523

Dear Mrs. Smith:

Your interest in working for Professional Business Associates this summer is appreciated! Our company offers a wide range of internship opportunities in customer relations, software development, training, and communications.

I have forwarded your letter to Ms. Julie Smith, Internship Coordinator. She carefully reviews all applications in relationship to the available internship positions. Ms. Smith will contact you shortly concerning your application and the interview process.

Enclosed is a booklet, which describes the primary job opportunities, required qualifications, preferred experience, and starting salary ranges. This booklet should provide you with more insight into a particular area within our company that interests you for the internship program.

Good luck with your search for a rewarding internship experience this summer.

Sincerely,

Roger Meyer  
Marketing Department Manager

Contestant Number

Enclosure



Current Date

Ms. Monique Jones  
913 Main St.  
Eaton Rapids, MI 48827

Dear Ms. Jones:

Your interest in working for Professional Business Associates this summer is appreciated! Our company offers a wide range of internship opportunities in customer relations, software development, training, and communications.

I have forwarded your letter to Ms. Julie Smith, Internship Coordinator. She carefully reviews all applications in relationship to the available internship positions. Ms. Smith will contact you shortly concerning your application and the interview process.

Enclosed is a booklet, which describes the primary job opportunities, required qualifications, preferred experience, and starting salary ranges. This booklet should provide you with more insight into a particular area within our company that interests you for the internship program.

Good luck with your search for a rewarding internship experience this summer.

Sincerely,

Roger Meyer  
Marketing Department Manager

Contestant Number

Enclosure





Job 2 – Handout

## **ROUTINE QUESTIONS TO EXPECT DURING AN INTERVIEW**



- ✓ Please tell me about yourself.
- ✓ Why did you pick our company?
- ✓ What do you see yourself doing in five years?
- ✓ What are your major strengths and weaknesses?
- ✓ What do you like to do in your spare time?
- ✓ What would you say is your most important accomplishment?
- ✓ What is the most difficult challenge you have faced in your life and how did you handle it?
- ✓ What do you want to change careers?
- ✓ What can you bring to our company?
- ✓ Give one good reason why we should hire you?

Grader:

Handout must include an attractive border and around the handout, various fonts, bullets, and graphics.



**Job 3 – Table**

PROFESSIONAL BUSINESS ASSOCIATES

Merit Salary Increases

Position	Current Salary	% Increase	Amount Increase	New Salary
Office Assistant	18,000	6.5	1,170	19,170
Office Specialist	22,500	5.0	1,125	23,625
Admin. Assistant	25,800	2.5	645	26,445
Accountant	35,000	3.8	1,330	36,330
Desktop Publisher	32,800	2.3	755	33,555
Web Master	42,000	4.2	1,764	43,764
Info. Proc. Assistant	29,300	3.2	938	30,238
Wellness Coordinator	25,500	3.8	969	26,469
Payroll Clerk	18,000	6.5	1,170	19,170
Med. Support Asst.	22,500	7.5	1,688	24,188

Grader:

Students must use the Grid 8 choice of the Table AutoFormat feature of the table software.



**Job 4 – Minutes**

**Professional Business Associates**

**Minutes**

**Planning Committee**

**October 24, 2003**

The Planning Committee meeting was called to order at 3 p.m. pursuant to the notice sent to all committee members in accordance with the bylaws.

The following members were present: Curtis Avery, T.C. Bailey, Shelly Karl, Michael Nixon, and Lisa Spencer. Michael Nixon, Chairman, presided and Curtis Avery recorded the proceedings of the meeting.

The minutes from the previous meeting were approved.

The members of the committee reviewed bids submitted for the purchase of a laser printer. Shelly Karl will contact the two lowest bidders to obtain further information on color capabilities.

The committee reviewed a proposal for a new office in River City. After much discussion, the committee agreed to contact the city clerk's office and ask for the zoning ordinances.

A request for six microcomputers with CD-ROM drives in the Administrative Support Office was approved.

The next meeting is scheduled for January 30, 2004, at 10 a.m.

The meeting was adjourned at 4:30 p.m.

---

Secretary



**Job 5 – Table of Contents**

**TABLE OF CONTENTS**

Chapter 1 .....	4
Chapter 2 .....	24
Chapter 3 .....	40
Chapter 4 .....	64
Chapter 5 .....	94
Chapter 6 .....	118
Chapter 7 .....	148
Chapter 8 .....	174
Chapter 9 .....	192
Chapter 10 .....	220
Chapter 11 .....	252
Chapter 12 .....	272
Chapter 13 .....	310
Chapter 14 .....	338
Chapter 15 .....	372
Chapter 16 .....	398
Chapter 17 .....	428