Contestant Number: _____

Time: _____

Rank: _____

ADVANCED WORD PROCESSING

(210)

REGIONAL – 2019

Job 1: Letter _____ (100 points)
Job 2: Table
    Print 1 _____ (100 points)
    Print 2 _____ (25 points)
Job 3: Memorandum _____ (100 points)
Job 4: Speech _____ (100 points)
      TOTAL POINTS _____ ***(425 points)***

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.**
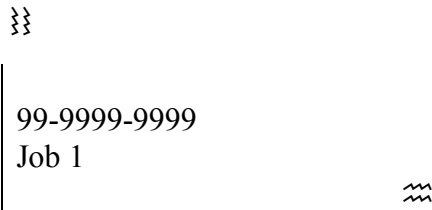3. **Electronic devices will be monitored according to ACT standards.**

No more than ten (10) minutes orientation
No more than ninety (90) minutes testing time
No more than ten (10) minutes wrap-up

General Instructions

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 <u>all</u> work submitted unless otherwise specified.

}}

Example:

99-9999-9999
Job 1

7. If you finish before the end of the allotted testing time, 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.

Production Standards	
0 Errors	100 points
1 Error	90 points
2 Errors	70 points
3 Errors	50 points
4+ Errors	0 points

Job 1—Letter

DIRECTIONS: Key the following letter. Follow the guidelines of the *Style & Reference Manual*. Use the current date and include the subject line Request for Presenter. Make sure to include any letter parts that are missing.

Ms. Julie Smith / Professional Business Associates / 5454 Cleveland Avenue / Columbus OH 43231-4021 / Dear Ms. Smith

I am writing on behalf of my local chapter of Business Professionals of America. On Friday, February 22, 2019, our chapter is hosting an annual community job fair. Our chapter has received confirmations from 40 companies that will be present at the job fair this year, including Professional Business Associates. There will also be more than 500 community and student participants attend this event.

Each year our chapter seeks out a human resource professional to address the attendees prior to the opening of the job fair. Our chapter viewed your recent interview on Channel 4 News discussing practical interview tips and how to effectively work a job fair. We would like to extend to you an invitation to present your insight with the job fair participants.

Thank you for considering our invitation and we hope that you positively accept by February 1, 2019. I can be reached at (614)123-9876 or chapterpresident@bpa.org.

Hunter Steinberger/Local Chapter President

DIRECTIONS - Continued:
- Insert the graphic provided *job_fair.png* in the body of the letter aligned right, square with text wrapping.
- Replace all occurrences of **our** with **my**
- Replace all occurrences of **participants** to **attendees**
- Proofread and edit, including grammar after word replacement.
- Create a letterhead with the following information: Local BPA Chapter, 775 Jackson Drive, Bexley, Ohio 43209, www.localbpa.org, phone: 614-123-9876.

Job 2—Table

DIRECTIONS: Create a Table with Borders. Follow the guidelines of the *Style & Referen*ce *Manual*. Be sure to use mathematical functions to calculate the cost of each item and then calculate the total cost of the materials. Print 1 should be the correctly formatted table. Print 2 should be the formula view to show the mathematical functions used.

Bexley Career Fair
Supplies

Item	Quantity	Cost Each	Total Cost
8' Table	60	$15.85	
Chair	140	$4.75	
Table Skirt	60	$1.95	
Extension Cord	20	$8.25	
Signs	60	$11.25	
Total			

Job 3—Memorandum

DIRECTIONS: Key the following memorandum using the following information. Follow the guidelines of the *Style & Reference Manual***.** The memo is to the managers of the Marketing and Information Technology departments. The memorandum is from the Human Resources Manager; cc: the CEO of Professional Business Associates. Use today's date and the subject line of ScheduleRight™ Training.

Training for our newest software system ScheduleRight™ will begin in March for Marketing, Administrative Support and Information Technology teams.

The ScheduleRight™ marketing campaign will begin aggressively by the end of the 3rd quarter 2019. To deliver excellent customer service to our customers, each department will need to attend an extensive training program. The training will provide opportunities to learn about the features, pricing options, installation and operation of the software. The Marketing and Administrative Support teams are scheduled for March 12-14, 2019. The Information Technology team are schedule for March 19-21, 2019.

During this training period here are the requests for each department:
1. Use performance evaluations to choose those to be trained.
2. Select a total of six to eight employees from your department that will cover both 1st and 2nd shifts.
3. Arrange for coverage during the training period and get approval for overtime, if needed.
4. Send the names of selected employees to Leia Burris in Human Resources.

Please contact me with any questions or concerns you have regarding the training.

DIRECTIONS - Continued:
*   Change the training month from March to August
*   Marketing and Administrative Support teams will train August 13-15, 2019
*   Information Technology team will train August 20-22, 2019

Job 4—Speech
DIRECTIONS: Key the following speech using the information provided. Follow the guidelines of the *Style & Reference Manual*. This speech is to be given at the 2019 Annual Meeting and Conference of the Automotive Service Association and the organization giving the speech is the Professional Business Associates.

"Loyal employees…create loyal customers, who in turn, create happy shareholders." Richard Branson, among other successful business leaders, continually connect the dots between employees, customers and the bottom line. ScheduleRight™ seamlessly integrates customer scheduling and employee databases. The software uses website, mobile and social platforms to build relationships between employees and the company and between customers and the company.

This integration is a crucial piece to increasing the profitability of your repair facility. The strength of the system is the investment in your employees. The badging system allows your employees to earn badges for continued education and certifications. A secondary badging system developed from customer feedback tracks the work completed by your employees. Your employees will have a running record of the customer feedback they have received and you, as the manager, can incentivize that feedback with bonuses. By building on positive interactions, your company can continue to recreate them moving forward.

Connect the dots, by developing a repeating cycle of happy employee and happy customers will surely lead to a happy bottom line. For a demonstration of the software, please visit booth B-15.

ADVANCED WORD PROCESSING
(210)

REGIONAL – 2019

Job 1: Letter   _____ (100 points)
Job 2: Table
    Print 1   _____ (100 points)
    Print 2   (25 points)
Job 3: Memorandum   _____ (100 points)
Job 4: Speech   _____ (100 points)
           TOTAL POINTS   _____ **_(425 points)_**

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

Local BPA Chapter

775 Jackson Drive
Bexley, Ohio 43209

www.localbpa.org
phone: 614-123-9876

GRADING NOTE:
Letterhead formatting will vary, ensure all content is included and design appropriate:
Create a letterhead with the following information: Local BPA Chapter, 775 Jackson Drive, Bexley, Ohio 43209, www.localbpa.org, phone: 614-123-9876

Current Date

Ms. Julie Smith
Professional Business Associates
5454 Cleveland Avenue
Columbus, OH 43231-4021

Dear Ms. Smith

REQUEST FOR PRESENTER

I am writing on behalf of my local chapter of Business Professionals of America. On Friday, February 22, 2019, my chapter is hosting an annual community job fair. My chapter has received confirmations from 40 companies that will be present at the job fair this year, including Professional Business Associates. There will also be more than 500 community and student attendees attend this event.

Each year my chapter seeks out a human resource professional to address the attendees prior to the opening of the job fair. My chapter viewed your recent interview on Channel 4 News discussing practical interview tips and how to effectively work a job fair. We would like to extend to you an invitation to present your insight with the job fair attendees.

Thank you for considering my invitation and we hope that you positively accept by February 1, 2019. I can be reached at (614) 123-9876 or chapterpresident@bpa.org.

Sincerely

Hunter Steinberger
Local Chapter President

Contestant #

In Footer:
Contestant Number
Job 1

Production Standards	
0 Errors	100 points
1 Error	90 points
2 Errors	70 points
3 Errors	50 points
4+ Errors	0 points

BEXLEY CAREER FAIR

Supplies

Item	Quantity	Cost Each	Total Cost
8' Table	60	$15.85	$ 951.00
Chair	140	4.75	665.00
Table Skirt	60	1.95	117.00
Extension Cord	20	8.25	165.00
Signs	60	11.25	675.00
Total			**$2,573.00**

BEXLEY CAREER FAIR **Print 2**

Supplies

Item	Quantity	Cost Each	Total Cost
8' Table	60	$15.85	{ =b2*c2 \# "$#,##0.00;($#,##0.00)" }
Chair	140	4.75	{ =b3*c3 \# "#,##0.00" }
Table Skirt	60	1.95	{ =b4*c4 \# "#,##0.00" }
Extension Cord	20	8.25	{ =b5*c5 \# "#,##0.00" }
Signs	60	11.25	{ =b6*c6 \# "#,##0.00" }
Total			{ =SUM(ABOVE) \# "$#,##0.00;($#,##0.00)" }

In Footer:
Contestant Number
Job 2

MEMORANDUM

TO: Roger Meyer and Tom Carlson

FROM: Julie Smith, Human Resources Manager

CC: Nancy Wells, CEO

DATE: Current Date

SUBJECT: ScheduleRight™ Training

Training for our newest software system ScheduleRight™ will begin in March for the Marketing, Administrative Support and Information Technology teams.

The ScheduleRight™ marketing campaign will begin aggressively by the end of the 3rd quarter 2019. To deliver excellent customer service to our customers, each department will need to attend an extensive training program. The training will provide opportunities to learn about the features, pricing options, installation and operation of the software. The Marketing and Administrative Support teams are scheduled for August 13-15, 2019. The Information Technology team is scheduled for August 20-22, 2019.

During this training period here are the requests for each department:

1. Use performance evaluations to choose those to be trained.

2. Select a total of six to eight employees from your department that will cover both 1st and 2nd shifts.

3. Arrange for coverage during the training period and get approval for overtime, if needed.

4. Send the names of selected employees to Leia Burris in Human Resources.

Please contact me with any questions or concerns you have regarding the training.

Contestant #

In Footer:
Contestant Number
Job 3

Production Standards	
0 Errors	100 points
1 Error	90 points
2 Errors	70 points
3 Errors	50 points
4+ Errors	0 points

PROFESSIONALS BUSINESS ASSOCIATES

2019 Annual Meeting and Conference of the Automotive Service Association

"Loyal employees…create loyal customers, who in turn, create happy shareholders."

Richard Branson, among other successful business leaders, continually connect the dots between

employees, customers and the bottom line. ScheduleRight™ seamlessly integrates customer

scheduling and employee databases. The software uses website, mobile and social platforms to

build relationships between employees and the company and between customers and the

company.

This integration is a crucial piece to increasing the profitability of your repair facility.

The strength of the system is the investment in your employees. The badging system allows your

employees to earn badges for continued education and certifications. A secondary badging

system developed from customer feedback tracks the work completed by your employees. Your

In Header
2

employees will have a running record of the customer feedback they have received and you, as

the manager, can incentivize that feedback with bonuses. By building on positive interactions,

your company can continue to recreate them moving forward.

Connect the dots, by developing a repeating cycle of happy employees and happy

customers will surely lead to a happy bottom line. For a demonstration of the software, please

visit booth B-15.

Production Standards	
0 Errors	100 points
1 Error	90 points
2 Errors	70 points
3 Errors	50 points
4+ Errors	0 points

In Footer:
Contestant Number
Job 4