

# FUNDAMENTAL WORD PROCESSING (200)

## REGIONAL – 2020

**Production:**

Job 1 – Memorandum \_\_\_\_\_ (100 points)

Job 2 – Agenda \_\_\_\_\_ (100 points)

Job 3 – Letter \_\_\_\_\_ (100 points)

***TOTAL POINTS*** \_\_\_\_\_ ***(300 points)***

**Failure to adhere to any of the following rules will result in disqualification:**

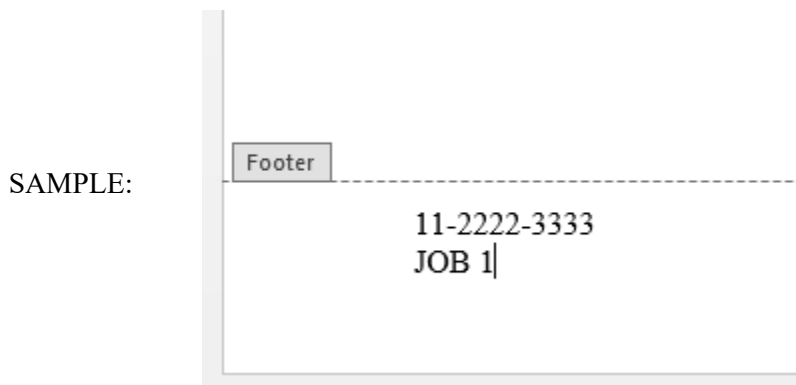
- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, 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 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. Ensure this test booklet contains Jobs 1-3
2. Key all jobs according to the instructions given.
3. Correct any and all formatting, spelling or grammar errors. Use the formatting guide in the *Style & Reference Manual*.
4. Your name or initials should *not* appear on any work you submit. Use your contestant number in any occasion you would normally key your reference initials.
5. In the lower left hand corner of ALL work submitted (unless otherwise specified) key your contestant number and job number.



6. If you complete the event before the end of the time allotted, notify the proctor. Time could be considered a factor in determining a winner when there is a tie score.
7. Place your scoring sheet on top of your Jobs. Jobs should be in numerical order.

<b>PRODUCTION STANDARDS</b>	
0 Errors	100 Points
1 Error	90 Points
2 Errors	70 Points
3 Errors	50 Points
4+ Errors	0 Points

## **JOB 1 – MEMORANDUM**

### **DIRECTIONS:**

Key the following memo to All PBA Administrative Assistants from Edna Renick, Administrative Support Director using today's date with a subject of Administrative Assistant Training Manual using the *Style & Reference Manual* formatting guidelines. Send a copy to Nancy Wells, CEO.

In order to develop consistency in the office and the directors that you work for, I have created a standard training manual for all Administrative Assistants to follow. I have enclosed a copy of the manual for you to print and place in a binder to keep on your desk.

We will have a mandatory meeting on April 7<sup>th</sup> at 10:00 a.m. in the conference room. We will go over the following procedures in the manual:

- Filing (Paper and electronic)
- Telephone etiquette and procedures
- Email etiquette
- Calendar setup
- Conference room scheduling
- Meeting procedures
- Work Room duties
- Office supply inventory

Make sure that you familiarize yourself with these sections of the training manual so we can go over any questions that you may have.

## **JOB 2 – AGENDA**

### **DIRECTIONS:**

As secretary, you key the following agenda for Edna Renick, Administrative Assistant Director for the administrative assistants meeting on Tuesday April 7, 2020 at 10:00 in the conference room. Use the *Style & Reference Manual* formatting guidelines.

Professional Business Associates

Agenda

Administrative Assistant Meeting-Training Manual

Date of meeting April 7, 2020

Time of meeting 10:00 a.m.

Location Conference Room

Call to order- Edna Renick Administrative Assistant Support Director

Roll Call- (Your name)

Training manual topics to be addressed: Edna Renick

- Filing (paper and electronic)
- Telephone etiquette and procedures
- Email etiquette
- Calendar setup
- Conference room scheduling
- Meeting procedures
- Work Room duties
- Office supply inventory

Q & A on other items in the manual

Adjourn

### JOB 3 – LETTER

Key the following letter from Roger Meyer, Marketing Director. Using the *Style & Reference Manual* formatting guidelines. Send the letter Mr. Dennis Johnson | 1879 Grandview Road | Cleveland, OH 32456. Send a copy to Nancy Wells CEO. Use current date. Supply an appropriate closing.

Thank you Dennis for your generous donation of the vacation resort package for our annual employees retreat. This package will provide our employees the type of working retreat that will help build moral, teamwork and focus on our corporate strategies.

I followed up with Nancy Wells our CEO about what the retreat package includes:

- 4 night stay at the Tucson Golf Resort
- 3 days' use of the Cactus Conference Room at the resort for our meetings
- Unlimited use of pool, spa and gym
- 4 dinners at any of the 3 restaurants at the resort
- 1 day of a round of golf including golf cart

Thank you again for your support of Professional Business Associates and all that you do for our business.



# FUNDAMENTAL WORD PROCESSING (200)

## REGIONAL – 2020

**Production:**

<b>Job 1:</b> Memorandum	_____	(100 points)
<b>Job 2:</b> Agenda	_____	(100 points)
<b>Job 3:</b> Letter	_____	(100 points)
<b>TOTAL POINTS</b>	_____	<b>(300 points)</b>

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

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**JOB 1 – MEMORANDUM**

**Memorandum**  
Top Margin: 1"  
Side Margins: 1"

Memo headings are 12 pt. bold

**MEMORANDUM** (16 pt. bold font)

**(DS)**  
**TO:** All PBA Administrative Assistants  
**(DS)**  
**FROM:** Edna Renick, Administrative Support Director  
**(DS)**  
**CC:** Nancy Wells, CEO  
**(DS)**  
**DATE:** Current Date  
**(DS)**  
**SUBJECT:** Administrative Assistant Training Manual  
**(DS)**

In order to develop consistency in the office and the directors that you work for, I have created a standard training manual for all Administrative Assistants to follow. I have enclosed a copy of the manual for you to print and place in a binder to keep on your desk.

We will have a mandatory meeting on April 7<sup>th</sup> at 10:00 a.m. in the conference room. We will go over the following procedures in the manual:

- Filing (paper and electronic)
- Telephone etiquette and procedures
- Email etiquette
- Calendar setup
- Conference room scheduling
- Meeting procedures
- Work Room duties
- Office supply inventory

Make sure that you familiarize yourself with these sections of the training manual so we can go over any questions that you may have.

**(DS)**  
Contestant #

PRODUCTION STANDARDS	
0 Errors	100 Points
1 Error	90 Points
2 Errors	70 Points
3 Errors	50 Points
4+ Errors	0 Points

Contestant #  
Job #



**JOB 2 – AGENDA**

**Agenda**  
Top Margin: 1"  
Side Margins: 1"

**PROFESSIONAL BUSINESS ASSOCIATES (*bold, all caps*)**

(DS)

**Agenda (*bold*)**

(DS)

**Administrative Assistants Meeting—Training Manual (*bold*)**

(DS)

**Tuesday, April 7, 2020, 10 a.m. (*bold*)**

(DS)

**Conference Room (*bold*)**

(QS)

1. Call to Order—Edna Renick, Administrative Assistant Support Director

(DS)

2. Roll Call—(Contestant #), Secretary

(DS)

3. Training Manual topics to be addressed—Edna Renick

- Filing (paper and electronic)
- Telephone etiquette and procedures
- Email Etiquette
- Calendar setup
- Conference room scheduling
- Meeting procedures
- Work Room duties
- Office Supply inventory

(DS)

4. Q & A on other items in the manual

(DS)

5. Adjournment

<b>PRODUCTION STANDARDS</b>	
0 Errors	100 Points
1 Error	90 Points
2 Errors	70 Points
3 Errors	50 Points
4+ Errors	0 Points

Contestant #  
Job #





ANSWER KEY

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**JOB 3 – LETTER**

(Current Date)

**(QS)**

Mr. Dennis Johnson  
1879 Grandview Road  
Cleveland, OH 32456

**(DS)**

Dear Mr. Johnson

**(DS)**

Thank you, Dennis, for your generous donation of the vacation resort package for our annual employees' retreat. This package will provide our employees the type of working retreat that will help build morale, teamwork and focus on our corporate strategies.

I followed up with Nancy Wells, our CEO, about what the retreat package includes:

- 4-night stay at the Tucson Golf Resort
- 3 days use of the Cactus Conference Room at the resort for our meetings
- Unlimited use of pool, spa and gym
- 4 dinners at any of the 3 restaurants at the resort
- 1 day of a round of golf including golf cart

Thank you again for your support of Professional Business Associates and all that you do for our business.

**(DS)**

(any appropriate complimentary close will work)

**(QS)**

Roger Meyer  
Marketing Director

**(DS)**

Contestant #

**(DS)**

c Nancy Wells, CEO (CEO could also be typed aligned below the name)

**Letter**  
 First Page Top Margin: 2"  
 Second and Subsequent Page Top Margin: 1"  
 Side Margins: 1"  
 Use open punctuation

PRODUCTION STANDARDS	
0 Errors	100 Points
1 Error	90 Points
2 Errors	70 Points
3 Errors	50 Points
4+ Errors	0 Points

Contestant #

Job #