

FUNDAMENTAL WORD PROCESSING SKILLS (21)

Regional—2010

Production Portion

Job 1	Letter	_____ (100 pts.)
Job 2	Memo	_____ (100 pts.)
Job 3	News Release	_____ (100 pts.)
Job 4	Report	_____ (100 pts.)
TOTAL POINTS		_____ (400)

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 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. Make certain this test booklet contains Jobs 1-4.
2. 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.**

Example: 99-9999-9999
Job 1

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 completed work, place your scoring sheet on top of all your jobs. The jobs should be arranged in numeric order. Turn in all partial jobs.

Production Standards	
0 errors	100 points
1 error	90 points
2 errors	70 points
3 errors	0 points

Job 1 – Letter

Key the following business letter from Julie Smith, Manager, Human Resources following Professional Business Associates format. Correct any spelling errors you find. Use the current date for the document. The letter is to be sent to Jonathan Wroble, Omni Computer Installations, 127 South Clark Street, Chicago, IL 60603

We are pleased to accept the proposal for six Omni XT computers and one printer that you prepared for Professional Business Associates. We are pleased to be doing business with such a prestigious company. You have come very well recommended, and we expect the same quality equipment and service you have provided other companies.

We would like the equipment delivered and installed on Thursday, December 20, at 4:15 p.m. This will keep the disruption to our business activity at a minimum. Please advise me as to whether this date and time are convenient for you.

I understand from our previous conversations the installation process will take only one hour including the diagnostic tests you will need to run to be certain that everything is working properly.

Please telephone me at 312-838-2549 to confirm or change the appointment.

Sincerely

Job 2– Memorandum

Please key the following memorandum to Julie Smith, Human Resources Department Manager using proper Professional Business Associates' memo format. It is from Harvey Rosen. CC to Nancy Wells, CEO. Use current date. The subject is Pre-school/Day Care Use for 2009.

I have finished analyzing the numbers for the use of our pre-school and day care center comparing the first six months of this year to last year. The numbers are likely to impress you. I was certainly amazed at the huge increase in use our center has had.

Given this astounding increase, I am certain no cuts will be necessary and this program should continue to be funded at the same or better rate than in the past. Please plan a time in the near future for us to get together and discuss these figures.

Job 3—News Release

Key the following news release using Professional Business Associates' format. The news release will be from Nancy Wells, 5454 Cleveland Avenue, Columbus, OH 43231-1234, 614-555-5555 and should be dated January 5, 2010. The title should be Professional Business Associates Reports Increased Day Care Use.

Professional Business Associates has noticed a remarkable increase in the use of its day care and pre-school. Because of a company-wide campaign, the day care use is up for the first six months of 2009 over the same period in 2008. More employees than ever have opted to make use of this excellent program.

Professional Business Associates created their day care center in March of 2007 as a way to provide their employees with top notch onsite day care. It started small with minimal staffing and has grown consistently throughout the last couple of years. In the second half of 2008, Professional Business Associates decided to encourage their employees to use the center and ran regular information campaigns to make their employees aware of the benefits.

Professional Business Associates is proud of the program. An open house is planned for Friday, February 19, 2010 to show off the facilities. Everyone is welcome to attend.

Job 4—Report

Please key and format the following report. The report is written by Roger Meyer and is for Edna Renick, Administrative Support Department. Please use the Style and Reference Manual Report Format for Professional Business Associates.

Understanding the Personal Interview

It is ironic the large emphasis that is placed on the “personal interview” when arriving at selection decisions within organizations, despite its low reliability and low accuracy in predicting future job performance. These interviews are usually relatively unstructured. Recent literature reviews suggest that interviewer’s judgmental errors, along with numerous errors and biases associated with the processing of applicant information, contribute to the low validity of personal interviews. Since the workforce is the primary asset in most organizations, one might assume that the most effective selection strategy would be chosen to maximize productivity.

This paper analyzes the validity of the interview—the measure of the degree to which the test predicts job success. Good selection doesn’t depend only on quality information, but on the quality of the interpretation. In the interview, the interviewer looks at the background of the applicant, analyzes the applicant’s responses during the interview and makes judgments about the behavior of the applicant. The following factors affect validity: Pre-interview Impressions, Psychological Selective Perceptions, Stereotypes, Halo-effect, Trait Configurations.

Thus, often the validity of the interview rests on the interviewer. The interviewer needs to recognize that everyone perceives things in different ways. Furthermore, interview perceptions are based on the interviewer’s life experiences, goals, needs and values, and thus can affect the judgment of the applicant.



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KEY

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Example: 99-9999-9999
Job 1

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1 error	90 points
2 errors	70 points
3 errors	0 points



JOB 1—Letter (2" Top Margin)

(current date)

Mr. Jonathan Wroble
Omni Computer Installations
127 South Clark Street
Chicago, IL 60603

Dear Mr. Wroble

We are pleased to accept the proposal for six Omni XT computers and one printer that you prepared for Professional Business Associates. We are pleased to be doing business with such a prestigious company. You have come very well recommended, and we expect the same quality equipment and service you have provided other companies.

We would like the equipment delivered and installed on Thursday, December 20, at 4:15 p.m. This will keep the disruption to our business activity at a minimum. Please advise me as to whether this date and time are convenient for you.

I understand from our previous conversations the installation process will take only one hour including the diagnostic tests you will need to run to be certain that everything is working properly.

Please telephone me at 312-838-2549 to confirm or change the appointment.

Sincerely

Julie Smith, Manager
Human Resources Department

Contestant #

Contestant Number
Job Number



JOB 2—Memo (1" Top Margin)

MEMORANDUM

TO: Julie Smith, Human Resource Department Manager

FROM: Harvey Rosen

CC: Nancy Wells, CEO

DATE: (current date)

SUBJECT: Pre-School/Day Care Use for 2009

I have finished analyzing the numbers for the use of our pre-school and day care center comparing the first six months of this year to last year. The numbers are likely to impress you. I was certainly amazed at the huge increase in use our center has had.

Given this astounding increase, I am certain no cuts will be necessary and this program should continue to be funded at the same or better rate than in the past. Please plan a time in the near future for us to get together and discuss these figures.

Contestant #

Contestant Number
Job Number



JOB 3—News Release (1” Top Margin)

NEWS RELEASE

From Nancy Wells
5454 Cleveland Avenue
Columbus, OH 43231-1234
614-555-5555

Release January 5, 2010

PROFESSIONAL BUSINESS ASSOCIATES REPORTS INCREASED DAY CARE USE

Professional Business Associates has noticed a remarkable increase in the use of its day care and pre-school. Because of a company-wide campaign, the day care use is up for the first six months of 2009 over the same period in 2008. More employees than ever have opted to make use of this excellent program.

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Contestant Number
Job Number



JOB 4—Report (1” Top Margin)

Roger Meyer

Meyer 1

Edna Renick

NOTE TO GRADER: This is a header, typed at .5” from top

Administrative Support Department

Current Date

Understanding the Personal Interview

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Contestant Number
Job Number



NOTE TO GRADER: This is a header, typed at .5" from top

Meyer 2

Thus, often the validity of the interview rests on the interviewer. The interviewer needs to recognize that everyone perceives things in different ways. Furthermore, interview perceptions are based on the interviewer's life experiences, goals, needs and values, and thus can affect the judgment of the applicant.