

ADVANCED WORD PROCESSING SKILLS (210)

REGIONAL – 2014

Production Portion:

Job 1: Speech _____ (100 points)

Job 2: Memo With Table _____ (100 points)

Job 3: Mail Merge Labels _____ (100 points)

Job 4: Letter _____ (100 points)

TOTAL POINTS _____ ***(400 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 90 minutes 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. Correct all errors. Copy is graded according to production standards.
3. For any job 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 left hand corner of all work submitted.**
4. If you finish before the end of the testing time, notify the administrator of the contest. 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 of your jobs. The jobs should be arranged in numerical 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: Speech

Key the following speech from Nancy Wells, Chief Executive Officer, following the Professional Business Associates format. The title is Professional Business Associates and the subtitle is How Humor Heals. Correct any errors you find.

I had to spend a week or so in the hospital last year. A minor ear infection turned into some major problems for my immune system. I was fairly depressed and frustrated one night after my doctor had given me the news that still more tests would be needed, which meant another few days in an uncomfortable bed with people poking and prodding at me.

As I thought about it, the pain began again, and I was sure that my condition might only become more serious. About the time I began to wonder if I would ever see my own home again, my best friend from high school stopped by. She was, quite literally, our class clown. She always had great jokes on the tip of her tongue. She was the mascot at the football games because her antics were so funny. Even now I can't help but smile when I think about her.

Two hours after she left, I felt great. I had no pain when I woke up the next morning, and that evening all of my test results were positive. A miracle? Actually, yes. Study after study has indicated that humor has interesting healing powers.

One way that humor can help to heal is that it literally changes our outlook on life. As we laugh, we have trouble seeing life's difficulties the same way. Suddenly, our problems don't seem quite as bad. Humor allows one to distance him/herself from a painful physical or medical situation while also acknowledging that he or she is in such a situation.

Seeing the humor in our painful or emotional situations can free us from the chains we have built around ourselves, helping us to recognize that life is more than anger or pain or sorrow, but that it is full of humor and the contagious sound of laughter.

JOB 2: Memorandum with Table

Key the following information into a memorandum following the Professional Business Associates format. Center the title and subtitle of the table. Center and bold the column headings. Use a formula to calculate the total amount at the bottom of column 2. Sort the first column by last name. Print a copy of this memo. **On the printout, write the formula you used to create the total in the column 2.**

Address the memorandum to the Woodgrove Bank Investment Department from Harvey Rosen, Financial Services Department Manager, include the current date and an appropriate subject. Send a copy to Nancy Wells, CEO.

Although we saw a slight decrease in the number of new investors in Fiscal Year 2013, this total dollar amount of new investor applications actually increased over the previous year. This is likely due to the increase in Professional Business Associates' stock value. Please include these applicants in your database.

WOODGROVE BANK

Fiscal Year 2013 Investor Applications

New Investors	Investment Amount	Current Status
Wood, John & Karen	\$1,000.00	Approved
Alexander, Michelle	\$10,000.00	Approved
Steele, Bill	\$5,000.00	Approved
Bisch, Mary	\$2,500.00	Approved
Harrington, Mark	\$500.00	Approved
Total		

Job 3: Labels

Create a label mail merge for the following return address labels using Avery 5160. These addresses will also be used for the letter in Job 4. Sort the addresses by last name and print the labels.

Mr. Roger Geddings
2047 N. Humphrey Avenue
Oak Park, IL 60302-1023

Julie Parker, MD
145 Frank Lloyd Wright Blvd.
Oak Park, IL 60302-1263

Ms. Jill McIntyre
141 N. Marion Avenue
Oak Park, IL 60302-1089

Mr. Eric Pinkney
596 Madison Street
Oak Park, IL 60302-1263

Mr. Brian Edwards
2654 S. Larivee Avenue
Chicago, IL 60804-3827

Ms. Amanda Johnson
5802 W. Ogden Avenue
Chicago, IL 60804-4179

Ms. Sharon Goldstein
9573 Cermack Road
Blackhawk, IL 60402-4837

Mr. Luis Rodriguez
3529 W. Roosevelt Road
Blackhawk, IL 60402-5240

Mr. Daniel Spurlock
8537 Grand Avenue
River Grove, IL 60171-8356

Ms. Danielle James
3893 River Road
River Grove, IL 60171-5248

Ms. Kimberly Bennett
3528 N. Neva Avenue
Elmwood Park, IL 60707-2465

Mr. Jason Meekins
6973 W. Grand Avenue
Elmwood Park, IL 60707-4619

Job 4: Letter Composition

Use the following information to compose a letter using mail merge. The letter is from Julie Smith, Human Resources Manager. Include an appropriate subject line. Address the letter to Roger Geddings, the first recipient from your labels in Job 3. Compose the letter using the following information:

Paragraph 1: Thank them for their interest in applying. Let them know that their résumé will be reviewed soon.

Paragraph 2: Advise applicants that Human Resources will be matching up their qualifications with current job openings, and they will be contacted if there is a position available for them.

Paragraph 3: Thank them and assure the candidate that their résumé will be kept on file for a year if there is no current opening.



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Production:

Job 1: Speech	_____	(100 points)
Job 2: Memo With Table	_____	(100 points)
Job 3: Mail Merge Labels	_____	(100 points)
Job 4: Letter	_____	(100 points)
<i>TOTAL POINTS</i>	_____	<i>(400 points)</i>

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

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JOB 1—Speech

Graders' Notes: Top Margins 1" Side Margins 1" Spacing in Body QS.

PROFESSIONAL BUSINESS ASSOCIATES (bold)

(DS)

How Humor Heals (bold)

(QS)

I had to spend a week or so in the hospital last year. A minor ear infection turned into some major problems for my immune system. I was fairly depressed and frustrated one night after my doctor had given me the news that still more tests would be needed, which meant another few days in an uncomfortable bed with people poking and prodding at me.

As I thought about it, the pain began again, and I was sure that my condition might only become more serious. About the time I began to wonder if I would ever see my own home again, my best friend from high school stopped by. She was, quite literally, our class clown. She always had great jokes on the tip of her tongue. She was the mascot at the football games because her antics were so funny. Even now I can't help but smile when I think about her.

Contestant #
Job 1



Two hours after she left, I felt great. I had no pain when I woke up the next morning, and that evening, all of my test results were positive. A miracle? Actually, yes. Study after study has indicated that humor has interesting healing powers.

One way that humor can help to heal is that it literally changes our outlook on life. As we laugh, we have trouble seeing life's difficulties the same way. Suddenly, our problems don't seem quite as bad. Humor allows one to distance him/herself from a painful physical or medical situation while also acknowledging that he or she is in such a situation.

Seeing the humor in our painful or emotional situations can free us from the chains we have built around ourselves, helping us to recognize that life is more than anger or pain or sorrow, but that it is full of humor and the contagious sound of laughter.



MEMORANDUM [Top and side margins are 1"]

(DS)

TO: Woodgrove Bank Investment Department

(DS)

FROM: Harvey Rosen, Financial Services Department Manager

(DS)

CC: Nancy Wells, CEO

(DS)

DATE: January 22, 2013

Use current date

(DS)

SUBJECT: Investor Applications

An appropriate subject should have been supplied – answers will vary.

(DS)

Although we saw a slight decrease in the number of new investors in Fiscal Year 2013, this total dollar amount of new investor applications actually increased over the previous year. This is likely due to the increase in Professional Business Associates' stock value. Please include these applicants in your database.

WOODGROVE BANK

(DS)

Fiscal Year 2013 Investor Applications

(QS)

New Investors	Investment Amount	Current Status
Alexander, Michelle	\$10,000.00	Approved
Bisch, Mary	2,500.00	Approved
Harrington, Mark	500.00	Approved
Steele, Bill	5,000.00	Approved
Wood, John & Karen	1,000.00	Approved
Total	\$19,000.00	

Contestant ID #

Note to Graders: Formula should read: =SUM(ABOVE) Also acceptable would be =B4+B5+B6+B7+B8. Count one error if no formula is written.

Note to Graders: The table should be sorted by new investors' last names. Count as one error if last names are not sorted correctly.

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ANSWER KEY

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Ms. Kimberly Bennett
3528 N. Neva Avenue
Elmwood Park, IL 60707-2465

Mr. Brian Edwards
2654 S. Larivee Avenue
Chicago, IL 60804-3827

Mr. Roger Geddings
2047 N. Humphrey Avenue
Oak Park, IL 60302-1023

Ms. Sharon Goldstein
9573 Cermack Road
Blackhawk, IL 60402-4837

Ms. Danielle James
3893 River Road
River Grove, IL 60171-5248

Ms. Amanda Johnson
5802 W. Ogden Avenue
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Mr. Eric Pinkey
596 Madison Street
Oak Park, IL 60302-1263

Mr. Luis Rodriguez
3529 W. Roosevelt Road
Blackhawk, IL 60402-5240

Mr. Daniel Spurlock
8537 Grand Avenue
River Grove, IL 60171-8356

Labels should be sorted by last name (labels may be sorted horizontally or vertically). The font should be Times New Roman 12.



«Next
Record»«AddressBlock»

«Next Record»«AddressBlock»

«Next Record»«AddressBlock»

Note to Grader: Each field may also be merged separately. For example: <<Title> <<First Name>> <<Last Name>>



Job 4: Letter

October 7, 2013

Top Margin:
2"; other
margins 1"

Mr. Roger Geddings
2047 N. Humphrey Avenue
Oak Park, IL 60302-1023

Dear Mr. Geddings

YOUR APPLICATION

We have received your resume and thank you for your interest in applying for a position at Professional Business Associates. Your résumé will be reviewed shortly by our Human Resources Department.

As we review your résumé, we will be matching your qualifications to our current job openings. If there is a current position available that matches your qualifications, we will contact you to arrange an interview.

If there is no match with our current available positions, your résumé will be kept on file for a year. We will contact you if a position that matches your qualifications becomes available in the future. Thank you again for your interest in working for Professional Business Associates.

Sincerely

Julie Smith
Human Resources Manager

Contestant Number

Note to grader: This letter will vary. The letter must contain an appropriate subject. Contestants were instructed to compose the following:

Paragraph 1: Thank them for their interest in applying. Let them know that their resume will be reviewed soon.

Paragraph 2: Advise applicants Human Resources will be matching up their qualifications with current job openings and they will be contacted if there is a position available for them.

Paragraph 3: Thank them and assure the candidate that their resume will be kept on file for a year if there is no current opening.