

INTERMEDIATE WORD PROCESSING (205)

REGIONAL – 2018

Production Portion:

Job 1: Letter _____ (100 points)

Job 2: Memorandum _____ (100 points)

Job 3: Report _____ (100 points)

Job 4: Speech _____ (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 sixty (60) 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. 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 all work submitted unless otherwise specified.

Example:

99-9999-9999
Job 1

7. If you finish before the end of the 60 minutes of testing, 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

Key the following business letter from Roger Meyer, Manager, Marketing Department, following the format illustrated in the Style and Reference Manual. Send the letter to Harold VanBloom, 9717 Loveless Avenue, Billings, MT 50101-9432.

We appreciate your inquiry into employment opportunities in the Marketing Department here at Professional Business Associates. Our team prides itself on its award-winning promotional materials and advertisements used to sell and market the products of Professional Business Associates.

Julie Smith, manager of the Human Resources Department, forwarded your letter of application for my review. We are currently seeking a qualified staff person to fill a desktop publishing position. Your qualifications match those we are seeking for this position.

If you are interested in this position, please call my office assistant at 555-555-5555 before January 17 to set up an interview time. At that time, please provide reference information.

Please bring samples of your desktop publishing portfolio to your interview and be prepared to discuss design techniques and strategies with the marketing personnel who will be participating in the interview.

I look forward to meeting you and discussing employment opportunities at Professional Business Associates. I have enclosed a map of the location of the PBA main office and a list of nearby restaurants for your convenience while you are in the area.

Sincerely

Job 2—Memo

Key the following memo from Roger Meyer, Marketing Department, following the format illustrated in the *Style & Reference Manual*. Send the memo to the head of Financial Services. Send a copy to Julie Smith. Choose an appropriate subject.

The next marketing meeting will be held on July 15 in Conference Room B of the Dallas Gaylord Hotel. Agenda items will include the 2018 conference to be held in Anaheim. We will need to begin to develop a marketing plan that we will utilize to promote the conference.

Your responsibility will be to develop a marketing and promotion budget for the conference and be prepared to present it to the committee at the marketing meeting.

Our marketing and resource development plans are attached. Please take the time to review the plans to assist you in preparing the budget.

Job 3—Report

Key the following report from Nancy Wells, Chief Executive Officer, following the format illustrated in the *Style & Reference Manual*. Send the report to the head of Human Resources. Use the current date for the report. The title of the report is Skills Desired by Employers.

Recent studies show that, for the most part, employers are satisfied with the technical skill set of young graduates, but they have serious concerns about some lacking soft skills in young employees. These non-technical or soft skills are sometimes referred to as “employability skills.” Many employers are finding that some young graduates have little grasp of the skills necessary for successful employment.

Reasons for Not Hiring Young People

Many employers feel that while technical skills can be learned on the job through training, the employability skills are more difficult to “train” and may be innate. These skills would be considered soft skills:

- Punctuality
- Communication
- Decision making
- Motivation
- Creativity

More and more, employers are seeking to assess employability skills when choosing new employees, so it is important for prospective employees to hone those skills to increase their chances for success in the workplace.

Job 4—Speech

Key the following speech following the format illustrated in the *Style & Reference Manual*. The speech was written by Roger Meyer of Professional Business Associates for the Marketing Department Meeting.

It is my pleasure to welcome the Board of Directors of Professional Business Associates to the quarterly meeting of the Marketing Department.

As head of the Marketing Department, I take great pride in the professional marketing and advertising materials and campaigns that the outstanding employees in this department produce on a daily basis in order to promote the products and services produced by Professional Business Associates. It is truly an honor to work with these dedicated employees day in and day out.

As members of the Board of Directors, I am sure you have witnessed the high-quality materials generated by our department and will join me in thanking these employees for their dedicated service to our organization.

It is now my pleasure to introduce John Thomas who has been selected as the employee of the quarter. John has been a valuable member of our team for the past nine years, and he is a true asset to both the department and to the organization as a whole. Please join me in congratulating him for this fine achievement.