



INTERMEDIATE WORD PROCESSING (205)

REGIONAL – 2019

Production Portion	Points
Job 1: Memorandum	_____ (100 points)
Job 2: Letter	_____ (100 points)
Job 3: Report	_____ (100 points)
<i>TOTAL POINTS</i>	_____ <i>(300 points)</i>

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

Property of Business Professionals of America.
May be reproduced only for use in the Business Professionals of America
Workplace Skills Assessment Program competition.



General Instructions

You have been hired as a Human Resources Assistant at Professional Business Associates, located at 5454 Cleveland Avenue, Columbus, Ohio 43231. Professional Business Associates develops and sells software, hardware, and services. You will complete jobs for Professional Business Associates' Human Resources Department, Administrative Support Department, as well as for clients.

1. Make certain this test booklet contains Jobs 1-3.
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% of assigned point value of each document
1 error	90% of assigned point value of each document
2 errors	70% of assigned point value of each document
3 errors	50% of assigned point value of each document
4 or more errors	0% of assigned point value of each document



MEMORANDUM

TO: All Office Administrative Assistants

FROM: Julie Smith, Human Resources Department

CC: Nancy Wells, CEO (or Chief Executive Officer)

DATE: Current Date (example – February 25, 2019)

SUBJECT: Managing Your Time

Even in the busiest offices there are quiet days – often the lull before the storm. During these times, office staff should take opportunities to catch up on duties not taken care of during the often-busy days.

There are several activities that can be performed during these precious minutes. Suggestions for using these few minutes of time are below.

1. Housekeeping. Start with cleaning your desk; restock it with missing supplies and dispose of any unneeded things that you may have collected.
2. Record-cleaning. From time to time, even the best record keeping system becomes unorganized, and your files (electronic and paper) will need attention. Take time to update labels, organize files, and properly dispose of outdated or unnecessary items. Do not forget to do this to your electronic files as well.
3. List-keeping. Items such as address lists, telephone lists, and other reference lists need to be updated periodically.

Each of you can probably think of numerous jobs specific to your department that can be done during the “calm” to make your job easier during busy times. Make a list and post it in your office or work room.

XX-XXXX-XXXX (Contestant Number)



Current Date (example – February 26, 2019)

Ms. Jennifer M. Graber, Sales Manager
Circuit to Circuit
1355 Walnut Road
Omaha, NE 68046

Dear Ms. Graber

We appreciate your interest in our products and are happy to answer all of the questions in your recent letter.

We will ship your orders directly to you. I have enclosed a catalog showing the wide variety of computer hardware and software we can offer you to meet the changing needs of your company. The catalog includes the products we offer in the \$750 to \$2,000 price range. You will receive a 15 percent discount on an order of five items or more.

For your convenience, a pre-addressed postage paid order form is enclosed with the catalog. After you've looked through the catalog, please call me at 1-888-555-7789 if you have additional questions or if you need more information about any of the items in the catalog. You can also place your order online at www.pba.com or by calling us toll free at 1-888-555-7789 from 9 a.m. to 8 p.m. Monday through Friday. We are certain you will be happy with our products and service.

Sincerely

Edna Renick, Manager
Administrative Support Department

XX-XXXX-XXXX (Contestant Number)

Enclosures



Julie Smith

Job 3

All Department Managers

Current Date (example – 27 February 2019)

Listening Skills

Communication is key in the workplace. Poor listening is among the top reasons for workplace errors and misunderstandings. Sometimes we have trouble understanding what was said because we did not really tune in to the person talking to us. You can avoid some workplace misunderstandings by being a better listener. Below are some tips to help improve your skills.

Weigh your reasons for being in the conversation. Ask yourself, “Do I want to learn something?”, “Am I defending my position?”, “Am I here to support the speaker?”. It is important to understand the purpose of the conversation. This will help you become a better listener.

If you are given instructions, listen carefully and then repeat the instructions. If you are not sure you understand what someone has said, repeat what you think is meant, and ask if you have understood them correctly.

When someone wants to argue with you, do not interrupt; keep an open mind, and let them talk. When they are done, repeat their position as you understand it. This tells them you have been listening and are interested in what they said.

Finally, be sure to give the speaker feedback. Demonstrate that you understand where the speaker is coming from by reflecting the speaker's feelings. "You must be excited!" "That is a terrible situation for you." If you are unsure of the speaker's feelings, then occasionally restate some of the content of the message. Or just show you understand with appropriate facial expressions and an occasional well-timed "hmmm" or head nod.