



# ADVANCED WORD PROCESSING (210)

## REGIONAL – 2019

Job 1: Letter	_____	(100 points)
Job 2: Table	_____	
Print 1	_____	(100 points)
Print 2	_____	(25 points)
Job 3: Memorandum	_____	(100 points)
Job 4: Speech	_____	(100 points)
<b>TOTAL POINTS</b>	_____	<b>(425 points)</b>

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

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*Workplace Skills Assessment Program* competition.



## Local BPA Chapter

775 Jackson Drive  
Bexley, Ohio 43209

[www.localbpa.org](http://www.localbpa.org)

phone: 614-123-9876

**GRADING NOTE:**

Letterhead formatting will vary, ensure all content is included and design appropriate:  
*Create a letterhead with the following information: Local BPA Chapter, 775 Jackson Drive, Bexley, Ohio 43209, www.localbpa.org, phone: 614-123-9876*

Current Date

Ms. Julie Smith  
Professional Business Associates  
5454 Cleveland Avenue  
Columbus OH 43231-4021

Dear Ms. Smith

### REQUEST FOR PRESENTER

I am writing on behalf of my local chapter of Business Professionals of America. On Friday, February 22, 2019, my chapter is hosting an annual community job fair. My chapter has received confirmations from 40 companies that will be present at the job fair this year, including Professional Business Associates. There will also be more than 500 community and student attendees attend this event.



Each year my chapter seeks out a human resource professional to address the attendees prior to the opening of the job fair. My chapter viewed your recent interview on Channel 4 News discussing practical interview tips and how to effectively work a job fair. We would like to extend to you an invitation to present your insight with the job fair attendees.

Thank you for considering my invitation and we hope that you positively accept by February 1, 2019. I can be reached at (614)123-9876 or [chapterpresident@bpa.org](mailto:chapterpresident@bpa.org).

Sincerely

Hunter Steinberger  
Local Chapter President

xx

In Footer:  
Contestant Number  
Job 1

Production Standards	
0 Errors	100 points
1 Error	90 points
2 Errors	70 points
3 Errors	50 points
4+ Errors	0 points



**BEXLEY CAREER FAIR**

**Supplies**

<b>Item</b>	<b>Quantity</b>	<b>Cost Each</b>	<b>Total Cost</b>
8' Table	60	\$15.85	\$ 951.00
Chair	140	4.75	665.00
Table Skirt	60	1.95	117.00
Extension Cord	20	8.25	165.00
Signs	60	11.25	675.00
<b>Total</b>			<b>\$2,573.00</b>

**BEXLEY CAREER FAIR**

**Print 2**

**Supplies**

<b>Item</b>	<b>Quantity</b>	<b>Cost Each</b>	<b>Total Cost</b>
8' Table	60	\$15.85	{=b2*c2 \# "\$#,##0.00;(\$#,##0.00)" }
Chair	140	4.75	{=b3*c3 \# "\$#,##0.00" }
Table Skirt	60	1.95	{=b4*c4 \# "\$#,##0.00" }
Extension Cord	20	8.25	{=b5*c5 \# "\$#,##0.00" }
Signs	60	11.25	{=b6*c6 \# "\$#,##0.00" }
<b>Total</b>			{=SUM(ABOVE) \# "\$#,##0.00;(\$#,##0.00)" }

In Footer:  
 Contestant Number  
 Job 2



## MEMORANDUM

**TO:** Roger Meyer and Tom Carlson

**FROM:** Julie Smith, Human Resources Manager

**CC:** Nancy Wells, CEO

**DATE:** Current Date

**SUBJECT:** ScheduleRight™ Training

Training for our newest software system ScheduleRight™ will begin in **March** for the Marketing, Administrative Support and Information Technology teams.

The ScheduleRight™ marketing campaign will begin aggressively by the end of the 3<sup>rd</sup> quarter 2019. To deliver excellent customer service to our customers, each department will need to attend an extensive training program. The training will provide opportunities to learn about the features, pricing options, installation and operation of the software. The Marketing and Administrative Support teams are scheduled for **August 13-15, 2019**. The Information Technology team is **scheduled** for **August 20-22, 2019**.

During this training period here are the requests for each department:

1. Use performance evaluations to choose those to be trained.
2. Select a total of six to eight employees from your department that will cover both 1<sup>st</sup> and 2<sup>nd</sup> shifts.
3. Arrange for coverage during the training period and get approval for overtime, if needed.
4. Send the names of selected employees to Leia Burris in Human Resources.

Please contact me with any questions or concerns you have regarding the training.

xx (Contestant #)

In Footer:  
Contestant Number  
Job 3

Production Standards	
0 Errors	100 points
1 Error	90 points
2 Errors	70 points
3 Errors	50 points
4+ Errors	0 points



## PROFESSIONALS BUSINESS ASSOCIATES

### 2019 Annual Meeting and Conference of the Automotive Service Association

“Loyal employees...create loyal customers, who in turn, create happy shareholders.”

Richard Branson, among other successful business leaders, continually connect the dots between employees, customers and the bottom line. ScheduleRight™ seamlessly integrates customer scheduling and employee databases. The software uses website, mobile and social platforms to build relationships between employees and the company and between customers and the company.

This integration is a crucial piece to increasing the profitability of your repair facility.

The strength of the system is the investment in your employees. The badging system allows your employees to earn badges for continued education and certifications. A secondary badging system developed from customer feedback tracks the work completed by your employees. Your

employees will have a running record of the customer feedback they have received and you, as

the manager, can incentivize that feedback with bonuses. By building on positive interactions,

your company can continue to recreate them moving forward.

Connect the dots, by developing a repeating cycle of happy **employees** and happy

customers will surely lead to a happy bottom line. For a demonstration of the software, please

visit booth B-15.

<b>Production Standards</b>	
0 Errors	100 points
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2 Errors	70 points
3 Errors	50 points
4+ Errors	0 points