



FUNDAMENTAL WORD PROCESSING (200)

REGIONAL – 2020

Production:

| | | |
|--------------------------|-------|---------------------|
| Job 1: Memorandum | _____ | (100 points) |
| Job 2: Agenda | _____ | (100 points) |
| Job 3: Letter | _____ | (100 points) |
| TOTAL POINTS | _____ | (300 points) |

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

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Workplace Skills Assessment Program competition.



JOB 1 – MEMORANDUM

Memorandum
Top Margin: 1"
Side Margins: 1"

Memo headings are 12 pt. bold

MEMORANDUM (16 pt. bold font)

(DS)
TO: All PBA Administrative Assistants
(DS)
FROM: Edna Renick, Administrative Support Director
(DS)
CC: Nancy Wells, CEO
(DS)
DATE: Current Date
(DS)
SUBJECT: Administrative Assistant Training Manual
(DS)

In order to develop consistency in the office and the directors that you work for, I have created a standard training manual for all Administrative Assistants to follow. I have enclosed a copy of the manual for you to print and place in a binder to keep on your desk.

We will have a mandatory meeting on April 7th at 10:00 a.m. in the conference room. We will go over the following procedures in the manual:

- Filing (paper and electronic)
- Telephone etiquette and procedures
- Email etiquette
- Calendar setup
- Conference room scheduling
- Meeting procedures
- Work Room duties
- Office supply inventory

Make sure that you familiarize yourself with these sections of the training manual so we can go over any questions that you may have.

(DS)
Contestant #

| PRODUCTION STANDARDS | |
|----------------------|------------|
| 0 Errors | 100 Points |
| 1 Error | 90 Points |
| 2 Errors | 70 Points |
| 3 Errors | 50 Points |
| 4+ Errors | 0 Points |

Contestant #
Job #



JOB 2 – AGENDA

Agenda
Top Margin: 1"
Side Margins: 1"

PROFESSIONAL BUSINESS ASSOCIATES (*bold, all caps*)

(DS)

Agenda (*bold*)

(DS)

Administrative Assistants Meeting—Training Manual (*bold*)

(DS)

Tuesday, April 7, 2020, 10 a.m. (*bold*)

(DS)

Conference Room (*bold*)

(QS)

1. Call to Order—Edna Renick, Administrative Assistant Support Director

(DS)

2. Roll Call—(Contestant #), Secretary

(DS)

3. Training Manual topics to be addressed—Edna Renick

- Filing (paper and electronic)
- Telephone etiquette and procedures
- Email Etiquette
- Calendar setup
- Conference room scheduling
- Meeting procedures
- Work Room duties
- Office Supply inventory

(DS)

4. Q & A on other items in the manual

(DS)

5. Adjournment

| PRODUCTION STANDARDS | |
|-----------------------------|------------|
| 0 Errors | 100 Points |
| 1 Error | 90 Points |
| 2 Errors | 70 Points |
| 3 Errors | 50 Points |
| 4+ Errors | 0 Points |

Contestant #
Job #



JOB 3 – LETTER

(Current Date)

(QS)

Mr. Dennis Johnson
1879 Grandview Road
Cleveland, OH 32456

(DS)

Dear Mr. Johnson

(DS)

Thank you, Dennis, for your generous donation of the vacation resort package for our annual employees’ retreat. This package will provide our employees the type of working retreat that will help build morale, teamwork and focus on our corporate strategies.

I followed up with Nancy Wells, our CEO, about what the retreat package includes:

- 4-night stay at the Tucson Golf Resort
- 3 days use of the Cactus Conference Room at the resort for our meetings
- Unlimited use of pool, spa and gym
- 4 dinners at any of the 3 restaurants at the resort
- 1 day of a round of golf including golf cart

Thank you again for your support of Professional Business Associates and all that you do for our business.

(DS)

(any appropriate complimentary close will work)

(QS)

Roger Meyer
Marketing Director

(DS)

Contestant #

(DS)

c Nancy Wells, CEO (CEO could also be typed aligned below the name)

Letter
 First Page Top Margin: 2"
 Second and Subsequent Page Top Margin: 1"
 Side Margins: 1"
 Use open punctuation

| PRODUCTION STANDARDS | |
|----------------------|------------|
| 0 Errors | 100 Points |
| 1 Error | 90 Points |
| 2 Errors | 70 Points |
| 3 Errors | 50 Points |
| 4+ Errors | 0 Points |

Contestant #

Job #