

FUNDAMENTAL WORD PROCESSING (205)

REGIONAL – 2015

Production:

Job 1 Two-Page Report _____ (100 points)

Job 2 Letter _____ (100 points)

Job 3 Memorandum _____ (100 points)

TOTAL POINTS _____ ***(300 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 60 minutes testing/production

No more than ten (10) minutes wrap-up

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Workplace Skills Assessment Program regional competition.

GENERAL INSTRUCTIONS

1. Make certain this test booklet contains Jobs 1-3.
2. Copy is graded on production standards found in the *Style & Reference Manual*.
3. For any problem 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 the footer in the lower left-hand corner of all work submitted**

Example: 99-9999-9999
 Job 1

4. If you finish before the end of the testing time, notify the proctor. Time may be a factor in determining the winner in the event of a tie.
5. 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	0 points

Job 1-Report

DIRECTIONS: Please key and format the following report. The report is written by Loretta Breashers and is for Nancy Wells, CEO. Please use the *Style & Reference Manual* for this report for Professional Business Associates. The title is: Intern Programs Promise Success.

Students across the nation are gearing up for an experience that will solidify their choice of career...the summer intern program. The advantages of organizational intern programs provide a multitude of advantages that will help continue the success of this organization. I propose that Professional Business Associates (PBA) develop and implement a summer intern program with pay, inviting bright and driven students to develop their careers in software and hardware development and services.

Statistics provided by the National Association of Colleges and Employers' (NACE) 2014 Experiential Education Survey show that 69% of the 2012-13 interns were offered fulltime positions and of those offered, 92.4 % were accepted. Our organizational departments strive to effectively manage workflow and recruit new team members to continue growth in our business and accomplish future objectives. Setting up an internship program will meet both needs simultaneously.

Developing an internship program will help us find future employees. Recruiting and hiring employees can be expensive. By offering a summer internship, PBA would be able to choose the best of the bunch when it comes time to hire. It is also a well-known fact that school campuses are viral societies. Talented students will hear of our organization and choose to apply for our intern program, hoping to be a part of one of the top organizations in the nation. They will also provide a less expensive work force.

It is common to discover a promising employee in the job interview, but find that they just do not fit into our organization once they are on the job. Working with an intern will give our directors the opportunity to try out an employee. Even if they find that the intern does not fit their department, they may discover their niche in another.

Other benefits of an intern program are increased productivity, an increase in employee retention rate, and an enhanced perspective. The interns will allow us to take advantage of short-term support, providing an extra set of hands and providing the administrative level employees an opportunity to devote their time and creativity to higher-level, strategic assignment. New people also bring in new, fresh ideas that can be incorporated into the organization's mission.

One of the most promising benefits of an intern program is community service. Through the intern program, PBA will be "giving back" to the communities that support our organization. It will help students get started and enhance the local workforce. Students will gain experience, develop skills, make connections, strengthen their resumes, learn about the software and hardware field, and assess their interests and abilities. Offering a paid internship will also provide economically disadvantaged youth the opportunity to participate.

When considering the current workload and tomorrow's workforce, starting an internship program is an excellent way to facilitate success at Professional Business Associates.

Job 2-Letter

DIRECTIONS: Key the following business letter from Julie Smith, Human Resources Department, following Professional Business Associates format. Use the current date for the document. The letter is to be sent to Dr. Kaetlin Brockman, College of Business Administration, Texas Tech University, 2500 Broadway, Lubbock, TX 79401.

Professional Business Associates is pleased to announce the development of the PBA Intern Program (PIP). We are looking for bright, driven students who are interested in developing a career in an up and coming organization. We would like for you to distribute this information to your students and encourage them to apply to our intern program.

Professional Business Associates is one of the top software and hardware developers in the nation. We also offer services in systems analysis, software development and design, marketing, training development, and hardware and software sales. We are offering intern positions in Financial Services, Information Technology, Human Resources, Marketing, and Administrative Support. As you can see, we are offering a multitude of career advancement opportunities.

I have enclosed the intern application to be distributed to your students. The students will be required to submit the completed application, a current resume, and two letters of recommendation. The completed packet should be sent to me at 5454 Cleveland Avenue, Columbus, OH 43231-4021. The deadline for submission is February 27, 2015.

If you require additional information, feel free to contact me. I look forward to reviewing your students' applications.

Job 3-Memorandum

DIRECTIONS: Key the following memorandum to Harvey Rosen, Roger Meyer, Edna Renick, and Tom Carlson using proper Professional Business Associates' memo format. It is from Julie Smith, Human Resources. CC to Nancy Wells, CEO. Use current date. The subject is Intern Program Invitation.

Area high school and university personnel have been invited to distribute applications to their students to participate in our newly developed PBA Intern Program (PIP). Those students applying for the intern positions have been instructed to submit a completed application, current resume, and two letters of reference to me by February 27, 2015.

Our department will review the application packets as they arrive. Once we have determined that the application packets are complete, they will be forwarded to your department for review. It is your job to organize an Intern Review Committee made up of you and two department employees to evaluate the applications, resumes, and letters; then make your choices on those students that you would like to bring in for a personal interview. Interviews should be completed by March 27. Interviews will be conducted by your committee. I will also be included in the interview process.

PBA is very excited to develop and offer this intern program to those students who are driven to develop their careers. It is our desire to promote our organization and recruit some of the most promising employees for Professional Business Associates.