

# ADVANCED WORD PROCESSING SKILLS (210)

**REGIONAL – 2015**

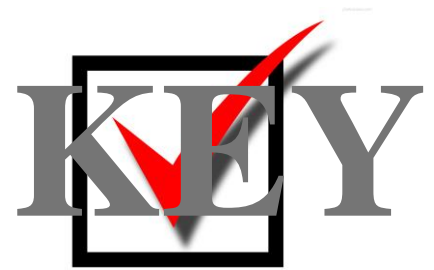
**Production**

Job 1 – Report	_____	(100 points)
Job 2 – Table	_____	(100 points)
Job 3 – Speech	_____	(100 points)
Job 4 – 2-Page Letter	_____	(100 points)

***TOTAL POINTS*** \_\_\_\_\_ ***(400 points)***

**Judge/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

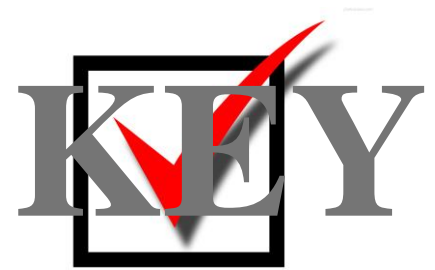
You have been hired as the Human Resources Assistant for Julie Smith, the Human Resources Department Manager for Professional Business Associates, located at 5454 Cleveland Avenue, Columbus, Ohio 43231. Professional Business Associates develops and sells software, hardware, and services. They are creating an Internship Opportunity and will be working on the organization and the setup of the program. You will be asked to create items for Julie Smith in regards to this new program.

1. Make certain this test booklet contains Jobs 1-4.
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.

<b>PRODUCTION STANDARDS</b>	
<b>0 errors</b>	<b>100 points</b>
<b>1 error</b>	<b>90 points</b>
<b>2 errors</b>	<b>70 points</b>
<b>3 errors</b>	<b>0 points</b>



Julie Smith

Nancy Wells

CEO

5 March 2015 (use current date in military style as shown)

**JOB 1—REPORT**

Note: Margins 1" Top and Side  
Double spaced  
Title typed in title case not bold  
Underline headings  
Indented paragraphs

Internship Opportunity Program

The planning and implementation of the Internship Opportunity Program for Professional Business Associates is going well so far. The steps for the creation of this program are outlined below.

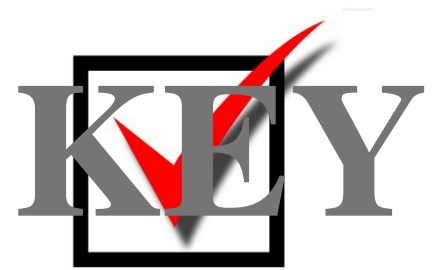
Planning Stage—Internship positions created

I have been working with the department managers, and they have suggested positions where students can work effectively in a training capacity within their departments. I have created the positions as they are outlined in the attached table. We feel that these positions will allow students to learn about PBA as well as grow their skills in their field of choice. We do recognize that we may want to limit the number of interns that we take on at this time, but we are optimistic that we will be able to expand the program as interest builds and as colleges promote the program.

Recruitment—Working with colleges

We have developed an introduction package for the program and will be sending it to colleges and universities in our area. It is our hope that by targeting the student population, we can build a partnership with the colleges and they will see our company as a viable option when preparing students for the world of work. I have contacted these schools and focused primarily on the business and technology departments since they will be able to recommend students who have the skills that PBA needs moving forward. We have sent the applications out and are

**JOB 1—REPORT** Page 2  
Top Margin: 1”  
Should have Smith 2 in the header right aligned  
Do not penalize if the page breaks differently



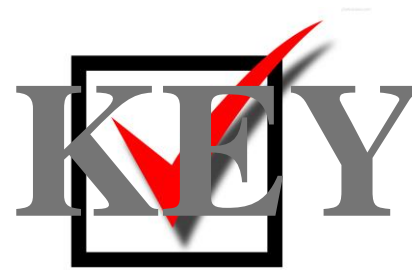
Smith 2

requesting that they submit the application, a cover letter, a resume and two letters of reference.

I will be receiving the applications and reviewing them and conferencing with the department heads to decide on the best fit.

Internship Training—Building our program and company

We are developing a training program that will include our company training package that we provide for all employees along with a list of expectations for the program. Intern training will include the standard introductions and tour but also include programs each month on business etiquette, teamwork, cooperation, collaboration, professional dress and customer service training. We feel that adding this training component will help these students grow in professionalism and make them stronger employees in any position in our company.



**JOB 2 – TABLE**

**INTERNSHIP POSITIONS CREATED**

**PBA Internship Opportunities**

<b>Intern Position</b>	<b>Department</b>	<b>Supervisor</b>	<b>Number of Positions</b>
Administrative Assistant	Administrative Support	Edna Renick	3
Data Entry Clerk	Financial Services	Harvey Rosen	2
Human Resources Assistant	Human Resources	Julie Smith	2
Data Entry Clerk	Information Technology	Tom Carlson	3
Digital Media Specialist	Information Technology	Betsy McCullom	4
Network Administration	Information Technology	Brandon Doege	3
PC Servicing/Troubleshooting	Information Technology	Mike Johnson	5
Website Developer	Information Technology	Rita Montgomery	3
Graphic Design Assistant	Marketing	Roger Meyer	4
Research Assistant	Marketing	Jennifer Swanson	2
<b>Total Internships</b>			<b>31</b>

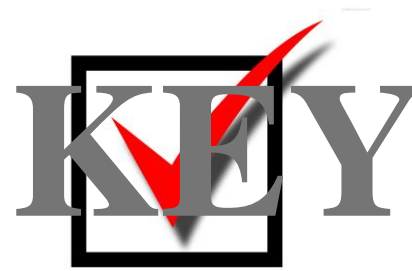
**JOB 2—TABLE Printout 1**

Note: Should be centered horizontally and vertically  
 Boldfaced column headings centered or blocked left  
 Borders required  
 Numbers should be right aligned  
 Total row should be boldfaced  
 Table should be sorted first by Department, and then  
 by Intern Position

\*If code is not printed or incorrect, count as one error

**JOB 2—TABLE Printout 2 Reveal Codes**

Formula page should be printed to show  
 31 in the Total Internships Row

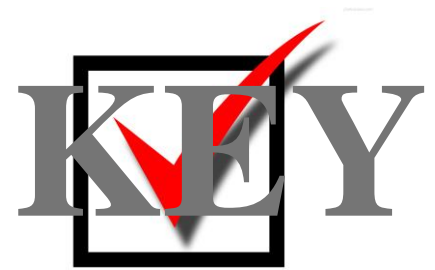


**JOB 2 – TABLE (Reveal Codes)**

**INTERNSHIP POSITIONS CREATED**

**PBA Internship Opportunities**

<b>Intern Position</b>	<b>Department</b>	<b>Supervisor</b>	<b>Number of Positions</b>
Administrative Assistant	Administrative Support	Edna Renick	3
Data Entry Clerk	Financial Services	Harvey Rosen	2
Human Resources Assistant	Human Resources	Julie Smith	2
Data Entry Clerk	Information Technology	Tom Carlson	3
Digital Media Specialist	Information Technology	Betsy McCullom	4
Network Administration	Information Technology	Brandon Doege	3
PC Servicing/Troubleshooting	Information Technology	Mike Johnson	5
Website Developer	Information Technology	Rita Montgomery	3
Graphic Design Assistant	Marketing	Roger Meyer	4
Research Assistant	Marketing	Jennifer Swanson	2
<b>Total Internships</b>			<b>31</b>



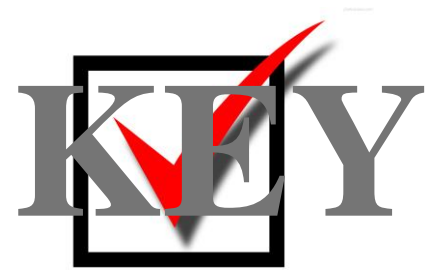
**COLLEGE AND CAREER EXPO EVENT**

**Intern Program Promotion**

**JOB 3—SPEECH**  
**Note:** Top and side margins: 1”  
Spacing in body: QS

College graduates across the nation are gearing up for an experience that will solidify their choice of career. Students are looking towards their future and searching for a way to test their wings. Professional Business Associates (PBA) has created an internship opportunity 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 full-time positions and of those offered, 92.4 % were accepted. We would like to partner with interested colleges in order to transition your students into this internship opportunity. Recruiting and hiring employees can be expensive. All too often applicants ace the interview but find that they



**JOB 3—SPEECH**

**Note:** Page number in right margin header only the number 2.  
Do not put the word “Page” in front of it.

2

just do not fit into our organization once they are on the job. Internships provide that trial period

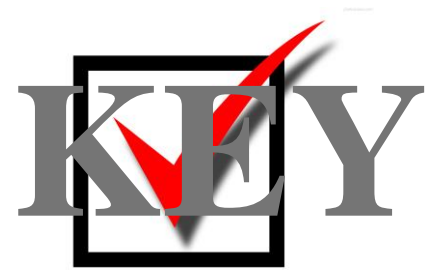
that allows both the intern and the employer to find their fit.

Other benefits of an intern program are increased productivity, an increase in employee retention rate, and an enhanced perspective. These fresh ideas are just what we are looking for in our company. In the field of technology, innovation is our business.

The internship opportunity will benefit students and the community as we grow our 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.

When considering the current workload and tomorrow's workforce, encouraging your students to participate in PBA's internship program is an excellent way to facilitate their success. Stop by our booth to learn how you can partner with us. Enjoy your conference.





**JOB 4—LETTER**

**Note:** First page top margin: 2”  
Second page: 1”  
Open punctuation  
Do not penalize if the page breaks differently

Current Date

Dr. William West  
Rogers School of Business  
820 College Street  
Columbus, OH 43231

Dear Dr. West

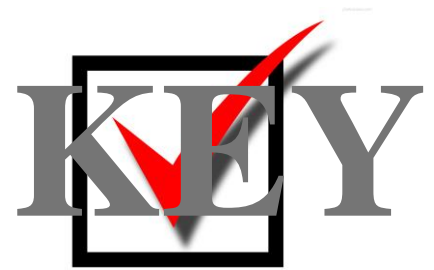
**INTERNSHIP PROGRAM**

In order to encourage the development of a world class workforce, Professional Business Associates has developed an Internship Program that will serve to train employees as they work towards their goals of long-term employment. We are looking for students who are ready to develop their skills through training with a strong, up and coming organization.

It is our sincere hope that your students will be able to participate in this program. Professional Business Associates is a leader in the software, hardware and technologies markets and we are always looking for new ideas and fresh perspectives. We have developed a listing of our departments that will be participating in the Internship Program. These areas include:

- Financial Services
- Information Technology
- Human Resources
- Marketing
- Administrative Support

I am enclosing the Internship Program Application as well as a description of the proposed job opportunities. Intern applicants will be required to submit the completed application along with a cover letter, a resume and two letters of recommendation. The deadline for Internship Program Applications is March 1, 2015. They will be reviewed by our team and notifications of interview times will be sent to the students.



Dr. William West  
Page 2  
Current Date

**JOB 4 - LETTER**

**Note:** Contestant may include Rogers School of Business in place of Dr. William West without penalty.

If you have students who do not qualify for the program, please encourage them to reapply next semester. We may open new positions as we deem necessary. As this program evolves, we hope to be able to offer more positions and opportunities.

We hope that this partnership with Professional Business Associates will be beneficial to your program and help us to train the innovative and motivated workforce that we need to develop our company.

Sincerely

Julie Smith  
Human Resource Manager

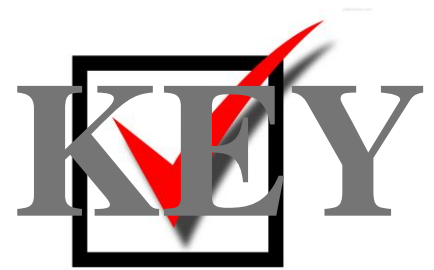
**Note:** May also be:

Julie Smith, Manager  
Human Resources Department

Contestant #

Enclosures

c David Lawson



Current Date

Dr. William West  
Rogers School of Business  
820 College Street  
Columbus, OH 43231

Dear Dr. West

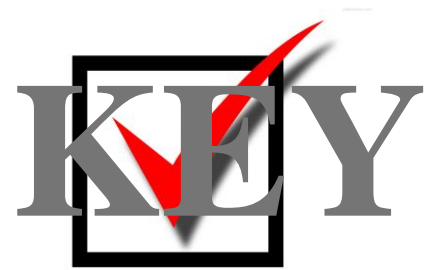
*INTERNSHIP OPPORTUNITY*

In order to encourage the development of a world class workforce, Professional Business Associates has developed an *Internship Opportunity* that will serve to train employees as they work towards their goals of long-term employment. We are looking for students who are ready to develop their skills through training with a strong, up and coming organization.

It is our sincere hope that your students will be able to participate in this program. Professional Business Associates is a leader in the software, hardware and technologies markets and we are always looking for new ideas and fresh perspectives. We have developed a listing of our departments that will be participating in the *Internship Opportunity*. These areas include:

- Financial Services
- Information Technology
- Human Resources
- Marketing
- Administrative Support

I am enclosing the *Internship Opportunity* Application as well as a description of the proposed job opportunities. Intern applicants will be required to submit the completed application along with a cover letter, a resume and two letters of recommendation. The deadline for *Internship Opportunity* Applications is March 1, 2015. They will be reviewed by our team and notifications of interview times will be sent to the students.



Dr. William West  
Page 2  
Current Date

**JOB 4--LETTER**

**Note:** Contestant may include Rogers School of Business in place of Dr. William West without penalty.

If you have students who do not qualify for the program, please encourage them to reapply next semester. We may open new positions as we deem necessary. As this program evolves, we hope to be able to offer more positions and opportunities.

We hope that this partnership with Professional Business Associates will be beneficial to your program and help us to train the innovative and motivated workforce that we need to develop our company.

Sincerely

Julie Smith  
Human Resource Manager

**Note:** May also be:

Julie Smith, Manager  
Human Resources Department

Contestant #

Enclosures

c David Lawson