

# 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)***

**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 90 minutes testing time

No more than ten (10) minutes wrap-up

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*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>

## JOB 1 – REPORT

**Directions:** Please key and format the following report. The report is written by Julie Smith and is for Nancy Wells, CEO. Please use the *Style & Reference Manual* for this report for Professional Business Associates. The title is: INTERNSHIP OPPORTUNITY PROGRAM

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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 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

**Directions:** Key a table with borders using Professional Business Associates format. The title is: INTERNSHIP POSITIONS CREATED. The subtitle is: PBA INTERNSHIP OPPORTUNITIES. Please use landscape orientation. Insert a column to the right of Intern Position entitled Department. Transfer department information accordingly. Sort the table in ascending order by Department and then by Intern Position. Include a formula that calculates the total number of internships created. Merge and center the Total Internships row accordingly.

Print the table with **and** without the codes. (Submit both printouts as JOB 2)

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

## JOB 3 – SPEECH

**Directions:** Please key and format the following speech written by Julie Smith. It will be presented at the College and Career Expo Event. Please use the *Style & Reference Manual* for this speech for Professional Business Associates. The title is: Intern Program Promotion.

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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 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

**Directions:** Key the following business letter from Julie Smith, Human Resource Manager, following Professional Business Associates format. Use the current date for the document. The letter is to be sent to Dr. William West, Rogers School of Business, 820 College Street, Columbus, Ohio 43231. The subject is: Internship Program. Please send a copy to Mr. David Lawson. There are two enclosures: Internship Program Application and PBA Job Opportunities. Use the replace feature to replace all instances of Internship Program with Internship Opportunity and make it bold and italics.

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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.

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.