Contestant N	umber:	

INTERMEDIATE WORD PROCESSING - REGIONAL 2017 Page 1 of 6

Time:	
Rank:	

# INTERMEDIATE WORD PROCESSING (205)

# **REGIONAL – 2017**

#### **Production Portion:**

	TOTAL POINTS	 (400 points)
Job 4:	Title Page	 (100 points)
Job 3:	Table	 (100 points)
Job 2:	Memo	 (100 points)
Job 1:	Letter	 (100 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 sixty (60) minutes actual testing time No more than ten (10) minutes wrap-up

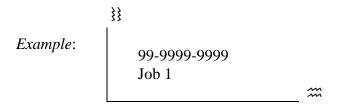
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Workplace Skills Assessment Program competition.

#### **GENERAL INSTRUCTIONS**

- 1. Make certain this test booklet contains Jobs 1-4.
- 2. Key all Jobs according to the instructions given.
- 3. Correct any obvious keyboarding errors and incorporate any editing notations.
- 4. Correct any errors in formatting. Use formatting shown in the *Style & Reference Manual*.
- 5. For any problem where you would normally key your reference initials, key your contestant number. Your name or initials should *not* appear on any work you submit.
- 6. Key your contestant number and job number as the footer in the lower left-hand corner of <u>all</u> work submitted unless otherwise specified.



- 7. If you finish before the end of the 60 minutes of testing, notify the proctor. Time may be a factor in determining a winner when there is a tie score.
- 8. When turning in your materials, place your scoring sheet on top of your jobs. The jobs should be arranged in numerical order.

#### Job 1—Letter

#### **Directions**:

Prepare the following company communication for Tom Carlson. Format according to the *Style & Reference Manual*. Because this communication will be sent by email, follow the business letter format. Do not include a date, an inside address, a complimentary close, or your reference initials.

#### Dear PBA Employees and Contractors

You might be aware that PBA is undergoing the major task of replacing our phone system. Before we can adequately address the broad variety of needs among the headquarters, the main branches, the satellite campuses, and our contractors, we need to gather information about how you use you phone today.

Please complete the following tasks before the end of the month.

- 1. Visit the web page <a href="www.pba.com/phones/">www.pba.com/phones/</a> where you will find information on the types of phones available, project timelines, answers to FAQs, and more.
- 2. After reviewing the types of phones available, please answer the questionnaire about your phone needs and preferences.
- 3. Please notify your immediate supervisor when you have finished these tasks.

After all the preliminary data is gathered through the questionnaires, our team will reach out to groups and individuals to follow up on specific concerns or needs identified by the responses. Throughout these next few months, we will continue to keep you apprised of our progress on this project.

Tom Carlson, Manager Information Technology Department

#### Job 2—Memorandum

End of year

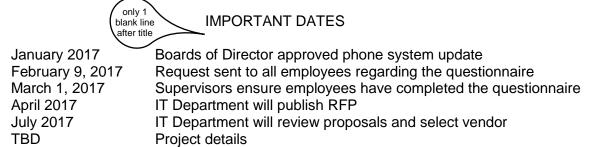
#### **Directions**:

Prepare a memorandum from Tom Carlson to all company managers. Format according to the *Style & Reference Manual*. Use the date February 9, 2017, and use the subject line "Phone System Update."

TO: PBA Managers FROM: Tom Carlson, Manager, Information Technology Dept

In alignment with the company's strategic goals, we need improved tools to communicate effectively with colleagues, customers, and partners across the country. In a key step towards improved communications, last month the Board of Directors approved the IT Departments' request to replace our telephone systems companywide.

IT is soliciting proposals for this major project and will be publishing an RFP within the two months. Before we can finalize the RFP, we need to gather input from all employees and even the contractors. For this reason, today I sent out a company wide communication by email asking everyone to complete a questionnaire on their phone usage and preferences. In that communication, I asked employees to let their immediate supervisors know once they have completed the task. Please monitor this part of the project to ensure all of your immediate employees complete the questionnaire.



Please keep these important dates in mind for this project. I will continue to let you know where we are in the process and what assistance we may need from you or your department.

Project complete

### Job 3—Table

#### **Directions:**

Prepare a table (with borders). Use the following format, including the borders. Top-align text within the cells. Key a left-aligned title "Phone Options" in 14 point bold with a QS following title. The table text is 12 point font. Center the table on the page.

Title	
Phone	description
·	(use bullets)
Phone	description
	(use bullets)
Phone	description (use bullets)

Cisco 7841
Supports 4 lines
Erognomic design
Compatible with wired or DECT wireless headset
High-fidelity voice with graphical display and backlit indicator
Access to a comprehensive suite of unified communication features

#### Cisco 8845

- O Supports 5 lines
- Ergonomic design
- Can easily pair with your cellphone
- O Compatable with wired, DECT wireless, or Bluetooth headsets
- O 720p HD video and wideband audio for crystal clear video and voice communications

#### Cisco 8851 Cisco 8865

Supports up to 302 lines with expansion module - may be additional cost Ergonomic design

Available expansion module can support additional lines

Compatible with weird, DECT wireless, or Bluetooth headsets

Access to a comprehensive suite of unified communication features

# Job 4—Title Page

## **Directions:**

Create a title page, according to the *Style & Reference Manual*. Use Arial 14 point bold font. Add a page border to the whole document, 1 ½ point width.

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Professional Business Assoc<del>iates</del>

Instructions for Phone System Up Date

Tom Carlson
Information Technology department

July 2017