



**INTRODUCTION TO**

**WORD PROCESSING**

(925)

**REGIONAL 2022**

**Production:**

**Job 1: Memorandum \_\_\_\_\_\_\_\_\_\_ (100 points)**

**Job 2: Letter \_\_\_\_\_\_\_\_\_\_ (100 points)**

**Job 3: Report \_\_\_\_\_\_\_\_\_\_ (100 points)**

**TOTAL POINTS \_\_\_\_\_\_\_\_\_\_ (300 points)**

**Test Time: 60 minutes**

**GENERAL GUIDELINES:**

***Failure to adhere to any of the following rules will result in disqualification:***

1. Member must hand in this test booklet and all printouts if any.
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 (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

**EXAM GUIDELINES:**

1. Ensure this test booklet contains Jobs 1, 2, and 3.
2. Key all jobs according to the instructions given.
3. Correct any and all formatting, spelling or grammar errors. Use the formatting guide in the *Style & Reference Manual***.**
4. Your name or initials should *not* appear on any work you submit. Use your Member ID in any occasion you would normally key your reference initials.
5. In the lower **right** hand corner of ALL work submitted (unless otherwise specified), key your Member ID and job number.
6. If you complete the event before the end of the time allotted, notify the proctor. Time may be considered a factor in determining a winner when there is a tie score.
7. Place your scoring sheet on top of your jobs. Jobs should be placed in numerical order.

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| **PRODUCTION STANDARDS** | |
| 0 Errors | 100 Points |
| 1 Error | 95 Points |
| 2 Errors | 90 Points |
| 3 Errors | 85 Points |
| 4 Errors | 80 Points |
| 5 Errors | 75 Points |
| 6 Errors | 70 Points |
| 7+ Errors | 0 points |

**Job 1: Memorandum**

The following information should be keyed as a memorandum using the *Style & Reference Manual*. Spelling and punctuation errors are bold and underline for the grader.

**MEMORANDUM**

**TO:** Harvey Rosen, Financial Services

**FROM:** Nancy Wells, CEO or Chief Executive Officer

**CC:** Edna Renick, Administrative Support

**DATE:** January 4, 20XX

**SUBJECT:** Financial Policy Updates

It has come to my attention that the recent **financial policy updates** have been approved and moved forward out of committee from the Financial Policy and Procedures committee. Please be sure to update all personnel internally on these updates that are effective immediately. This **communication** should be sent directly through e-mail.

In addition to making all personnel aware of these **financial** policy updates, please update in the internal staff shared drive, and on our website. These updates are crucial and should be made no later than the end of January.

All questions regarding this expectation can be addressed to me directly. Please send my sincere thanks to the committee on the hard work and continued effort they make in keeping our company up-to-date when it comes to financial policy.

XX (Member ID)

Job 1

Member ID

**Job 2: Letter**

The following information should be keyed as a letter using the *Style & Reference Manual.* Spelling and punctuation errors are bold and underline for the grader.

January 26, 20XX

Mrs. Amy Rodriguez

City Account Services

1256 Red **Boulevard**

Indianapolis, IN 46240

Dear Mrs. Rodriguez

Thank you for your ongoing business relationship with our company, Digital Solutions. Recently our Financial Policy and **Procedures** Committee met to revise and update our financial policies. We feel that it is in the best interest to make our vendors that we currently work with aware of these updates.

Please review the attached policy updates and share with your Accounting Department at your earliest convenience. If there are any questions, please send them to my attention at amy@cityaccountservices.com. I look forward to hearing from you with any questions you might have. We feel that these updates will only enhance our business relationship with all of our vendors.

Digital Solutions looks forward to our ongoing business relationship. Thank you for your business.

Sincerely

Harvey Rosen

Financial Services Department

XX (Member ID)

Enclosure

c Nancy Wells

Edna Renick

Job 2

Member ID

**Job 3: Report**

The following information should be keyed as a report using the *Style & Reference Manual.* Spelling and punctuation errors are bold and underline for the grader.

Julie Smith

Note to Grader: Report will only be one page in length when completed by competitor.

Member ID and Page 1 in header.

Tom Carlson

Information Technology Department

16 January 20XX

Social Media in the Workplace

Social Media has become a more popular way to communicate with your clients and personnel in any company. Social Media is defined as a digital tool or software that allows users to quickly create and share content with its intended audience. Through this form of media businesses can create quick **advertisements** to entice potential clients to visit their website, research possible business relationships, and investigate services that the potential client could use in their business. Digital Solutions needs to take action and utilize this type of environment to increase awareness of the company offerings to clients and other businesses.

Platforms that are available to use by businesses in the Social Media realm include, but not **limited** to: *Facebook, Twitter, Instagram, TikTok, YouTube, and Snapchat*. After further investigation, it would be best that a business should use as least two or three of these platforms to begin their social media presence. Most of the time, this type of media is developed through the Marketing Department and managed and posted by a Technology Department. After conduction of survey results, it is recommended that Digital Solutions creates and maintains a *Facebook, Twitter, and Instagram* account.

The use of images and graphics can speak louder than words. This will be important as content is developed for the media posts by the company. The outreach should be defined by the target market, along with use of data analysis to ensure media posts are **appropriate** for the intended end user. Further information will need to be researched to arrive at a full comprehensive model for the business and the social media outlet. Final **recommendations** should be put in a model that is derive from competition, research, and further investigation.

Job 3  
Member ID