

Member ID: \_\_\_\_\_

Time: \_\_\_\_\_

Rank: \_\_\_\_\_



# FUNDAMENTAL WORD PROCESSING (200)

## REGIONAL 2023

### Production:

Job 1: Letter \_\_\_\_\_ (100 points)

Job 2: Memorandum \_\_\_\_\_ (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. 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 (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 1-3.
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.

PRODUCTION STANDARDS	
0 Errors	100 Points
1 Error	90 Points
2 Errors	70 Points
3 Errors	50 Points
4+ Errors	0 Points

**Job 1: Letter**

Key the following text below to create a letter. This letter is from Julie Smith of the Human Resources Department at Digital Solutions. The letter is addressed to our new hire, Tyler Karr, 1254 Main Street, Nashville, TN 37027. Please use the current date. Please use the subject line of new hire. Please correct any spellings and grammar errors as you prepare your final draft and follow all text appearance as shown in the rough draft.

***Congratulations*** on recently being named our newest member of the Marketing Department at Digital Solutions. We look forward to your work that you will complete on behalf of the company and moving our marketing department into the future. Your **hire date will be 6/15/2022**, however we know you must complete your school program and move to the Columbus, OH area before you can begin work. As mentioned in our last meeting, we have decided that your **start date will be 6/22/22**, and we look forward to showing you around the office at that time.

We will be sending via email a few documents that you should fill out and provide as you arrive at the corporate office. These documents are important to have filled out completely and signed. We must have a hardcopy of the documents; digital copies are not acceptable. In the meantime, please make sure to begin using your corporate issued email for communication with your direct supervisor.

If you have any questions about your position, please contact your direct supervisor. They along with the entire company are looking forward to your arrival and the work that you will be completing. Digital Solutions is focused on hiring great people to do great things! Welcome to the team!

## **Job 2: Memorandum**

Key the following text below to create a memorandum. This memo is from Julie Smith in Human Resources to Roger Meyer in Marketing. This should be dated with the current date, copied to Nancy Wells, CEO, and have a subject of New Hire Orientation. Please correct any spellings and grammar errors as you prepare your final draft.

With the recent hiring of many new employees in several departments, please begin preparing for their arrival. At this time, please consider preparing the following: *parking permit, corporate credit card, and official Zoom account*. These should all be completed and ready for distribution to the new employee(s) in your department prior to June 1, 2022. We suggest putting together a welcome kit that includes these items.

In addition, please begin considering potential staff members that may be interested in serving as a mentor to the newest members of your team. They should be assigned training through the online training system as soon as possible. Training must be completed prior to the new hire's arrival. If you have further questions, please reach out to the Human Resources Department.

Congratulations on your newest hire(s)!

### **Job 3: Report**

Create the following report. The send of the report is Nancy Wells, and it will be sent to Julie Smith in the Human Resources Department. Please use the current date. The title of the report should be employee retention. Please correct any spellings and grammar errors as you prepare your final draft.

Employee retention is a focused topic for some time in many businesses. Research conducted has been conclusive and includes many action items to consider when building an employee retention program. Those action items include but are not limited to wages and benefits, culture and environment. In this short report we will focus on all three of these topics.

#### **Wages and Benefits**

These are the things to consider in this topic:

1. Amount of wages and benefits based on skill level and position.
2. Competitor wages and benefits for similar positions.

#### **Culture and Environment**

Does the company focus on a positive energy and environment for the employee? This is a great question that all companies and departments must ask as they analyze their “toxic” environment and surroundings for their employees.

In conclusion, it is encouraged to have a task force that looks and focuses on these topics as part of any great employee retention program. Outcomes should be supported and presented to all vested stakeholders. It is essential that this type of program has the backing of all company leadership.