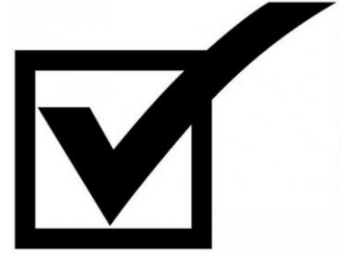


**BUSINESS
PROFESSIONALS**
of **AMERICA**
Giving Purpose to Potential



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.
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

January 1, 2022 [Grader use current date]

Mr. Tyler Karr
1254 Main Street
Nashville, TN 37027

Dear Mr. Karr

NEW HIRE

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, NOTE: Tyler can be male or female. 1254 Main Street, Nashville, TN 37027. Please use the subject line of new hire. Please follow all text appearance as shown in the draft. **Grader, please note words that are highlighted in the letter below for correcting spellings.**

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!

Sincerely

Julie Smith
Human Resources Department

xx [contestant number]

Contestant #
Job #

Job 2: Memorandum

MEMORANDUM

TO: Roger Meyer, Marketing

FROM: Julie Smith, Human Resources

CC: Nancy Wells, CEO or Chief Executive Officer

DATE: [Current Date]

SUBJECT: New Hire Orientation

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. **Grader, please note words that are bold and underlined in the letter below for correcting spellings. They should be consistent and either use highlighting or bold and underlined to show graders the corrections.**

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)!

XX [Contestant Number]

Contestant #
Job #

Job 3: Report

Nancy Wells

Julie Smith

Human Resources Department

[Current Date in Military Style]

Create the following report. The sender 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. **Grader, please note words that are bold and underlined in the letter below for correcting spellings.**

Employee Retention

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.

Contestant #
Job #