

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

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

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



# INTERMEDIATE WORD PROCESSING (205)

## REGIONAL 2024

### PRODUCTION

Job 1: Memorandum w/Table \_\_\_\_\_ (100 points)

Job 2: News Release \_\_\_\_\_ (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: Memorandum with Table.** Key the following information as a memorandum to All Employees. The memorandum is from Julie Smith, Human Resources Department. Use the current date. The subject is Upcoming Performance Reviews. Please copy Edna Renick, Administrative Support Department on the memo. Use the *Style and Reference Manual* for formatting guidelines. Correct any spelling and grammar errors as you prepare your final draft.

Annual Performance Reviews will begin at the beginning of April. All new associates are exempt and will be reviewed after their introductory period has been completed. As per Digital Solutions Human Resources Manual, a special review may also be conducted in the event of a promotion or change in duties and/or responsibilities. A table showing the departments and start dates is below. Each employee's direct manager will be scheduling the performance reviews either through email or in person.

Departments	Start Dates
Financial Services Department	April 3
Information Technology Department	April 3
Human Resources Department	April 17
Marketing Department	April 17
Administrative Support Department	April 24

As a reminder, during a performance review, each manager will be discussing the following areas:

- The quality and quantity of your work
- Strengths and areas for improvement
- Attitude and willingness to work
- Initiative and teamwork
- Attendance
- Customer service orientation
- Problem solving skills
- Ongoing professional growth and development

Additional topics may also be reviewed as they relate to your specific job. This review between you and your manager offers a great opportunity to collaborate and experience open communication and professional growth. Please see page 20 of the Human Resources Manual for more details.

**Additional Directions:**

On the Table complete the following formatting changes:

- Bold the column headings
- Center the table horizontally
- Auto-Fit to Contents
- Use Default Bullets for bulleted list

**JOB 2: News Release.** Using the following information create a News Release for Digital Solutions. The release is from Nancy Wells, 700 Morse Road, Suite 201, Columbus, OH 43214, phone: 614-555-5555. Use the current date. The title of the release should read Digital Solutions Charity Foundation. Use the *Style and Reference Manual* for formatting guidelines. Please correct any spelling and/or grammar errors as you prepare your final draft.

Digital Solutions is proud to announce their partnership with the American Cancer Society. The goal of the partnership is to increase funding to help low and middle-income families who are currently undergoing treatment, have already been through treatment, or have just started treatment.

The Cancer Warriors Foundation is being set up so that not just patients, but also their families have access to help and support through this trying time in their lives. The overall goal is to establish relationships with these families and provide whatever they need. Besides financial help, the services the foundation wishes to include are preparing meals or grocery shopping, caring for children through an established babysitting service, rides to and from treatments, mental health assistance, and anything else that the foundation deems appropriate and necessary.

Nancy Wells, CEO of Digital Solutions says, "Every person with cancer deserves not only affordable treatment that meets the high-quality standards but also any other type of assistance that is needed personally." Look for more details about the Cancer Warriors Foundation to be coming out soon.

**JOB 3: Report.** Use the following information below to create a report. Julie Smith is sending it to Nancy Wells. Use the current date. The title of the report is Top Skill Sought by Employers. Use the *Style and Reference Manual* for formatting guidelines. Please correct any spelling and/or grammar errors as you prepare your final draft.

For the most part, employers say they are pretty well satisfied with the technical skill set of young workers today. Most young people are not afraid to dive into technology or at least try something new. However, employers do have serious concerns about the ability of their employees to apply "soft skills." The top soft skill that employers are looking for in today's workforce is critical thinking/problem solving.

Why is Critical Thinking Important?

Critical thinking is pretty important in just about every job in today's world. Although critical thinking is taught in the classroom, today's students also need to be able to apply their thinking to real-world situation and experiences so that they can make a habit of using critical thinking in everyday life. When employers look for someone to hire, critical thinks is at the top of the priority list. However, most employers think that recent graduates are only "somewhat proficient" in critical thinking skills.

### How to Develop Critical Thinking Skills

Active Learning allows students to begin to apply critical thinking skills to their work. Active learning puts the students directly in the situation they would be handling in their career through opportunities, such as cooperative education, internships, field experience, etc. Students can then gain real-world experience and are able to develop their problem-solving skills and put them to the test.