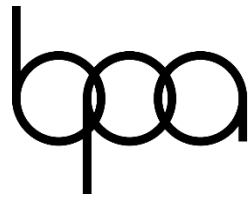


Contestant ID: _____

Time: _____

Rank: _____



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

FUNDAMENTAL WORD PROCESSING (200)

REGIONAL 2026

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 follow any of these rules may result in disqualification:

1. **Submission Requirements:** Contestants must submit this test booklet along with any printouts.
2. **Permitted Items:** Only the equipment, supplies, and materials specified for this event are allowed in the testing area. Previous BPA tests and sample tests (whether handwritten, photocopied, or typed) are not permitted.
3. **Electronic Devices:** Electronic devices will be monitored according to ACT standards.

EXAM GUIDELINES:

1. **Check Your Booklet:** Make sure this test booklet includes Jobs 1-3.
2. **Follow Instructions:** Complete all jobs according to the instructions given.
3. **Correct Errors:** Fix any formatting, spelling, or grammar mistakes. Use the formatting guide in the *Style & Reference Manual*.
4. **No Names:** Do not put your name or initials on any work you submit. Use your Contestant ID instead of your reference initials.
5. **Label Your Work:** In the lower right-hand corner of all submitted work (unless specified otherwise), write your Contestant ID and job number.
6. **Finish Early:** If you finish before the time is up, let the proctor know. Finishing time may be used to break ties.
7. **Organize Your Submission:** Place your scoring sheet on top of your jobs. Arrange the jobs 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

Please key the following letter from Julie Smith, Human Resources Manager, to Roderick Young, CEO, of Mountain HR Services, 988 Fenwick Ave., Boulder, Colorado 80314. This letter will be dated on the current date, with a subject line of Report on Managing Remote Employees. A copy of this letter will be sent to Nancy Wells. Please use the *Style & Reference Manual* letter format and correct any spelling errors.

As we discussed by phone today, I have reviewed the report written by one of your staff members detailing how to best manage remote teams. Thank you for the quick response to our request.

As you know, Digital Solutions has encountered some issues when working with remote employees, such as lack of communication and lack of follow-through on projects, among others. I believe the report your company submitted addresses those issues in a concise manner.

It is important that our management team learn the most effective ways to deal with these management issues in order to improve productivity.

Once again, thank you for ensuring this project was completed so efficiently.

JOB 2: MEMORANDUM

You are to prepare a Memorandum to Harvey Rosen, Tom Carlson, Roger Meyer, and Edna Renick from Julie Smith of the Human Resources Department, with a copy to Nancy Wells, Chief Executive Officer. The Memorandum should be dated on the current date and have a subject of Managing Remote Teams, using the *Style & Reference Manual* memorandum format. Also, please correct any spelling errors.

Our management team has encountered several challenges when overseeing remote employees. Some of those challenges have been addressed, but others are more difficult to manage.

Attached is a report prepared by Mountain HR Services to help Digital Solutions learn the most effective way to prevent such issues from occurring in future.

Please review the report carefully. We will be meeting on Monday at 1 p.m. to discuss ways we may implement these measures to ensure our teams are operating at a level that will allow us to meet our performance goals.

Be prepared to come equipped with specific measures you plan to initiate with your team to bring improvements in productivity and a team mentality. We will collectively brainstorm and share individual ideas with the group to allow all of our remote teams to thrive.

I look forward to meeting with you on Monday.

JOB 3: REPORT

You are to prepare a Report from Roderick Young to Julie Smith of the Human Resources Department, on the current date. The Report should be dated on today's date and will be entitled Managing Remote Teams, using the *Style & Reference Manual* report format. Correct any spelling errors.

Managing remote teams requires adaptations to the usual management techniques to facilitate the innate differences involved in remote work.

Communication is crucial in managing remote employees. Be sure to establish clear guidelines for response times and availability for video meetings.

Outline expectations and deadlines to ensure all team members are aware of what role they play in each project and the timeline within which they are expected to complete the project.

Place trust in your team members to work independently and make effective use of their time. Do not micromanage your employees; rather, trust them to perform their jobs.

Provide sufficient background information for team members to access. Remote teams often lack resources that are readily available in person.

Make effective use of technology, as having the proper tools for team members, is essential. Remote teams without the means to communicate with each other will not be as successful as they could otherwise be.

Offer feed back on a regular basis, as remote teams are not as likely to get feedback, whether positive or constructive, to guide their performance.

Team leaders must adjust their management styles in order for remote teams to perform to their highest potential.