

WORD PROCESSING I

This event provides recognition for FBLA members who demonstrate that they have acquired entry level skills for word processing positions in business.

This is a two-part event. The skill portion of the Word Processing I event is administered prior to the National Leadership Conference. The state chairman/state adviser will determine how this portion of the event will be administered.

A one-hour written test will be administered at the National Leadership Conference for all eligible participants.

This event is only for members in grades 9 and 10.

Competencies

The topics for the written test listed below are prioritized, listing first the most important content areas of the tests; grouped topics are equal.

- Document formatting rules and standards, grammar, punctuation, spelling, and proofreading
- Basic keyboarding terminology and concepts, repeated application knowledge

Procedures/Tips

1. Review the guidelines for this event found in the Competitive Events section of the current edition of the *Chapter Management Handbook*. You should have a copy of the guidelines and review them carefully. This test is only open to FBLA 9th and 10th grade students. Middle school 9th graders are not eligible for this test.
2. The skills portion of the test counts 85 percent and the written test counts 15 percent towards the final score.
3. Study from both South Western, Glencoe/McGraw Hill, and other publishers and review vocabulary lists in each book's glossary. FBLA tests are written from different sources. Take as many practice tests as possible.
4. Dress according to the established dress code. If dress code is not followed, participant will be disqualified.
5. Check the location of your test well before the time of competition. Plan to arrive 15 minutes before the scheduled time for the test. Remember the elevators can be slow and hallways crowded.
6. Bring several sharpened No. 2 pencils with erasers.
7. Check the event signs to be certain you are in the correct room or section of the room. More than one event may be tested in one room at the same time.
8. Listen carefully to instructions given by the event administrator. One hour is allowed for the actual test. Carefully read the instructions on the cover page of the test. Pace yourself during the testing to allow time to work quickly but accurately. Try to answer all the questions.
9. Make certain your answers are clearly marked and all stray marks are erased.

10. Turn in your test as soon as you are finished. A tiebreaker is resolved by evaluating the students' performance on the final ten questions of the exam.
11. Take pride in your accomplishments and share the excitement of the awards program.

Skill/Production Test

12. The skill/production test will be arranged to be administered in the state by the state key contact. Check with your adviser regarding the equipment and software available at the test site. The test is one hour in length and will have more problems than can be completed within that timeframe.
13. Arrange for additional practice time to improve your speed and accuracy and practice proofreading. Accuracy is more important than speed.
14. Check out the equipment including the printer to make sure it works properly when you arrive at the competitive event site. Notify an event administrator if you have a problem with the equipment.
15. PROOFREAD every document one extra time. One tiny error can result in deductions for the job.
16. Remember "quality" will always win over "quantity." Remember the skill events are often designed to be too long to finish.
17. The format of all the documents must adhere to the FBLA-PBL Format Guide.

WORD PROCESSING I WRITTEN TEST SAMPLE QUESTIONS

Multiple Choice

- Setting an indent affects
 - only the sentence that contains the cursor.
 - only the page that contains the cursor.
 - only the paragraph that contains the cursor.
 - the entire document.
- All of the following normally have keyboard shortcuts **except**
 - underline.
 - font color.
 - bold.
 - italic.
- What term refers to the way text lines up at the left and right margins?
 - Line spacing
 - Margins
 - Justified text
 - Alignment
- What feature keeps the first line of a paragraph at the left margin and indents the rest of the paragraph?
 - Indent
 - Double indent
 - Hanging indent
 - Double spacing
- Which option should you use to keep a selected numbered list together?
 - Widow/Orphan control
 - Keep lines together
 - Keep with next
 - Page break before
- You see additional spaces between words when you select
 - left alignment.
 - right alignment.
 - justified alignment.
 - center alignment.
- What process refers to the process of combining cells into one cell?
 - Split
 - Merge
 - Join connect
 - Freeze
- If you want to sort values to display them from high to low, what button should you click?
 - Sort descending
 - Sort ascending
 - AutoSum
 - AutoFormat
- The temporary storage location for text you want to rearrange is called the
 - clipboard.
 - cupboard.
 - scrapbook.
 - recycle bin.
- You would use center vertical alignment when you
 - don't know what margin settings to use.
 - want the lines to be centered between the top and bottom margins.
 - want the lines to be centered between the left and right margins.
 - use letterhead stationery.
- Menus contain
 - commands that can be selected.
 - mostly default options.
 - the enter key.
 - the arrow keys.
- Folders
 - are the material created using an application.
 - cannot be copied or moved.
 - are documents stored on disk.
 - are used to store and organize related files.
- When using the Find command, an asterisk (*) is used
 - to find files containing a space.
 - to find files containing only symbols in the name.
 - to find files containing an asterisk in the name.
 - in place of unknown characters.

14. GUI stands for
- good user interface.
 - graphical user interface.
 - graphic user information.
 - good user information.
15. Copying a file
- leaves the original file in its present location and places a shortcut to the file in a new location.
 - replaces the existing filename with a new name.
 - removes it from its present location and places it in a new location.
 - leaves the original file in its present location and places an exact copy in a new location.
16. A right-aligned tab stop will
- center all data over the column center point.
 - begin all data at the tab stop.
 - end all data at the tab stop.
 - make all data even at both the left and right.
17. A subscript is
- a font that resembles cursive writing.
 - text that is moved slightly below the current line.
 - text that is raised slightly above the current line.
 - a paragraph format that puts a line underneath the text.
18. The Show/Hide feature
- turns margins on and off.
 - allows you to view special formatting codes such as paragraph markers.
 - allows you to create headers and footers.
 - turns print preview on and off.
19. Using open punctuation in a letter means
- there is a colon after the salutation and a comma after the closing.
 - there is a punctuation mark at the end of each line.
 - there is no colon after the salutation and no comma after the closing.
 - there are no punctuation marks anywhere in the letter.
20. The Replace command can be used to
- suggest a better word or phrase for the highlighted text.
 - locate text and delete it.
 - locate text and change it to other text that you supply.
 - automatically correct the spelling of all highlighted text.
21. Which file format allows you to save a document as a Web page?
- .doc
 - .htm
 - .txt
 - .xls
22. Which keyboard keys generally move the insertion point to the beginning of a document?
- Ctrl + Enter
 - Ctrl + End
 - Ctrl + Home
 - Ctrl + Shift
23. What is the term for the last line of a paragraph that appears alone at the top of a page?
- Widow
 - Orphan
 - Header
 - Endnote
24. A table should be used when you want to create a(n)
- envelope.
 - business letter.
 - business memo.
 - list of telephone numbers.
- Questions 25-29. Indicate the number of spelling and punctuation errors in each line of the following paragraph.*
- No errors
 - 1 error
 - 2 errors
 - 3 errors or more
25. Terrence Polson who is a Chicago based interior desiner has restord the third floor to
26. it's original décor. In addition it now cisists of unique luxurious boutiques feating

27. creations by you favorite designers. We are proud of the result, and we would like to
28. share our pride with your. You are invited to vist us during a special preview week
29. begining Monday, January 21.

Questions 30-32. Choose the letter of the word that is spelled correctly.

- 30.
- a. ocurrence
 - b. occurrence
 - c. ocurence
 - d. occurance
- 31.
- a. aparent
 - b. apperent
 - c. apparent
 - d. apparant
- 32..
- a. comittment
 - b. commitment
 - c. commitmant
 - d. committment

Questions 33-35. Indicate the letter of the word that correctly completes the sentence.

33. This is as tall as _____.
- a. me
 - b. myself
 - c. I
 - d. my height

34. Divide the profits _____ the stockholders.
- a. among
 - b. between
 - c. by
 - d. within
 - e.
35. The mountain climbers made the _____ with difficulty.
- a. dissent
 - b. descent
 - c. decent

True/False

36. Word documents typically have a maximum number of characters in the document.
37. The GOTO command is used to move the insertion point to a specific page or area in the document.
38. Overstrike mode adds new text over existing text at the insertion point.
39. Use the Format Paragraph command to join two paragraphs together.
40. The Redo command reverses your last Undo action.

Word Processing I

	ANSWER		ANSWER		ANSWER		ANSWER
1.	C	11.	A	21.	B	31.	C
2.	B	12.	D	22.	C	32.	B
3.	D	13.	D	23.	A	33.	C
4.	C	14.	B	24.	D	34.	A
5.	B	15.	D	25.	D	35.	B
6.	C	16.	C	26.	D	36.	F
7.	B	17.	B	27.	B	37.	T
8.	A	18.	B	28.	C	38.	T
9.	A	19.	C	29.	B	39.	F
10.	B	20.	C	30.	B	40.	T

WORD PROCESSING II

This event provides recognition for FBLA members who demonstrate that they have acquired word processing proficiency beyond entry level.

This is a two-part event. The skill portion of the Word Processing II event is administered prior to the National Leadership Conference. The state chairman/state adviser will determine how this portion of the event will be administered.

A one-hour written test will be administered at the National Leadership Conference for all eligible participants.

Competencies

The topics listed below are prioritized, listing first the most important content areas of the tests; grouped topics are equal.

- Document formatting rules and standards, grammar, punctuation, spelling, and proofreading
- Basic keyboarding and word processing terminology and concepts. repeated application knowledge

Procedures/Tips

1. Review the guidelines for this event found in the Competitive Events section of the current edition of the *Chapter Management Handbook*. You should have a copy of the guidelines and review them carefully.
2. The skills portion of the test counts 85 percent and the written test counts 15 percent towards the final score.
3. Study from both South Western, Glencoe/McGraw Hill, and other publishers and review vocabulary lists in each book's glossary. FBLA tests are written from different sources. Take as many practice tests as possible.
4. Dress according to the established dress code. If dress code is not followed, participant will be disqualified.
5. Check the location of your test well before the time of competition. Plan to arrive 15 minutes before the scheduled time for the test. Remember the elevators can be slow and hallways crowded.
6. Bring several sharpened No. 2 pencils with erasers.
7. Check the event signs to be certain you are in the correct room or section of the room. More than one event may be tested in one room at the same time.
8. Listen carefully to instructions given by the event administrator. One hour is allowed for the actual test. Carefully read the instructions on the cover page of the test. Pace yourself during the testing to allow time to work quickly but accurately. Try to answer all the questions.
9. Make certain your answers are clearly marked and all stray marks are erased.
10. Turn in your test as soon as you are finished. A tiebreaker is resolved by evaluating the students' performance on the final ten questions of the exam.

WORD PROCESSING II SAMPLE WRITTEN TEST QUESTIONS

Multiple Choice

- How many spaces precede and follow a dash?
 - 0
 - 1
 - 2
 - 3
- A decimal tab stop is used to align
 - the first digit of a number at the tab stop.
 - the last digit of a number at the tab stop.
 - the decimal point of a number at the tab stop.
 - a number centered at the tab stop.
- On a resume, personal data should be included
 - first.
 - in the middle.
 - only if you need to fill the page.
 - last.
- A(n) _____ is used to route a letter addressed to a particular person in a company.
 - subject line
 - reference line
 - attention line
 - enclosure line
- A _____ is written to people within the same organization.
 - business letter
 - personal business letter
 - memorandum
 - table
- _____ are a row of periods used to guide the eye across the page.
 - Leaders
 - Periods
 - Sequential dots
 - Decimals
- On a resume, personal data should be included
 - first.
 - in the middle.
 - only if you need to fill the page.
 - last.
- What command can quickly move the insertion point to a specific page?
 - Ctrl-G
 - Ctrl-F
 - Ctrl-E
 - Ctrl-H
- In block letters, the date is _____ of the letter.
 - at the left margin
 - at the right margin
 - at the center point
 - at the bottom
- The correct format for memorandums includes the date, beginning _____ inch from the top of the document.
 - 1"
 - 1 ½"
 - 2"
 - 2 ½"
- Document names created in Word can be up to _____ characters in length.
 - 265
 - 255
 - 268
 - 278
- The first line of a paragraph by itself at the bottom of a page is called a
 - widow.
 - orphan.
 - default.
 - postscript.
- The correct top margin for a business letter is
 - 1."
 - 1 ½."
 - 2."
 - 3."
- To ensure that at least two lines of a paragraph are carried to the top of a new page or are left at the bottom of a page, turn on the _____ feature.
 - header/footer
 - postscript
 - show/hide
 - widow/orphan

15. A _____ (raised) number is keyed after the fact or idea in the body of a report.
- subscript
 - normal
 - superscript
 - postscript
16. A(n) _____ is a series of numbered or lettered words, phrases, or sentences.
- enumeration
 - numeration
 - reference list
 - table
17. An example of a proper dateline is
- 1/5/01.
 - 1/5/2001.
 - September 5, 2001.
 - Sept. 5, 2001.
18. When using mixed punctuation in a business letter, the only acceptable punctuation after a salutation is a(n)
- , (comma)
 - : (colon)
 - ; (semicolon)
 - none
19. Block move is a function that allows text
- to be taken from its original location and placed in an additional location.
 - to be left in its original location and placed in an additional location.
 - to be deleted from the copy altogether.
 - to be altered to fit the context of the document.
20. A right tab causes text to move to the _____ as it is keyed.
- left
 - right
 - center
 - left margin
21. Customers always get fast accurate information.
22. Under separate cover we are sending you, with our compliments, a copy of our latest report.
23. Sally is the best typist of the 2.
24. Do you think this job should be divided between Patricia and I?
25. Misspelled words are distracting to the recipient of your message.
26. The _____ sale ends tomorrow.
- mid-January
 - mid January
27. Spreading gossip about one's friends is _____ to cause ill feelings.
- libel
 - liabel
 - liable
28. Is Randall or _____ among the possible choices for district manager?
- she
 - her
29. We expect as many as _____ new clients by July.
- 150
 - one hundred fifty
30. The unit cost was almost _____ higher than expected.
- \$2
 - two dollars

True/False

31. Default tabs in Word are set every inch.
32. A cell is where a row and column intersect in a table.
33. The typist's initials are a required element of a personal business letter.
34. A style of print is called an enhancement.
35. In the hanging-indent style, numbered items in an enumeration begin at the left margin and turnover lines are indented.
36. Divide contractions only before the apostrophe.

In the following sentences, choose one of the following choices:

- spelling error
- punctuation error
- number expression error
- grammar error
- no error

37. A hard page break in a document forces a page to end.
38. The inside address of a business letter is the writer's address.
39. For envelope addresses, the US Postal Service recommends all-capital letters with no punctuation.
40. Use a right tab for columns consisting of whole numbers; use a decimal tab for columns of decimal numbers.

Word Processing II

	ANSWER		ANSWER		ANSWER		ANSWER
1.	A	11.	B	21.	B	31.	F
2.	C	12.	B	22.	A	32.	T
3.	B	13.	C	23.	C	33.	F
4.	C	14.	D	24.	D	34.	F
5.	C	15.	C	25.	E	35.	T
6.	A	16.	A	26.	A	36.	F
7.	D	17.	C	27.	C	37.	T
8.	A	18.	B	28.	A	38.	F
9.	A	19.	A	29.	A	39.	T
10.	C	20.	A	30.	A	40.	T

WORD PROCESSING I PRODUCTION SAMPLE PROBLEMS

Problem 1—Letter

Key the following letter according to the Format Guide. Supply all necessary letter parts.

Send the letter to Ms. Amanda Frederick/2227 Old Fort Parkway/Murfreesboro, TN 37129-1156
The letter is from Everett J. Swathmore, Retirement Benefits Coordinator

You contacted our office recently to inquire about the amount of retirement you would receive if you were to choose either the gradual or the standard method for determining income. ¶As you know, the standard method will provide you with the highest possible initial income at retirement; whereas, your income will be lower at the beginning if you choose the gradual method. Our staff counselors here at ERF will be glad to provide you with information and advice that will help you make the decision that is right for you. ¶In the meantime, we will be glad to provide approximate income figures you can expect with the gradual or the standard methods. We do, however, need you to verify that your date of birth is May 3, 1971, and the age at which you would like to begin receiving benefits is 75. Please complete and return the enclosed card. ¶Best wishes as you begin planning for a healthy and happy retirement.

Problem 2—Centering

Key the following information vertically and horizontally centering your document.

le Health Services Center *Bold*
le Announces
Make-up Flu Shots *all caps*

November 23
8:30 – 10:30 p.m.

Special events dining room

Quad Space School of Performing Arts
le Presents
"The mouse that Roared"
on
January 21 and 21st
2:30 and 8:00 a.m.

Bold Marx Theatr
Matinee: \$5.50; Evening: 6.50

DS

DS

Problem 3—Table

Key the following information into a two-column table following the Format Guide. Use a left tab for the first column and a right tab for the second column. Use leaders between the columns. Double-space all entries. Center, bold, and capitalize the heading. Underline and center column headings over the columns. Do not print gridlines.

Cast for the Fugitive

Characters	Actor/Actress
Biggs	Daniel Roebuck
Dr. Anne Eastman	Julianne Moore
Samuel Gerard	Tommy Lee Jones
Helen Kimble	Sela Ward
Dr. Richard Kimble	Harrison Ford
Newman	Tom Wood
Dr. Charles Nichols	Jeroen Krabbe
Poole	L. Scott Caldwell
Cosmo Renfro	Joe Pantoliano
Stykes	Andreas Katsulas

Problem 4—Outline

Key the following outline using proper format according to the Format Guide..

Main Heading: Hiring Employees

- I. Establish Goals, Aims, Purposes of the Position
 - A. Consult Staff Members
 - B. Determine Company Trends
 - C. Establish Position Requirements
- II. Advertise New Position
 - A. Professional Journals
 - B. Area Newspapers
 1. Daily papers
 2. Weekly papers
 3. Sunday papers
 - C. Personal Calls
 - D. Placement Services
- III. Form Screening Committee
 - A. Evaluate Applicant's Vitae
 - B. Identify Top candidates
 1. Contact candidate
 2. Check references
 3. Check credentials
 - C. Invite Top Candidates for Interview
 - D. Seek Committee's Recommendation
- IV. Make Offer
 - A. Decide Top Candidate
 - B. Make Offer
 - C. Set Response Deadline

Problem 5—Memo

Format the following memorandum in standard memo format according to the Format Guide. Make changes shown by proofreading marks.

Send the memo to Michael Daubenspeck, Purchasing Agent, from Patricia Wilkinson, Human Resources Manager. The subject of the memo is Alternative Health Coverage.

Your requested information about alternative health coverage for you and your family. HealthCaring, the area's largest and most popular HMO, offer another option to your current health plan. (P) The new plan includes 100% coverage for hospital and surgical care. You will be able to purchase all prescription drugs by paying only a small copayment. I have enclosed materials that describe other details of HealthCaring. (P) If you have any questions after reviewing the enclosed materials, please call me or stop by my office; I would be glad to discuss the features of the plan with you.

Problem 6—Ruled Table

Key the following table with gridlines. Bold the main heading in all caps and center over all four columns. Center and bold the column headings over the columns. Arrange the information alphabetically by airline. Use decimal tabs to line up the numbered information in columns 2, 3, and 4—left align column 1. Print showing gridlines.

How the Airlines Rated in October

Airline	% of On-Time Arrivals	Mishandled Bags per 1,000 Passengers	Complaints Per 100,000 Passengers
Five Star	84.7%	4.27	.75
Alpha	85.3%	3.98	.85
Airtram	20.5%	10.2	1.02
GTY	86.0%	4.98	.95
Ameriway	9.2%	11.09	1.87

Problem 7—Letter

Key the following letter according to the Format guide. The subject of the letter is Grass Catcher Attachment Problem.

Send the letter to Mr. Willard Davison/Regional Manager/Ridgeway Tractors/15202 South Shoreline Blvd/Corpus Christi, TX 78418-3490. The letter is from Richard Thorpton.

I have been told by our Ridgeway dealer here in Bradford, Ms. Sue Li, that you might be able to help with a problem that I am having with my new Ridgeway lawn tractor. ¶ Since 1955, I have been the proud owner of Ridgeway lawn products. Just two months ago, I purchased a 20 horsepower lawn and garden tractor from your company. Generally, it has performed very well. The problem, however, is that the grass catcher attachment does not seem to be powerful enough to vacuum all the grass clippings into the storage compartment. Ms. Li has tried everything to alleviate the problem, but her efforts have failed. Do you know of anything that can be done to correct this problem?

Please discuss this matter with your engineers, and let me know if there is something our company can do to help. I am enclosing a picture of my lawn after it has been mowed the first time. A positive solution to this dilemma would save me hours of mowing. Please call me at (412) 883-5731.

WORD PROCESSING II PRODUCTION TEST SAMPLE PROBLEMS

Problem 1—Mail Merge

Key the following letter according to the Format Guide. Supply all necessary letter parts. The letter is from Douglas A. Nestell, Sales Director. The letter will go to all prospective clients included below. Print the main document, source document, and the mail merge letters.

Part A—Main Document

Delores Matlon, who hosted the open house at Ridgeway Model last Saturday, has referred your unanswered questions to me. We are pleased that you are interested in a Garner home. ¶The usual payment down is 20 percent of the total selling price, but some lending agencies require a smaller amount in certain situations. Garner Homes is not itself involved in the financing of its homes, but we work closely with the financial institutions shown on the enclosed list. ¶Yes, the lot that you prefer can accommodate a walkout basement. Delores will be in touch with you soon. We can have your new Ridgeway ready for occupancy within 90 days.

Part B—Source Document

Mr. & Mrs. Charles Kolb-Norman
2308 Hannegan Road
Bellingham, WA 98225

Mr. & Mrs. Michael Smith
345 Blue Ridge Road
Spokane, WA 98345

Ms. Betty Sue Martin
123 First Street
Bellingham, WA 98225

Mr. Brad McFarland
5191 Glen Meadow Road
Spokane, WA 98345

Problem 2—Business Letter

Key the following business letter according to the Format Guide. Supply all necessary letter parts. When inserting the table in the body of the letter, horizontally center the table and autofit the cells. Within the table, bold and center the column headings.

In the body of the letter, bold the following words/phrases: Super Discount, flight 662, and Friendly Inn. Underline the phrase High Sky Airlines.

Send the letter to Mr. Seiko Hasimoto, Hasimoto Travel Agency, 145 Third Avenue, Washington, DC 20009. The letter is from Thomas Scott, Recreation Coordinator.

Thank you for offering the Super Discount to the Sleepy Hollow Senior Center for a visit to Washington, DC. ¶We will leave March 5 on High Sky Airlines flight 662 that arrives at 11:00 am at Washington Airport. We will need bus transportation to Friendly Inn (downtown Washington). We have 32 confirmed people who have made a deposit. This will require 18 rooms for four nights. Shown below are the tour requirements.

TOUR NAME	TOUR GUIDE	TOUR DATE
Washington Monument	Giradelli	3-5
White House	Browning	3-6
Pentagon	Piccard	3-7
Congress	Jung	3-8

Please send a confirmation of the above details as soon as possible. We will then mail you a check for the total cost.

Problem 3—Outline

Key the outline below according to the Format Guide.

Wolf Landscaping Services

- I. General Introduction
 - A. Welcome to neighborhood
 - B. Congratulations on new home
- II. Purpose of Letter
 - A. Attending state university
 - B. Landscaping major
 - C. Customers satisfied with my work
- III. Landscaping Services Offered
 - A. Lawn planting
 - 1. Tree and stump removal
 - 2. Rock and pebble removal
 - 3. Soil enrichment with high quality top soil
 - 4. Final grading
 - 5. Fertilizing with organic materials only
 - B. Custom designed flower beds
 - 1. Removal of clay down to ten inches
 - 2. Adding high humus soil
 - 3. Planting bushes, trees, flowers
 - 4. Adding three inches of mulch
- IV. Closing Remarks
 - A. Guarantee of quality work
 - 1. Basic plan
 - 2. Premium plan
 - 3. Extended plan
 - B. Free estimate and brochure

Problem 4—Memorandum with Table

Format the following memorandum as outlined in the Format Guide.

The recipient of the memo is Statewide Insurance Company and the author is Debra Kennedy. Use the current date. The subject of the memo is Home Inventory.

The table should be horizontally centered in the body of the memorandum. Bold and center the column headings, change the font size to 8 for the entire table. Right justify columns C and D. Autofit the columns within the table.

Please add this home inventory to my insurance folder. Let me know if any of the items listed will require special coverage.

ITEM DESCRIPTION	NAME OF MANUFACTURER	SERIAL NUMBER	ORIGINAL COST	PURCHASED FROM	DATE PURCHASED
School ring	Zingbar, Inc.	6622105	80.25	Ringmasters	September 28
Television set	Sony	45882	350.85	Smithmans	July 96
Computer	Gateway	1122835	1625.90	Supercomp	January 99
Golf clubs	Palmer	---	290.33	Mel's Sports	April 97
Radio	Panasonic	31804	45.67	Radio Works	August 98
Chair	Virginia Hills	884321	185.00	Colonial Furn.	October 97
Baseball cards	Peabody Inc.	167	78.50	Sue's Card Co.	February 98
Racing bike	National	54721	380.00	Sportsmart	June 96
Jacket	Jacketmaster	---	85.22	Parma Coats	October 98

Problem 5—Table

Follow the Format Guide instructions when keying the table below.

Right justify columns B and C. Autofit the columns. Arrange the table entries in descending order by column B. Remove all gridlines.

Midcontinent State-Pride Award Winners
(Annual Sales in \$000)

Ohio	6305.7	39.56%
Wisconsin	408.2	2.56%
Indiana	4206.5	26.39%
Illinois	803.6	5.04%
Iowa	1092.7	6.86%
Michigan	945.8	5.93%

Problem 6—One Page Report

Directions: Type the following one-page rough-draft with footnotes following the Format Guide.

Buying a home is a process that many of us will go through in our life time. If we are like many other prospective buyers, we will experience this decision three or four major times in our working years. A home is typically the largest purchase we will make, and it deserves therefore our careful attention.

Considered by many as the most important criteria in shopping for a home is its site.¹ The site should be on land that is well drained and free from flooding, that can cause extensive damage. Check the local area city zoning plan to determine if you have chosen a site that is free from flooding and high water levels that can cause extensive damage.

You should also check to see if the ground is stable. Ground that shifts considerably can cause cracks in foundations and walls. You should also consider the quality of construction when shopping for a home. Slight cracks and signs of settling are not a major concern. Kramer and Reynolds state that "larger cracks may indicate unstable ground and poor construction techniques, and this is a very serious concern."² If you are looking for a home with a basement, check for any water leaks along the basement walls or along the ground level of the exterior walls.

¹"Building a Home for Tomorrow," *homes & gardens* (Apr), 27, 1992, pp. 17-24

²David L. Kramer and Leslie T. Reynolds, *Strategies for Building a Home Better* Bandana Books, St. Louis, MO, 1992, p. 214.

Problem 7—Memorandum

The recipient of the memo is Randy A. Garner, President and the author is Doug Nestell, Sales Director. Use the current date. The subject of the memorandum is Marketing of Timber Creek Site.

The Timber Creek project continues to be a high priority venture for the company. Curtis Marlow and his staff assure me that the models under construction have been designed to attract first-time home buyers, with respect to both features and cost. ¶You will be pleased to learn that Marian Dickenson has agreed to assume total marketing responsibility for the project. She has informed me that a tentative plan for media exposure will be ready for our review within ten days. She will likely have some quite imaginative strategies in her plan. ¶I am confident that the quality reputation of Garner Homes, Inc., will be further enhanced by the Timber Creek project. A schedule of progress reports for the next year is attached.

WORD PROCESSING I ANSWER KEY

PROBLEM 1

Current Date

Ms. Amanda Frederick
2227 Old Fort Parkway
Murfreesboro, TN 37129-1156

Dear Ms. Frederick

You contacted our office recently to inquire about the amount of retirement you would receive if you were to choose either the gradual or the standard method for determining income.

As you know, the standard method will provide you with the highest possible initial income at retirement; whereas, your income will be lower at the beginning if you choose the gradual method. Our staff counselors here at ERF will be glad to provide you with information and advice that will help you make the decision that is right for you.

In the meantime, we will be glad to provide approximate income figures you can expect with the gradual or the standard methods. We do, however, need you to verify that your date of birth is May 3, 1971, and the age at which you would like to begin receiving benefits is 75. Please complete and return the enclosed card.

Best wishes as you begin planning for a healthy and happy retirement.

Sincerely

Everett J. Swathmore
Retirement Benefits Coordinator

Ref

Enclosure

PROBLEM 2

Health Services Center

announces

MAKE-UP FLU SHOTS

November 23

8:30--10:30 p.m.

Special events dining room

School of Performing Arts

presents

“The Mouse That Roared”

on

January 21 and 22

2:30 and 8:00 p.m.

Marx Theater

Matinee: \$5.50; Evening: \$6.50

PROBLEM 3

CAST FOR THE FUGITIVE

<u>Characters</u>	<u>Actor/Actress</u>
Biggs.....	Daniel Roebuck
Dr. Anne Eastman	Julianne Moore
Samuel Gerard.....	Tommy Lee Jones
Helen Kimble	Sela Ward
Dr. Richard Kimble.....	Harrison Ford
Newman.....	Tom Wood
Dr. Charles Nichols	Jeroen Krabbe
Poole.....	L. Scott Caldwell
Cosmo Renfro.....	Joe Pantoliano
Stykes	Andreas Katsulas

PROBLEM 4

HIRING EMPLOYEES

- I. ESTABLISH GOALS, AIMS, PURPOSES OF THE POSITION
 - A. Consult Staff Members
 - B. Determine Company Trends
 - C. Establish Position Requirements

- II. ADVERTISE NEW POSITION
 - A. Professional Journals
 - B. Area Newspapers
 - 1. Daily papers
 - 2. Weekly papers
 - 3. Sunday papers
 - C. Personal Calls
 - D. Placement Services

- III. FORM SCREENING COMMITTEE
 - A. Evaluate Applicant's Vitae
 - B. Identify Top Candidates
 - 1. Contact candidate
 - 2. Check references
 - 3. Check credentials
 - C. Invite Top Candidates for Interview
 - D. Seek Committee's Recommendation

- IV. MAKE OFFER
 - A. Decide Top Candidate
 - B. Make Offer
 - C. Set Response Deadline

PROBLEM 5

MEMORANDUM

TO: Michael Daubenspeck, Purchasing Agent
FROM: Patricia Wilkinson, Human Resources Manager
DATE: Current Date
SUBJECT: Alternative Health Coverage

You requested information about alternative health coverage for you and your family. HealthCaring, the area's largest and most popular HMO, offers another option to our current health plan.

The new plan includes 100% coverage for hospital and surgical care. You will be able to purchase all prescription drugs by paying only a small co-payment. I have enclosed materials that describe other details of HealthCaring.

If you have any questions after reviewing the enclosed materials, please call me or stop by my office; I would be glad to discuss the features of the plan with you.

Ref

Enclosure

PROBLEM 6—NOT VERTICALLY CENTERED

HOW THE AIRLINES RATED IN OCTOBER

Airline	% of On-Time Arrivals	Mishandled Bags per 1,000 Passengers	Complaints Per 100,000 Passengers
Airtram	20.5%	10.2	1.02
Alpha	85.3%	3.98	.85
Ameriway	9.2%	11.09	1.87
Five Star	84.7%	4.27	.75
GTY	86.0%	4.98	.95

PROBLEM 7

Current Date

Mr. Willard Davison
Regional Manager
Ridgeway Tractors
15202 South Shoreline Blvd.
Corpus Christi, TX 78418-3490

GRASS CATCHER ATTACHMENT PROBLEM

Dear Mr. Davison

I have been told by our Ridgeway dealer here in Bradford, Ms. Sue Li, that you might be able to help with a problem that I am having with my new Ridgeway lawn tractor.

Since 1955, I have been the proud owner of Ridgeway lawn products. Just two months ago, I purchased a 20 horsepower lawn and garden tractor from your company. Generally, it has performed very well. The problem, however, is that the grass catcher attachment does not seem to be powerful enough to vacuum all the grass clippings into the storage compartment. Ms. Li has tried everything to alleviate the problem, but her efforts have failed. Do you know of anything that can be done to correct this problem?

Please discuss this matter with your engineers, and let me know if there is something our company can do to help. I am enclosing a picture of my lawn after it has been mowed the first time. A positive solution to this dilemma would save me hours of mowing. Please call me at (412) 883-5731.

Sincerely,

Richard Thorpton

Ref

Emclosure

WORD PROCESSING II ANSWER KEY

PROBLEM 1 – SOURCE DOCUMENT INFORMATION

Title	FirstName	LastName	Address1	City	State
Mr.	Charles	Kolb-	2308	Belli	WA
&		Norman	Hannegan	ngha	9822
Mrs.			Road	m	5
Ms.	Betty Sue	Martin	123 First	Belli	WA
			Street	ngha	9822
				m	5
Mr.	Michael	Smith	345 Blue	Spok	WA
&			Ridge	ane	9834
Mrs.			Road		5
Mr.	Brad	McFarland	5191	Spok	WA
			Glen	ane	9834
			Meadow		5
			Road		

PROBLEM 1 – MAIN DOCUMENT

depending on software, the source names may vary

November 16, 2005

«Title» «FirstName» «LastName»
«Address1»
«City», «State»

Dear «Title» «LastName»

Delores Matlon, who hosted the open house at Ridgeway Model last Saturday, has referred your unanswered questions to me. We are pleased that you are interested in a Garner home.

The usual payment down is 20 percent of the total selling price, but some lending agencies require a smaller amount in certain situations. Garner Homes is not itself involved in the financing of its homes, but we work closely with the financial institutions shown on the enclosed list.

Yes, the lot that you prefer can accommodate a walkout basement. Delores will be in touch with you soon. We can have your new Ridgeway ready for occupancy within 90 days.

Sincerely

Douglas A. Nestell, Sales Director

xx

Enclosure

PROBLEM 1 – MERGED LETTERS

November 16, 2005

Mr. & Mrs. Charles Kolb-Norman
2308 Hannegan Road
Bellingham, WA 98225

Dear Mr. & Mrs. Kolb-Norman

Delores Matlon, who hosted the open house at Ridgeway Model last Saturday, has referred your unanswered questions to me. We are pleased that you are interested in a Garner home.

The usual payment down is 20 percent of the total selling price, but some lending agencies require a smaller amount in certain situations. Garner Homes is not itself involved in the financing of its homes, but we work closely with the financial institutions shown on the enclosed list.

Yes, the lot that you prefer can accommodate a walkout basement. Delores will be in touch with you soon. We can have your new Ridgeway ready for occupancy within 90 days.

Sincerely

Douglas A. Nestell, Sales Director

xx

Enclosure

November 16, 2005

Ms. Betty Sue Martin
123 First Street
Bellingham, WA 98225

Dear Ms. Martin

Delores Matlon, who hosted the open house at Ridgeway Model last Saturday, has referred your unanswered questions to me. We are pleased that you are interested in a Garner home.

The usual payment down is 20 percent of the total selling price, but some lending agencies require a smaller amount in certain situations. Garner Homes is not itself involved in the financing of its homes, but we work closely with the financial institutions shown on the enclosed list.

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Sincerely

Douglas A. Nestell, Sales Director

xx

Enclosure

November 16, 2005

Mr. & Mrs. Michael Smith
345 Blue Ridge Road
Spokane, WA 98345

Dear Mr. & Mrs. Smith

Delores Matlon, who hosted the open house at Ridgeway Model last Saturday, has referred your unanswered questions to me. We are pleased that you are interested in a Garner home.

The usual payment down is 20 percent of the total selling price, but some lending agencies require a smaller amount in certain situations. Garner Homes is not itself involved in the financing of its homes, but we work closely with the financial institutions shown on the enclosed list.

Yes, the lot that you prefer can accommodate a walkout basement. Delores will be in touch with you soon. We can have your new Ridgeway ready for occupancy within 90 days.

Sincerely

Douglas A. Nestell, Sales Director

xx

Enclosure

November 16, 2005

Mr. Brad McFarland
5191 Glen Meadow Road
Spokane, WA 98345

Dear Mr. McFarland

Delores Matlon, who hosted the open house at Ridgeway Model last Saturday, has referred your unanswered questions to me. We are pleased that you are interested in a Garner home.

The usual payment down is 20 percent of the total selling price, but some lending agencies require a smaller amount in certain situations. Garner Homes is not itself involved in the financing of its homes, but we work closely with the financial institutions shown on the enclosed list.

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Sincerely

Douglas A. Nestell, Sales Director

xx

Enclosure

PROBLEM 2

(current date)

Mr. Seiko Hasimoto
Hasimoto Travel Agency
145 Third Avenue
Washington, DC 20009

Dear Mr. Hasimoto

Thank you for offering the **Super Discount** to the Sleepy Hollow Senior Center for a visit to Washington, DC.

We will leave March 5 on High Sky Airlines flight 662 that arrives at 11:00 am at Washington Airport. We will need bus transportation to **Friendly Inn** (downtown Washington). We have 32 confirmed people who have made a deposit. This will require 18 rooms for four nights. Shown below are the tour requirements.

TOUR NAME	TOUR GUIDE	TOUR DATE
Washington Monument	Giradelli	3-5
White House	Browning	3-6
Pentagon	Piccard	3-7
Congress	Jung	3-8

Please send a confirmation of the above details as soon as possible. We will then mail you a check for the total cost.

Sincerely

Thomas Scott
Recreation Coordinator

xx

PROBLEM 3

WOLF LANDSCAPING SERVICES

I GENERAL INTRODUCTION

- II Welcome to Neighborhood
A. Congratulations on New Home

III PURPOSE OF LETTER

- A. Attending State University
B. Landscaping Major
C. Customers Satisfied with My Work

IV LANDSCAPING SERVICES OFFERED

- A. Lawn Planting
1. Tree and stump removal
2. Rock and pebble removal
3. Soil enrichment with high quality top soil
4. Final grading
5. Fertilizing with organic materials only
B. Custom Designed Flower Beds
1. Removal of clay down to ten inches
2. Adding high humus soil
3. Planting bushes, trees, flowers
4. Adding three inches of mulch

V CLOSING REMARKS

- A. Guarantee of Quality Work
1. Basic plan
2. Premium plan
3. Extended plan
B. Free Estimate and Brochure

PROBLEM 4

TO: Statewide Insurance Company

FROM: Debra Kennedy

DATE: current date

SUBJECT: Home Inventory

Please add this home inventory to my insurance folder. Let me know if any of the items listed will require special coverage.

ITEM DESCRIPTION	NAME OF MANUFACTURER	SERIAL NUMBER	ORIGINAL COST	PURCHASED FROM	DATE PURCHASED
School ring	Zingbar, Inc.	6622105	80.25	Ringmasters	September 28
Television set	Sony	45882	350.85	Smithmans	July 96
Computer	Gateway	1122835	1625.90	Supercomp	January 99
Golf clubs	Palmer	---	290.33	Mel's Sports	April 97
Radio	Panasonic	31804	45.67	Radio Works	August 98
Chair	Virginia Hills	884321	185.00	Colonial Furn.	October 97
Baseball cards	Peabody Inc.	167	78.50	Sue's Card Co.	February 98
Racing bike	National	54721	380.00	Sportsmart	June 96
Jacket	Jacketmaster	---	85.22	Parma Coats	October 98

xx

PROBLEM 5**MIDCONTINENT STATE-PRIDE AWARD WINNERS**

(Annual Sales in \$000)

Ohio	6305.7	39.56%
Indiana	4206.5	26.39%
Iowa	1092.7	6.86%
Michigan	945.8	5.93%
Illinois	803.6	5.04%
Wisconsin	408.2	2.56%

PROBLEM 6

Buying a home is a process that many of us will go through in our lifetime. If we are like many other prospective buyers, we will experience this major decision three or four times in our working years. A home is typically the largest purchase we will make, and it therefore deserves our careful attention.

Considered by many as the most important criterion in shopping for a home is its site.¹ The site should be on land that is well drained and free from flooding. Check the local city zoning plan to determine if you have chosen a site that is free from flooding and high water levels. You should also check to see if the ground is stable. Ground that shifts considerably can cause cracks in foundations and walls.

You should also consider the quality of construction when shopping for a home. Slight cracks and signs of settling are not a major concern. Kramer and Reynolds state that “larger cracks may indicate unstable ground or poor construction techniques, and this is an extremely serious concern.”² If you are looking for a home with a basement, check for water leaks along the walls.

¹ “Building a Home for Tomorrow,” *Homes & Gardens*, April 27, 1992, pp. 17-24.

² David L. Kramer and Leslie T. Reynolds, *Strategies for Building a Better Home*, Bandana Books, St. Louis, Missouri, 1992, p. 214.

PROBLEM 7

TO: Randy A. Garner, President

FROM: Doug Nestell, Sale Director

DATE: current date

SUBJECT: Marketing of Timber Creek Site

The Timber Creek project continues to be a high priority venture for the company. Curtis Marlow and his staff assure me that the models under construction have been designed to attract first-time home buyers, with respect to both features and cost.

You will be pleased to learn that Marian Dickenson has agreed to assume total marketing responsibility for the project. She has informed me that a tentative plan for media exposure will be ready for our review within ten days. She will likely have some quite imaginative strategies in her plan.

I am confident that the quality reputation of Garner Homes, Inc., will be further enhanced by the Timber Creek project. A schedule of progress reports for the next year is attached.

xx

Attachment

11. Take pride in your accomplishments and share the excitement of the awards program.

Skill/Production Test

12. The skill/production test will be arranged to be administered in the state by the state key contact. Check with your adviser regarding the equipment and software available at the test site. The test is one hour in length and will have more problems than can be completed within that timeframe.
13. Arrange for additional practice time to improve your speed and accuracy and practice proofreading. Accuracy is more important than speed.
14. Check out the equipment including the printer to make sure it works properly when you arrive at the competitive event site. Notify an event administrator if you have a problem with the equipment.
15. PROOFREAD every document one extra time. One tiny error can result in deductions for the job.
16. Remember “quality” will always win over “quantity.” Remember the skill events are often designed to be too long to finish.
17. The format of all the documents must adhere to the FBLA-PBL Format Guide..