
WORD PROCESSING

Overview

A high level of word processing skill is a necessity for employees in productive offices. This event recognizes FBLA members who demonstrate that they have acquired word processing proficiency beyond entry level.

This event consists of two parts: an objective test taken at the NLC and a skills production test taken prior to the NLC.

This is an individual event.

Competencies and Task Lists

http://www.fbla-pbl.org/docs/ct/FBLA/word_processing.pdf

Website Resources

- FGCU Word 2007 Tutorial
<http://www.fgcu.edu/support/office2007/Word/index.asp>
- Microsoft Word 2007 Tutorial
<http://www.baycongroup.com/wlesson0.htm>
- Word Processing
<http://wordprocessing.about.com/>
- Word Processing Terms
[http://www.webopedia.com/Software/Word Processing](http://www.webopedia.com/Software/Word_Processing)

WORD PROCESSING SAMPLE QUESTIONS

1. When you delete a file from your hard drive, what happens to it?
 - a. It gets moved to the clipboard.
 - b. It moves to an inactive file until you need it again.
 - c. It is destroyed.
 - d. It gets moved to the recycle bin.

Competency: Basic Keyboarding Terminology and Concepts

2. What feature would be useful for troubleshooting problems and explaining specific subjects?
 - a. the thesaurus
 - b. using the full screen reading feature
 - c. setting up macros
 - d. the help feature

Competency: Basic Keyboarding Terminology and Concepts

-
3. _____ replaces the file menu present in previous versions of Word.
- File button
 - Presentation button
 - Clipart button
 - Office button

Competency: Basic Keyboarding Terminology and Concepts

4. Illegal copying of software is called:
- plagiarism
 - flaming
 - piracy
 - trolling

Competency: Basic Keyboarding Terminology and Concepts

5. Turning in someone else's work as your own and copying words or ideas from someone else without giving credit is called:
- information piracy
 - plagiarism
 - flaming
 - shareware

Competency: Basic Keyboarding Terminology and Concepts

6. Which one of the following terms would you use if your text automatically moves to the next line while typing a paragraph?
- hard return
 - continuous break
 - soft return
 - section break

Competency: Basic Keyboarding Terminology and Concepts

7. What is the shortcut keys/command are used to horizontally center a title on your page?
- shift T
 - shift C
 - ctrl H
 - ctrl E

Competency: Basic Keyboarding Terminology and Concepts

8. A _____ is a user interface element that presents a user with a sequence of dialog boxes that lead the user through a series of well-defined steps.
- function
 - macro
 - wizard
 - tracker

Competency: Related Application Knowledge

-
9. A subject line is used in a letter to:
- list the attachments of the letter
 - call attention of a department or job title
 - show the writer's initials
 - alert the reader to the content of the letter

Competency: Basic Keyboarding Terminology and Concepts

10. Whenever you need to repeat text or graphics on all your pages in a document, the best way to do this would be with a:
- wizard
 - macro
 - add-in
 - header/footer

Competency: Basic Keyboarding Terminology and Concepts

11. What feature would you use if you wanted to type a list of related items that are **not** indicating sequential or importance?
- bulleted list
 - outline list
 - numbered list
 - sorted list

Competency: Basic Keyboarding Terminology and Concepts

12. You can use the _____ dialog box to insert symbols, such as $\frac{1}{4}$ and ©, or special characters, such as an em dash (—) or ellipsis that are **not** on your keyboard.
- shapes
 - quick parts
 - equation
 - symbol

Competency: Basic Keyboarding Terminology and Concepts

13. ____ sometimes called tab leaders (and occasionally called trailing ellipsis), are often seen on a table of contents page.
- Dot leaders
 - Right tabs
 - Decimal tabs
 - Center tabs

Competency: Basic Keyboarding Terminology and Concepts

14. If you wanted to split the text in your document into two or three vertical sections, what feature would you use?
- columns
 - breaks
 - themes
 - page borders

Competency: Basic Keyboarding Terminology and Concepts

15. If you needed to create an invoice or newsletter as quickly as humanly possible, what feature in Microsoft Word could you use?
- a. macro
 - b. footnote
 - c. template
 - d. merge

Competency: Advanced Applications

16. What tool would allow you to record a sequence of keystrokes that can be "played" with a keyboard shortcut?
- a. macro
 - b. table
 - c. record
 - d. function

Competency: Advanced Applications

17. _____ are details about a file that describe or identify it; such as the title, the author name, the subject, and the keywords that identify the document's topic or contents.
- a. File facts
 - b. Document properties
 - c. Security facts
 - d. Text permissions

Competency: Advanced Applications

18. To assign a name to a specific point in a document, you would use the _____ feature.
- a. bookmark
 - b. hyperlink
 - c. page number
 - d. symbol

Competency: Advanced Applications

19. _____ can be accomplished by setting its right and left margin widths to auto.
- a. Right aligning
 - b. Vertically centering
 - c. Left aligning
 - d. Horizontally centering

Competency: Advanced Applications

20. Which one is the correct format for a website?

- a. Jacobs, Jane. FBLA/PBL. October 13, 2009 <<http://www.fbla-pbl.org/>>.
- b. J. Jacobs. FBLA/PBL. October 13, 2009 <<http://www.fbla-pbl.org/>>.
- c. Jacobs, Jane. FBLA/PBL. 13 October 2009 <<http://www.fbla-pbl.org/>>.
- d. Jane Jacobs. 13 October 2009, FBLA/PBL. <<http://www.fbla-pbl.org/>>.

Competency: Advanced Applications

21. The default font size for Word 2007 is:

- a. 9 point
- b. 11 point
- c. 10 point
- d. 12 point

Competency: Document Formatting Rules and Standards

22. What is the standard spacing after punctuation that ends a sentence?

- a. one space
- b. two spaces
- c. one or two spaces
- d. no spaces

Competency: Document Formatting Rules and Standards

23. Tabs can be set in the Tabs Dialog Box or here.

- a. page set up group
- b. paragraph tab
- c. scroll bar
- d. ruler

Competency: Document Formatting Rules and Standards

24. A typeface that contains a narrow line or extension at the top and bottom of the primary strokes on characters is known as:

- a. embossed
- b. monospaced
- c. serif
- d. sans serif

Competency: Document Formatting Rules and Standards

25. Which statement would **not** be a good proofreading technique?

- a. Read the paper only once because reading it more will make your eyes tired causing you to miss errors.
- b. Read backward, word by word (for typos and spelling mistakes).
- c. Take a break (as little as five minutes) between writing and proofreading.
- d. Ask someone to read the paper to you, or read the paper to someone else.

Competency: Grammar, Punctuation, Spelling, and Proofreading

26. Which one of the following words is spelled correctly?

- a. indespicable
- b. endespensable
- c. indispensable
- d. endispensable

Competency: Grammar, Punctuation, Spelling, and Proofreading

27. The proofreader's mark ^ means to:

- a. insert
- b. move up one line
- c. return to the top of the page
- d. delete

Competency: Grammar, Punctuation, Spelling, and Proofreading

28. What does the red wavy line below a word mean?

- a. check the spacing
- b. check the grammar
- c. check the format
- d. check the spelling

Competency: Grammar, Punctuation, Spelling, and Proofreading

29. If a document contains comments, print only the comments by choosing this option at the Print dialog box.

- a. document properties
- b. document suggestions
- c. list of mark up
- d. document showing markup

Competency: Printing

30. What is the keyboard shortcut to print a document?

- a. shift P
- b. function P
- c. ctrl P
- d. alt P

Competency: Printing

Word Processing Answer Key

1)	D	11)	A	21)	B
2)	D	12)	D	22)	C
3)	D	13)	A	23)	D
4)	C	14)	A	24)	C
5)	B	15)	C	25)	A
6)	C	16)	A	26)	C
7)	D	17)	B	27)	A
8)	C	18)	A	28)	D
9)	D	19)	D	29)	C
10)	D	20)	C	30)	C

WORD PROCESSING PRODUCTION TEST

JOB 1: Outline

Directions: Key the following outline following the FBLA-PBL Format Guide.

Homeowners Insurance

- **Four Ways to Manage Risk**
 - Risk avoidance
 - Risk reduction
 - Risk assumption
 - Risk shifting
- **Four Steps in Insurance Planning**
 - Set Insurance Goals
 - Develop a Plan to Reach Your Goals
 - Put Your Plan into Action
 - Review Your Results
- **Homeowners Insurance**
 - The Basic Homeowners Insurance Protects Against:
 - Fire
 - Lightning
 - Windstorms
 - Hail
 - Volcanic Eruptions
 - Explosions
 - Smoke
 - Theft
 - Vandalism
 - Glass Breakage
 - Riots
 - The Broad Homeowners Insurance Protects Against:
 - All from the basic form
 - Falling objects
 - Damage from ice
 - Damage from snow
 - Damage from sleet
 - Renters Insurance Coverage, Personal Property Only, Nothing Structural

Print Job 1: Outline

JOB 2: Table

Directions: Key the following information into a table without gridlines following the FBLA-PBL Format Guide. The title is Tillsdale Industries from the financial department. The column headings are: Department, 2010 Budget, Percent Decrease, 2011 Budget. Use a formula to calculate totals for the columns.

Department	2010 Budget	Percent Decrease	2011 Budget
Administrative	\$250,000	5%	\$237,500
Marketing	\$325,000	15%	\$276,250
Research	\$550,000	10%	\$495,000
Distribution	\$100,000	5%	\$95,000
Total			

Print Job 2: Table without gridlines

JOB 3: Mail Merge Letter

Jobs 3 A-C

Directions: Write a mail merge letter in accordance with the FBLA-PBL Format Guide. The letter is on behalf of yoga instructor Twee Adams to all her private clients. Her clients' names and addresses are below:

Mr. John Hill
342 7th Street Apt. 3
New York, NY 10001

Mr. Ricky Hernandez
1892 8th Avenue
New York, NY 10002

Ms. Andrea Eyer
182 West 52nd St. Apt. 129
New York, NY 10003

Mrs. Maria Reyes
845 United Nations Plaza
New York, NY 10017

Supply all necessary letter parts; use the current date. The body of the letter is as follows:

Body:

I want to be the first to tell you about the new class called "Prana Yoga" that I am offering this summer. Prana yoga is an enjoyable and healthful practice that helps you move, breathe, and live with greater joy and ease, and experience life with a peaceful sense of well-being.

I think you will enjoy this new form of yoga as much as I do. Please call me (212-555-2532) or e-mail me (tadams@yoga.net) if you have any questions. I have enclosed a brochure with class times and prices. I look forward to hearing from you.

Print Job 3-A: Letter with Merge Fields

Print Job 3-B: Merged Letter to each client

Print Job 3-C: Source Document

Job 3-D: Mailing Labels

Directions: Using the data source from the mail merge letters, create a mailing label for each address in accordance with the FBLA-PBL Format Guide for labels and envelopes. Use Avery Standard size 5160 labels. Print the labels on a standard size piece of paper.

Print Job 3-D: Mailing Labels

JOB 4: Agenda

Directions: Format the following Agenda in accordance with the FBLA-PBL Format Guide.

WTD Industries
Annual Investors Meeting
July 17, 2011

- Opening of the meeting—William T. Stephens, CEO
- Election of persons to confirm the minutes and supervise the counting of votes
- Recording the legality of the meeting
- Recording the attendance at the meeting and adoption of the list of votes
- Financial Reports
 - Presentation of the annual accounts
 - Report of the Board of Directors
 - Auditor's report for the year 2010
- Adoption of the annual accounts
- Election of members and Chairman of the Board of Directors
- Election of auditor
- Board of Directors' proposal to amend the Articles of Association
- Authorizing the Board of Directors to decide on share issues
- Closing of the meeting

Print Job 4: Agenda

JOB 5: Letter Second Page

Directions: Format the second page of a letter in accordance with the FBLA-PBL Format Guide. The letter is from Charles W. Miller, CFO Alexandra Corporation. Use the current date and supply all other necessary parts of the letter. The last paragraph of the letter is below:

In conclusion, we want to thank you again for being such a valuable client. In these tough economic times, it is loyal customers like you that keep businesses like ours afloat. If you have any questions or concerns about your account or our company at any time, please do not hesitate to contact me at (703) 555-1373 or cwiller@alexandra.com.

Print Job 5: Second Page of Letter

JOB 6: References

Directions: Format the following references in accordance with the FBLA-PBL Format Guide.

Periodicals

Educational Leadership Magazine
Schools as Learning Communities by Richard DuFour
May 2004 | Volume 61 | Number 8 | Pages 6-11

Phi Delta Kappan
Restructuring schools: Some questions for teachers and principals by Barth, R.
1991 | Volume 73 | Issue 2 | 123–128.

Website

<http://www.sedl.org/pubs/change34/>
Professional Learning Communities: Communities of Continuous Inquiry and Improvement
Written by Dr. Shirley M. Hord, 1997

Book

Getting Started: Reculturing Schools to Become Professional Learning Communities
Robert Eaker, Richard DuFour, Rebecca DuFour
Copyright 2002 by National Educational Service, Bloomington, Indiana

Print Job 6: Reference Page

JOB 7: Table of Contents

Directions: Format the following Table of Contents in accordance with the FBLA-PBL Format Guide. Include dot leaders and be sure that the page numbers are right-aligned.

Introduction	1
Responsibilities and Rights of Students	
Attendance	2
Dress Code	4
School Record	5
Rules of Conduct	
Disruptive Behavior	6
Property Violations	9
Inappropriate Behavior	12
Disciplinary Procedures	
Referrals	15
Suspension	20
Expulsion	23
Student Activities	
Student Government	28
Clubs and Organizations	30
Athletics	35

Print Job 7: Table of Contents

JOB 8: Itinerary

Directions: Create the following itinerary in accordance with the FBLA-PBL Format Guide. The itinerary is for Mr. Tyler Stephens for the dates July 14–15, 2011.

Friday, July 14

- 5:00 a.m. Depart Tyson's Corner Shopping Center
- 8:00 a.m. Brief 15-minute restroom/breakfast stop at Delaware House.
- 11:00 a.m. United Nations tour
- 12:30 p.m. Lunch at South Street Seaport
- 3:00 p.m. NBC Studio Tour Group
- 4:00 p.m. Depart for Times Square
- 4:30 p.m. Shopping and Sightseeing in NYC
- 6:00 p.m. Dinner at Becco Restaurant
- 8:00 p.m. Attend Presentation of "Lion King"
- 11:00 p.m. Depart for Hotel

Saturday, July 15

- 8:00 a.m. Continental breakfast at hotel
- 8:30 a.m. Check-out
- 9:00 a.m. Depart for NBC Studios
- 10:00 a.m. Radio City Music Hall Tour
- 12:00 p.m. Tour the Empire State Building
- 3:00 p.m. Visit the World Trade Center Observation Platform
- 4:00 p.m. Depart New York City
- 9:00 p.m. Return to Tyson's Corner Shopping Center

Print Job 8: Itinerary

WORD PROCESSING PRODUCTION ANSWER KEY

JOB 1: Outline

2" Top Margin

HOMEOWNERS INSURANCE

- FOUR WAYS TO MANAGE RISK
 - Risk avoidance
 - Risk reduction
 - Risk assumption
 - Risk shifting
- FOUR STEPS IN INSURANCE PLANNING
 - Set Insurance Goals
 - Develop a Plan to Reach Your Goals
 - Put Your Plan into Action
 - Review Your Results
- HOMEOWNERS INSURANCE
 - The Basic Homeowners Insurance Protects Against:
 - Fire
 - Lightning
 - Windstorms
 - Hail
 - Volcanic Eruptions
 - Explosions
 - Smoke
 - Theft
 - Vandalism
 - Glass Breakage
 - Riots
 - The Broad Homeowners Insurance Protects Against:
 - All from the basic form
 - Falling objects
 - Damage from ice
 - Damage from snow
 - Damage from sleet
 - Renters Insurance Coverage, Personal Property Only, Nothing Structural

JOB 2: Table Without Gridlines
Center vertically and horizontally

TILLSDALE INDUSTRIES
Financial Department

<u>Department</u>	<u>2010 Budget</u>	<u>Percent Decrease</u>	<u>2011 Budget</u>
Administrative	250,000	5%	237,500
Marketing	325,000	15%	276,250
Research	550,000	10%	495,000
Distribution	<u>100,000</u>	<u>5%</u>	<u>95,000</u>
Total	\$1,225,000	35.00%	\$1,103,750

JOB 3: Mail Merge Letter

Fields will vary

JOB 3-A: Letter with Merge Fields

Current Date

«AddressBlock» MAY VARY

Dear «First_Name»

I want to be the first to tell you about the new class called "Prana Yoga" that I am offering this summer. Prana yoga is the enjoyable and healthful practice that helps you move, breathe, and live with greater joy and ease, and experience life with a peaceful sense of well-being.

I think you will enjoy this new form of yoga as much as I do. Please call me (212-555-2532) or email me (tadams@yoga.net) if you have any questions. I have enclosed a brochure with class times and prices. I look forward to hearing from you.

Sincerely

Twee Adams

xx

Enclosure

JOB 3-B: Four letters – only showing first one

January 24, 2014

Mr. John Hill
342 7th Street Apt. 3
New York, NY 10001

Dear John

I want to be the first to tell you about the new class called “Prana Yoga” that I am offering this summer. Prana yoga is the enjoyable and healthful practice that helps you move, breathe, and live with greater joy and ease, and experience life with a peaceful sense of well-being.

I think you will enjoy this new form of yoga as much as I do. Please call me (212-555-2532) or email me (tadams@yoga.net) if you have any questions. I have enclosed a brochure with class times and prices. I look forward to hearing from you.

Sincerely

Twee Adams

xx

Enclosure

JOB 3-C: Source Documents

JOB 3-D: Mailing Labels (5 Points)

MR JOHN HILL

342 7TH STREET APT. 3

NEW YORK NY 10001

MRS. MARIA REYES

845 UNITED NATIONS PLAZA

NEW YORK NY 10017

MR RICKY HERNANDEZ

1892 8TH AVENUE

NEW YORK NY 10002

MS ANDREA EYER

182 W 52ND STREET AP

NEW YORK NY 10003

WTD INDUSTRIES
Annual Investors Meeting
July 17, 2011

1. Opening of the Meeting—William T. Stephens, CEO
2. Election of Persons to Confirm the Minutes and Supervise the Counting of Votes
3. Recording the Legality of the Meeting
4. Recording the Attendance at the Meeting and Adoption of the List of Votes
5. Financial Reports
 - Presentation of the Annual Accounts
 - Report of the Board of Directors
 - Auditor's Report for the Year 2010
6. Adoption of the Annual Accounts
7. Election of Members and Chairman of the Board of Directors
8. Election of Auditor
9. Board of Directors' Proposal to Amend the Articles of Association
10. Authorizing the Board of Directors to Decide on Share Issues
11. Closing of the Meeting

JOB 5: Letter Second Page
1" Top Margin

Alexsandra Corporation
Page 2
January 24, 2014

In conclusion, we want to thank you again for being such a valuable client. In these tough economic times, it is loyal customers like you that keep businesses like ours afloat. If you have any questions or concerns about your account or our company at any time, please do not hesitate to contact me at (703) 555-1373 or cwiller@alexandra.com.

Sincerely

Charles W. Miller
CFO

xx

JOB 6: References
Alpha Order, 2" Top

REFERENCES

- Barth, R., "Restructuring Schools: Some Questions for Teachers and Principals" Phi Delta Kappan 1991: Volume 73, Issue 2, 123-128.
- DuFour, Richard "Schools as Learning Communities" Educational Leadership Magazine May 2004: Volume 61, Number 8, Pages 6-11
- Eaker, Robert, DuFour, Richard, and DuFour, Rebecca "Getting Started: Reculturing Schools to Become Professional Learning Communities" Bloomington, Indiana: National Educational Service, 2002
- Hord, Dr. Shirley M. "Professional Learning Communities: Communities of Continuous Inquiry and Improvement" 1997 <<http://www.sedl.org/pubs/change34/>>

TABLE OF CONTENTS

Introduction 1

Responsibilities and Rights of Students

 Attendance 2

 Dress Code 4

 School Record 5

Rules of Conduct

 Disruptive Behavior 6

 Property Violations 9

 Inappropriate Behavior 12

Disciplinary Procedures

 Referrals 15

 Suspension 20

 Expulsion 23

Student Activities

 Student Government 28

 Clubs and Organizations 30

 Athletics 35

ITINERARY

Mr. Tyler Stephens

July 14 – 15, 2011

Friday, July 14

- 5:00 a.m. Depart Tyson's Corner Shopping Center
- 8:00 a.m. Brief 15-minute restroom/breakfast stop at Delaware House.
- 11:00 a.m. United Nations tour
- 12:30 p.m. Lunch at South Street Seaport
- 3:00 p.m. NBC Studio Tour Group
- 4:00 p.m. Depart for Times Square
- 4:30 p.m. Shopping and Sightseeing in NYC
- 6:00 p.m. Dinner at Becco Restaurant
- 8:00 p.m. Attend Presentation of "Lion King"
- 11:00 p.m. Depart for Hotel

Saturday, July 15

- 8:00 a.m. Continental breakfast at hotel
- 8:30 a.m. Check-out
- 9:00 a.m. Depart for NBC Studios
- 10:00 a.m. Radio City Music Hall Tour
- 12:00 p.m. Tour the Empire State Building
- 3:00 p.m. Visit the World Trade Center Observation Platform
- 4:00 p.m. Depart New York City
- 9:00 p.m. Return to Tyson's Corner Shopping Center