

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 the entry level.

This event consists of two parts: an objective test taken at the NLC and a skills production test that must be submitted online by the third Friday of May to the national center.

This is an individual event.

Competencies and Task Lists

<http://www.fbla-pbl.org/competitive-event/word-processing/>

Website Resources

- 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) What is the difference between the Delete key and Backspace key?
 - A) The delete key deletes text to the right of the cursor and the backspace key deletes text to the left of the cursor.
 - B) The delete key deletes text to the left of the cursor and the backspace key deletes text to the right of the cursor.
 - C) There is not a difference in the two keys.
 - D) Both keys delete text to the left of the cursor.

Competency: Basic Keyboarding Terminology and Concepts

- 2) Which of the following would be an appropriate list and order for the word processing cycle?
 - A) Saving, keying in, printing, composing
 - B) Researching, saving, editing
 - C) Keying in, editing, saving, printing
 - D) Keying in, printing, saving, composing

Competency: Basic Keyboarding Terminology and Concepts

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- 3) A _____ on a short or full menu indicates that it is **not** available for a current selection in a menu.
- A) bright command
 - B) dimmed command
 - C) a command that disappears
 - D) black command

Competency: Basic Keyboarding Terminology and Concepts

- 4) What is an ancillary piece of information printed at the bottom of a page?
- A) Footnote
 - B) Header
 - C) Endnote
 - D) Footer

Competency: Related Application Knowledge

- 5) What word processing feature should be used to show the steps in a process?
- A) Numbered list
 - B) Outline
 - C) Table of contents
 - D) Bulleted list

Competency: Related Application Knowledge

- 6) What word processing feature would be used to add the copyright "c" into a document?
- A) Ctrl + C
 - B) Find and replace
 - C) Add space
 - D) Insert symbol

Competency: Related Application Knowledge

- 7) Which would help to guide the eye to the page numbers in a table of contents?
- A) Right tab
 - B) Left tab
 - C) Bar tab
 - D) Leader tab

Competency: Related Application Knowledge

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- 8) What is an important step in using word processing software to print labels and envelopes?
- A) Finding addresses.
 - B) Using the proper zip code.
 - C) Determining if feature is available.
 - D) Inserting them into the printer properly.

Competency: Related Application Knowledge

- 9) In which situation would a thesaurus be most useful?
- A) Compiling data in a table.
 - B) When writing a paper and using the same word over and over.
 - C) Writing a business requesting a donation.
 - D) It is best to not use the thesaurus feature in word processing software.

Competency: Related Application Knowledge

- 10) What feature would allow you to key your initials, but show your full name if set up in the software?
- A) Spell Check
 - B) References
 - C) Find and Replace
 - D) AutoCorrect

Competency: Related Application Knowledge

- 11) What command or feature removes unwanted parts from a picture?
- A) Crop
 - B) Rotate
 - C) Recolor
 - D) Resize

Competency: Advanced Applications

- 12) To what should a word processing document be converted to make it suitable to be viewed as a webpage?
- A) Outline view
 - B) HTML
 - C) Page Layout view
 - D) Draft view

Competency: Advanced Applications

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- 13) What is a master document?
- A) A one or two page report.
 - B) A container with pointers to individual documents.
 - C) One of many smaller documents in a collection.
 - D) An individual document within a larger document.

Competency: Advanced Applications

- 14) Which of the following is NOT a common type included with styles?
- A) Heading
 - B) Column
 - C) Subtitle
 - D) Title

Competency: Advanced Applications

- 15) What is the primary file when creating merged documents?
- A) The document containing columns and/or tables.
 - B) The variable information.
 - C) The document in which you are inserting the variable information.
 - D) The identifying information.

Competency: Advanced Applications

- 16) What are options that can be added when creating forms using word processing software?
- A) Underline, bold, italics
 - B) Check box, font effects, content control
 - C) Date picker, check box, drop down list
 - D) Date picker, list, underline

Competency: Advanced Applications

- 17) _____ can be used in Microsoft Word, when in print layout view, to format and enter text, graphics, and other items, by double-clicking a blank area of the document window.
- A) Edit
 - B) Click and Type
 - C) Page numbers
 - D) Headers

Competency: Advanced Applications

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- 18) What would be useful when using a shared computer and working on sensitive word processing documents?
- A) Restricting editing
 - B) Marking document as final
 - C) Password protect
 - D) Adding a digital signature

Competency: Advanced Applications

- 19) Which of the following can be added to a web page created in word processing software to move words across the screen?
- A) Animated GIF
 - B) Hyperlinks
 - C) Scrolling text
 - D) Table

Competency: Advanced Applications

- 20) What is a common use of justified alignment?
- A) Reports
 - B) Newspapers
 - C) Memorandums
 - D) Business letters

Competency: Document Formatting Rules and Standards

- 21) What would be the best way to put space between paragraphs?
- A) Add extra hard returns.
 - B) Adjust tracking.
 - C) Use the add space before or after feature in the software.
 - D) Add section breaks and change line spacing for each section.

Competency: Document Formatting Rules and Standards

- 22) What feature can be added to a paragraph to best set it apart from the rest of the page?
- A) Underline
 - B) Borders and shading
 - C) Italics
 - D) Heading style

Competency: Document Formatting Rules and Standards

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- 23) Which of the following features can be used to add a vertical line in a word processing document?
- A) Column
 - B) Styles
 - C) Format painter
 - D) Font

Competency: Document Formatting Rules and Standards

- 24) What should be done to include both landscape and portrait orientation pages in the same document?
- A) Add page breaks.
 - B) Use section breaks.
 - C) They cannot be used in the same document.
 - D) Change the style.

Competency: Document Formatting Rules and Standards

- 25) What are uppercase characters set at the same height and weight as surrounding lowercase letters?
- A) Caps lock
 - B) Drop caps
 - C) Small caps
 - D) Initial caps

Competency: Document Formatting Rules and Standards

- 26) What would be the correct proofreader mark to add to the following sentence? "amy got a new car!"
- A) Transpose
 - B) Change to upper case.
 - C) Insert punctuation
 - D) Change to lower case.

Competency: Grammar, Punctuation, Spelling, and Proofreading

- 27) What mode replaces existing characters to the right of the insertion point with new characters?
- A) Delete
 - B) Overtyping
 - C) Insert
 - D) Backspace

Competency: Grammar, Punctuation, Spelling, and Proofreading

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- 28) Sarah keyed a report for a class. She finds out her teacher wanted them to use Courier, a monospaced font, and space twice after each period at the end of a sentence. She easily changes the font, but has only spaced once after each sentence. What should she do?
- A) Select the entire document and change the line spacing to double.
 - B) Use the find and replace feature, replacing each period with a period and a space.
 - C) Go through all sentences, adding a space manually.
 - D) Nothing, no one will really be able to tell.

Competency: Grammar, Punctuation, Spelling, and Proofreading

- 29) If a document contains comments, what will happen if the document is printed using all default settings?
- A) The comments will print on an additional page.
 - B) The comments will print in the margins of each page.
 - C) The comments will not print.
 - D) The comments will print at their location in the document.

Competency: Printing

- 30) When printing address labels, what is used to match software to certain label brands and sizes?
- A) Template
 - B) Style
 - C) Theme
 - D) Mail merge

Competency: Printing

WORD PROCESSING SAMPLE PRODUCTION TEST PROBLEMS

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 to PDF 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 to PDF 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 to PDF Job 3-A: Letter with Merge Fields
Print to PDF Job 3-B: Merged Letter to each client
Print to PDF 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 to PDF 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 to PDF 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 to PDF 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 to PDF 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 to PDF 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 "Aladdin"
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 NCB 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

9:00 p.m. Return to Tyson's Corner Shopping Center

Print to PDF Job 8: Itinerary

Word Processing Answer Key

- 1) A
- 2) C
- 3) B
- 4) A
- 5) A
- 6) D
- 7) D
- 8) D
- 9) B
- 10) D

- 11) A
- 12) B
- 13) B
- 14) B
- 15) C
- 16) C
- 17) B
- 18) C
- 19) C
- 20) B
- 21) C

- 22) B
- 23) A
- 24) B
- 25) C
- 26) B
- 27) B
- 28) B
- 29) C
- 30) A