

Overview

Word processing skills are necessary in today's world. This event recognizes FBLA members who demonstrate that they have acquired entry-level skills for word processing positions in business.

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

This event is only for grades 9 and 10.

Competencies

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

Objective Test Competencies

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

Production Competencies

- Production of letters and memorandums
- Reports
- Tables
- Resumes
- Material from rough draft and unarranged copy

Procedures/Tips

- Review the Competitive Events Tips in the front of the book.

Word Processing I Sample Questions

1. Screen scroll is used to
 - a. decrease the length of a page.
 - b. increase the length of a page.
 - c. bring unseen parts of a document into view.
 - d. add text to a document.
2. To put your document in the Overstrike mode, you would press the
 - a. tab key.
 - b. insert key.
 - c. end key.
 - d. delete key.
3. To end the current paragraph and insert a blank line before beginning the next paragraph
 - a. press Escape once and Enter once.
 - b. press Enter once.
 - c. press Enter once and the space bar once.
 - d. press Enter twice.
4. Which of the following menus is used to create a header/footer?
 - a. edit
 - b. view
 - c. format
 - d. insert
5. Tabs are used to
 - a. create graphics.
 - b. position text at a certain point on a line.
 - c. stop a line of text from overflowing onto the next page.
 - d. set the end of a line of text.
6. A manual page break can be inserted at the current cursor position by using the
 - a. Shift + Enter keys.
 - b. Control + Enter keys.
 - c. Control + Alt + Delete keys.
 - d. Alt + Delete keys.
7. What is the effect of superscript?
 - a. character will be above other characters
 - b. character will be below other characters
 - c. character will be italicized
 - d. character will be even with other characters
8. What is the default paper size?
 - a. 8.5 x 11
 - b. 8.1 x 14
 - c. 8.5 x 10
 - d. 11 x 8.5
9. Which dialog box do you use to vertically center text in a cell in a table?
 - a. paragraph
 - b. table autoformat
 - c. page setup
 - d. table properties

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10. An enclosure notation is keyed
 - a. after the copy notation.
 - b. below the reference initials.
 - c. below the complimentary close.
 - d. below the writer's name and title.
 11. What would be the correct keys to use for the repeat command to repeat character formatting?
 - a. press the UNDO button
 - b. choose repeat from the edit menu
 - c. press the REDO button
 - d. press the F3 key
 12. Which of the following would not display as a nonprinting character?
 - a. line break
 - b. nonbreaking space
 - c. hyphen
 - d. space character
 13. Which of the following is a recommended format for information in tables?
 - a. right-align text, right-align numbers
 - b. right-align text, left-align numbers
 - c. left-align text, right-align numbers
 - d. left-align text, left-align numbers
 14. When using the find and replace feature to replace text that is uppercase, you should choose which option?
 - a. find whole words only
 - b. use wild cards
 - c. match case
 - d. upper case only
 15. Which layout option do you use to leave the first page of a document blank and begin a header or footer on the second page?
 - a. odd first page only
 - b. first page blank
 - c. different first page
 - d. even first page only
 16. When a document is split into two windows, you can remove the split by
 - a. double clicking on the task bar.
 - b. double-clicking on the split bar.
 - c. highlight and select delete.
 - d. triple clicking on the split bar.
 17. Which word is spelled correctly?
 - a. dissappoint
 - b. disscussion
 - c. discipline
 18. Which sentence is punctuated correctly?
 - a. The two attornies specialize in real estate law.
 - b. The two attorneys specialize in real estate law.
 - c. The two attorneys' specialize in real estate law.

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19. Which sentence is punctuated correctly?
- a. If I were to have known about it, I would have handled the situation differently.
 - b. If I had known about it, I would have handled the situation differently.
 - c. If I has known about it, I would have handled the situation differently.
20. Word wrap is when
- a. a word is too long to fit on a line and is deleted.
 - b. the typist determines where one line of text ends and the next begins.
 - c. the computer hyphenates a word at the end of a line.
 - d. the computer determines where one line of text ends and the next begins.
21. A decimal tab stop is used with numbers and aligns the number with the
- a. decimals aligned based on the length of the number.
 - b. first digit left aligned at the tab stop.
 - c. decimal point at the tab stop.
 - d. last digit right aligned at the tab stop.
22. In a four-page document, a header would appear on
- a. all four pages.
 - b. only page 1.
 - c. pages 1 and 3.
 - d. pages 2 and 4

Use for the next 8 questions.

Select the number of punctuation, capitalization, and number errors in the sentence.

23. Below is the proposed menu for the November board meeting.
- a. 1 error
 - b. 0 errors
 - c. 2 errors
 - d. 3 errors
24. Please let me no by November 2 if any changes are desired.
- a. 0 errors
 - b. 3 errors
 - c. 2 errors
 - d. 1 error
25. Sam recognised the missing child form the poster in the post office lobby.
- a. 2 errors
 - b. 0 errors
 - c. 3 errors
 - d. 1 error
26. Edwards positive attitude was detected immediatly?
- a. 2 errors
 - b. 0 errors
 - c. 3 errors
 - d. 1 error
27. After only six months' on the job, Abigail was promoted to assistant manager.
- a. 3 errors
 - b. 2 errors
 - c. 0 errors
 - d. 1 error

28. Al's computer was programmed correctly for document formatting.

- a. 2 errors
- b. 0 errors
- c. 3 errors
- d. 1 error

29. Once you are threw you orientation, you wil be given a project to manage.

- a. 0 errors
- b. 2 errors
- c. 1 error
- d. 3 errors

30. What is the basis for the reporter's story?

- a. 0 errors
- b. 1 error
- c. 2 errors
- d. 3 errors

Word Processing I Production Test

Instructions

Sixty (60) minutes is allowed for the test.

Job 1—Letter

Key the following business letter following the FBLA-PBL Format Guide. Send the letter to **Mr. Roger Saylor, 516 Whitley Drive, Columbus, OH 43230**. The letter is from **Margaret Sagan, CPA, Polenger Group**. Use the current date and supply necessary letter parts.

¶¶Thank you for inquiring about our privacy policy. The enclosed Policy on Privacy summarizes for you the information we collect about you, the limited times when we may share it with others, and how we protect your privacy. ¶¶We highly value your trust and confidence in us, and we want to assure you that your personal information is kept confidential. As a member of the Ohio Society of Certified Public Accountants, we adhere to the highest level of professional and ethical responsibility and obligations to protect the confidentiality of client information.

Print 1-A. Business Letter

Job 2—Memo

Key the following memo according to the guidelines in the FBLA-PBL Format Guide. The memo is to All Staff from Richard Warren, Director. The subject is Holiday Party—use the current date and supply any necessary additional memo parts.

On behalf of the officers of the CIRCLE ARTS MUSEUM, I wish you all a happy holiday season and a joyous New Year. In keeping with the spirit of the season, please join us for our annual Holiday Party on Friday, December 23, at 4 p.m. in the main gallery on the second floor. The gallery will be closing early that day to accommodate our employees and their guests. ¶¶Once again, we will enjoy a holiday banquet of festive food from different cultures, prepared and served by One World Caterers. The Carta Ensemble will offer us holiday music from many times and many places as we enjoy our dinner. Finally, our own Yuletide Carolers will sing some popular carols of the holiday season. You are cordially invited to sing along. ¶¶CIRCLE ARTS takes pride in its family of dedicated employees. We look forward to seeing you on December 23. If you will be attending, please fill out the attached form and send it to Barbara Takei in Human Relations. Be sure to indicate the number of guests who will accompany you.

Print 2-A. Memo

Job 3—Table

Key the following information into a table without gridlines following the FBLA-PBL Format Guide. The first line of the table title is **Currency Conversions for Countries on the European Rail System**. The second line of the table title is **For 2005 – 2006**. Arrange the rows alphabetically by the country name. Single-space the body of the table.

Country	Currency	Conversion
Portugal	escudo	216.900
Austria	schilling	14.884
Denmark	krone	8.076
Switzerland	franc	1.646
Norway	krone	8.846
Finland	markka	6.431
Belgium	franc	43.640
France	franc	7.098
Greece	drachma	368.700
Hungary	forint	286.100

Print 3-A. Table

Job 4—Letter with Advanced Features

Key the following letter with advanced features and a table following the FBLA-PBL Format Guide. Use the current date and supply necessary parts. The letter is to **Ms. Marie Michal, 35 Circle Drive, Des Moines, IA 50316-1079**. The letter is from **Johnathan Skeeahan, Trainer**. Add the subject line: **Exercise** and indicate a copy was sent to **Mr. Coleman Stanberry**. Key the following paragraphs.

¶Walking is one of the best things you can do for yourself. Getting started is the hardest part of your program. In beginning your walking program be sure to check with your physician or health care provider before beginning any fitness program, especially if you're over 35, not accustomed to regular exercise, or have a chronic health condition that might be affected by a fitness program. ¶Choose a time of day that fits into your regular schedule, vary routes occasionally to keep walking interesting, and try to establish both indoor and outdoor routes. Additional tips would be to wear loose, comfortable clothes appropriate for the season; wear shoes with cushioned, flexible soles to absorb the impact of walking; and wear socks to absorb perspiration and to avoid blisters. ¶Avoid walking on extremely hot or cold days, especially if unaccustomed to regular exercise. Begin slowly, work up gradually, and don't overdo. Effective walking programs consist of three parts: a warm-up, a workout, and a cool-down.

(postscript)Should you have additional questions, please feel free to call me at 614-555-0101.

Print 4-A. Letter.

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.

Competencies

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

Objective Test Competencies

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

Production Competencies

- Production of all types of business forms
- Letters
- Memorandums
- Tables
- Reports
- Statistical reports
- Materials from rough draft and unarranged copy

Procedures/Tips

- Review the Competitive Events Tips in the front of the book.

Word Processing II Sample Questions

1. A light gray duplicate image that displays on the lower-right edge of a character or object is a
 - a. dialog box.
 - b. clip art.
 - c. thumbnail.
 - d. shadow.
2. A(n) _____ is a named group of formatting characteristics that you can apply to text.
 - a. style
 - b. orphan
 - c. widow
 - d. font
3. A(n) _____ is text or a graphic that displays on top of or behind the text in a document.
 - a. widow
 - b. crest
 - c. watermark
 - d. orphan
4. A _____ is text that prints at the bottom of every page in the document.
 - a. toolbar
 - b. clip art
 - c. footer
 - d. header
5. A data source often is organized as a table that consists of a series of rows and columns. Each row is called a(n)
 - a. record.
 - b. data field.
 - c. widow.
 - d. orphan.
6. A document file that includes predefined settings that can be used as a pattern for other documents is called a
 - a. shadow.
 - b. template.
 - c. nameplate.
 - d. thumbnail.
7. A template displays prewritten text called
 - a. placeholder text.
 - b. modified block style.
 - c. nameplates.
 - d. drawing canvas.
8. When the date line, complimentary close, and signature block are slightly to the right of the center point, and all other letter components begin flush with the left margin, it is called
 - a. letter style.
 - b. block style.
 - c. placeholder text.
 - d. modified block style.
9. Which word is spelled incorrectly?
 - a. authorize
 - b. succeed
 - c. accomodate
 - d. coordinate

-
-
10. Which word is spelled incorrectly?
 - a. adjasent
 - b. customize
 - c. introduction
 - d. capabilities
 11. I might _____ left, if you had not warned me.
 - a. of
 - b. have
 12. Walking over burning coals is a _____ of passage for some tribal people.
 - a. rite
 - b. right
 13. The farmer has _____ chickens in the coupe.
 - a. nineteen
 - b. 19
 14. Do you have _____ to the gymnasium?
 - a. excess
 - b. access
 15. The default formula for adding a column of numbers and placing the answer below the column is
 - a. =SUM(RIGHT).
 - b. =SUM(LEFT).
 - c. =SUM(ABOVE).
 - d. =SUM(BELOW).
 16. To create a text watermark, you use the
 - a. Watermark button on the Drawing toolbar.
 - b. Clip Art menu.
 - c. Background command on the Format menu.
 - d. Style box.
 17. When using Word's mail merge to create form letters, the first task is to
 - a. create the main document.
 - b. identify the type of document to be used for the main document.
 - c. merge the data source with the main document.
 - d. generate the form letters.
 18. Communication messages sent within the organization are called a
 - a. memo.
 - b. itinerary.
 - c. agenda.
 - d. letter.
 19. A letter style where all lines begin at the left margin is called _____ letter.
 - a. block
 - b. secondary
 - c. semi-modified
 - d. modified
 20. Placeholder text
 - a. is prewritten template text.
 - b. can display in a variety of Word styles.
 - c. is selected and replaced to personalize a document.
 - d. all of the answers are correct

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21. You can create a new folder during the save process by clicking the _____ in the Save As dialog box.
- save in box arrow
 - save as type box arrow
 - new button
 - create New Folder button
22. Field names
- must be unique.
 - cannot contain spaces.
 - must begin with a number.
 - all of the answers are correct
23. The Insert WordArt button is located
- on the Standard toolbar.
 - on the Drawing toolbar.
 - in the Insert Object dialog box.
 - in the Format Symbol dialog box.
24. Word inserts a section break at the
- location of the insertion point.
 - beginning of every page.
 - end of every page.
 - location of the mouse pointer.
25. After you click the Draw Table button, the mouse pointer changes to the shape of a(n)
- crosshair.
 - eraser.
 - pencil.
 - block arrow.

Use for the next 5 questions.

Count the number of capitalization errors in each sentence.

26. Bill Wilson, a contractor with the Qwest Contracting corporation, was recently transferred to atlanta, Georgia.
- 1 errors
 - 2 error
 - 3 errors
 - 0 errors

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27. The United States of America has many National Parks.
- a. 1 errors
 - b. 2 error
 - c. 3 errors
 - d. 0 errors
28. my friend, Kevin, lives in Western europe.
- a. 1 errors
 - b. 2 error
 - c. 3 errors
 - d. 0 errors
29. John lives in Wilson county, which is near Nashville, tennessee.
- a. 1 errors
 - b. 2 error
 - c. 3 errors
 - d. 0 errors
30. Why did sharon leave so early after the party?
- a. 1 errors
 - b. 2 error
 - c. 3 errors
 - d. 0 errors

Word Processing II Production Test

Instructions

Sixty (60) minutes is allowed for the test.

Job 1—Memorandum w/ Table

Key the following memo according to the guidelines in the FBLA-PBL format Guide. The memo is from you to your Astronomy Coordinator Clark Lewis. The subject is **Possible Astronomy Field Trips**. Use the current date and supply any necessary additional memo parts. Center the text within the columns of the table, and include gridlines

¶¶The Astronomy Club has met and has decided that the following four places would be great choices to visit for our annual Astronomy field trip. The four places are:

Museum/Planetarium	Web Site	Location
Kennedy Space Museum	www.kennedyspacecenter.com/	Cape Canaveral, FL
Einstein Planetarium	www.novac.com/nasm/	Washington, D. C.
Alexander Brest Planetarium	www.themosh.org/planetarium/index.asp	Jacksonville, FL
Charles Hayden Planetarium	www.haydenplanetarium.org	Boston, MA

¶¶The least expensive trip for us is Einstein Planetarium, with the cost being approximately \$150 per person for three days. The Kennedy Space Museum costs \$200 per person for three days and the Alexander Brest Planetarium costs \$300 per person for three days. The most expensive trip is Charles Hayden Planetarium at \$400 per person for three days. The next meeting will take place on February 21 to finalize which location to choose for our field trip. ¶¶Please review the Web sites prior to the February 21 meeting so that we may discuss the possible locations. Contact Jasper Elliott at jelliott@aol.com if you have any questions. Thank you.

Print 1-A. Memorandum

Job 2—Letter with Advanced Features

Key the following letter with advanced features following the FBLA-PBL Format Guide. Use the current date and supply necessary parts. The letter is to **Mr. Marcus Alberta, 420 Lordwith Drive, Billings, MT 59102**. The letter is from **Michael Matthews, Sales Associate**. Add the subject line: **Account number 4561-1221-1001** and indicate a copy was sent to **Ms. Rita Brestel, Account Manager**.

¶¶Your request to have the credit limit on your Bank One account increased to \$15,000 has been reviewed by our account management department. ¶¶After careful review of your request and your account, we must deny your request at this time for the following reasons:

- current balance
- length of account activation period

¶¶Please refer to the enclosed policy explanation document for a complete explanation of the policy that relates to your account. If you have any questions, please call Bank One customer service at 1-800-556-4546.

Print 2-A. Letter

Job 3—Itinerary

Key in the itinerary for the trip to Washington, D.C. to see the Einstein Planetarium, following the FBLA-PBL Format Guide.

Trip for Astronomy Club from March 28 to March 31

March 28

3:00 p.m., Meet at front of school, load all luggage into the bus, leave for Washington, D.C.

March 28

10:00 p.m., Arrive in Washington, D.C., check into hotel.

March 29

9:00 a.m., Breakfast at the hotel.

10:30 a.m., Leave hotel for Einstein Planetarium.

11:00 a.m., Tour of Einstein Planetarium begins.

3:30 p.m., Students will have the option of splitting with their chaperone groups to visit one of the sights in Washington. Everyone meet back at the Einstein Planetarium at 9:00 p.m.

9:30 p.m., Sleepover in Einstein Planetarium.

March 30

10:00 a.m., Leave Einstein Planetarium.

10:00 a.m. – 6:00 p.m., Students have the option of splitting up with their own chaperone groups to visit sights. Meet back at hotel for dinner at 6:00 p.m.

6:30 p.m., Leave for the Spaghetti Factory for dinner.

10:30 p.m., Arrive back at hotel.

March 31

10:00 a.m., Meet in hotel lobby, check out of hotel.

5:00 p.m., Arrive back at the high school.

Print 3-A. Itinerary

Job 4 – Mail Merge Letter

Set up the following data source and then key the form letter according to the FBLA-PBL Format Guide. The salutation of each letter should include Mr., Ms., or Dr., with the person's last name. The letter is from **Ms. Suzie VanMetre, Program Committee Coordinator**. Supply all necessary letter parts; use the current date.

Use the following names, addresses, and other needed fields for the letters:

Mr. Ralph Newton, Division Chair
Santa Ana High School
28 Lake House Drive
Santa Ana, CA 92701
Other fields needed:
Presentation Teaching Ethics to Meet Student Needs
Date June 15
Time 9:00 a.m.
Room Colorado Room

Mr. Jonathan Hoosier, Instructor
Eastern Colorado High School
8265 Washington Avenue
Arvada, CO 80002
Other fields needed:
Presentation Identity Theft and Credit Reporting
Date June 15
Time 10:00 a.m.
Room Oklahoma Room

Dr. Jill Diamond, Principal
Del Mar High School
P.O. Box 2511
Del Mar, CA 92014
Other fields needed:
Presentation Strategies for Teaching International Communications
Date June 16
Time 1:00 p.m.
Room South Dakota Room

Ms. Brenda Garretson, Instructor
Sioux Valley High School
23859 Park Place
Toledo, OH 36531
Other fields needed:
Presentation Ups and Downs in Today's Technological World
Date June 16
Time 2:00 p.m.
Room Montana Room

Body:

¶¶Thank you for submitting your proposal to present at the Mountain-Plains Business Education Conference in Fargo, ND, on June 14-18, 2005. The conference committee reviewed your proposal and is excited to give our members the opportunity to hear your presentation, "«Presentation»." Your presentation is scheduled for «Date» at «Time» in the «Room».

¶¶You'll note that a copy of this letter is also enclosed. Please verify your name and institution address—this is how the information will appear in the convention program. Please send any changes to my attention by April 1. ¶¶I have also included the speaker guidelines for the program session, the equipment request form, and the presentation policy form. Please return the completed forms by March 1, 2005, to Convention Coordinator, Mountain-Plains Business Education Association, 5956 North Mayfield Road, Denver, CO 80103. ¶¶Since session attendance varies, you should bring a minimum of 75 copies of your handouts.

If you have any comments, questions, or suggestions, please do not hesitate to call me at 1-800-636-4412 or e-mail me at svanmetre@mpbea.edu. ¶¶«First_Name», we are looking forward to your presentation and to you sharing your knowledge and expertise on «Presentation».

- Print 4-A.** Print one copy of the letter showing the merge fields
Print 4-B. Print each of the merged letters
Print 4-C. Print a copy of the data source

Spreadsheet Applications Answer Key

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

Technology Concepts Answer Key

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

Word Processing I Answer Key

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

Word Processing II Answer Key

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

WORD PROCESSING I PRODUCTION ANSWER KEY

Word Processing I AK—Job 1

Current Date

Mr. Roger Saylor
516 Whitley Drive
Columbus, OH 43230

Dear Mr. Saylor

Thank you for inquiring about our privacy policy. The enclosed Policy on Privacy summarizes for you the information we collect about you, the limited times when we may share it with others, and how we protect your privacy.

We highly value your trust and confidence in us, and we want to assure you that your personal information is kept confidential. As a member of the Ohio Society of Certified Public Accountants, we adhere to the highest level of professional and ethical responsibility and obligations to protect the confidentiality of client information.

Sincerely

Margaret Sagan, CPA
Polenger Group

xx

Enclosure

Word Processing I AK—Job 2

TO: All Staff
FROM: Richard Warren, Director
DATE: Current Date
SUBJECT: Holiday Party

On behalf of the officers of the CIRCLE ARTS MUSEUM, I wish you all a happy holiday season and a joyous New Year. In keeping with the spirit of the season, please join us for our annual Holiday Party on Friday, December 23, at 4 p.m. in the main gallery on the second floor. The gallery will be closing early that day to accommodate our employees and their guests.

Once again, we will enjoy a holiday banquet of festive food from different cultures, prepared and served by One World Caterers. The Carta Ensemble will offer us holiday music from many times and many places as we enjoy our dinner. Finally, our own Yuletide Carolers will sing some popular carols of the holiday season. You are cordially invited to sing along.

CIRCLE ARTS takes pride in its family of dedicated employees. We look forward to seeing you on December 23. If you will be attending, please fill out the attached form and send it to Barbara Takei in Human Relations. Be sure to indicate the number of guests who will accompany you.

xx

Enclosure

Word Processing I AK—Job 3**CURRENCY CONVERSIONS FOR COUNTRIES ON THE EUROPEAN RAIL SYSTEM**

For 2005-2006

Country	Currency	Conversion
Austria	schilling	14.884
Belgium	franc	43.640
Denmark	krone	8.076
Finland	markka	6.431
France	franc	7.098
Greece	drachma	368.700
Hungary	forint	286.100
Norway	krone	8.846
Portugal	escudo	216.900
Switzerland	franc	1.646

Word Processing I AK—Job 4

Current Date

Ms. Marie Michal
35 Circle Drive
Des Moines, IA 50316-1079

Dear Ms. Michal

EXERCISE

Walking is one of the best things you can do for yourself. Getting started is the hardest part of your program. In beginning your walking program be sure to check with your physician or health care provider before beginning any fitness program, especially if you're over 35, not accustomed to regular exercise, or have a chronic health condition that might be affected by a fitness program.

Choose a time of day that fits into your regular schedule, vary routes occasionally to keep walking interesting, and try to establish both indoor and outdoor routes. Additional tips would be to wear loose, comfortable clothes appropriate for the season; shoes with cushioned, flexible soles to absorb the impact of walking; and wear socks to absorb perspiration and to avoid blisters.

Avoid walking on extremely hot or cold days; especially if unaccustomed to regular exercise. Begin slowly, work up gradually, and don't overdo. Effective walking programs consist of three parts: a warm-up, a workout, and a cool-down.

Sincerely

Johnathan Skeehan
Trainer

xx

c Mr. Coleman Stanberry

Should you have additional questions, please feel free to call me at 614-555-0101.

WORD PROCESSING II PRODUCTION ANSWER KEY

Word Processing II AK—Job 1

TO: Clark Lewis, Astronomy Coordinator

FROM: (Name of person taking test)

DATE: Current Date

SUBJECT: Possible Astronomy Field Trips

The Astronomy Club has met and has decided that the following four places would be great choices to visit for our annual Astronomy field trip. The four places are:

Museum/Planetarium	Web Site	Location
Kennedy Space Museum	www.kennedyspace.com	Cape Canaveral, FL
Einstein Planetarium	www.einsteinplanetarium.com	Washington, D. C.
Alexander Brest Planetarium	www.alexanderbrest.com	Jacksonville, FL
Charles Hayden Planetarium	www.charleshayden.com	Boston, MA

The least expensive trip for us is Einstein Planetarium, with the cost being approximately \$150 per person for three days. The Kennedy Space Museum costs \$200 per person for three days and the Alexander Brest Planetarium costs \$300 per person for three days. The most expensive trip is Charles Hayden Planetarium at \$400 per person for three days. The next meeting will take place on February 21 to finalize which location to choose for our field trip.

Please review the Web sites prior to the February 21 meeting so that we may discuss the possible locations. Contact Jasper Elliott at jelliott@aol.com if you have any questions. Thank you.

xx

Word Processing II AK—Job 2

January 20, 2009

Mr. Marcus Alberta
420 Lordwith Drive
Billings, MT 59102

Dear Mr. Alberta

ACCOUNT NUMBER 4561-1221-1001

Your request to have the credit limit on your Bank One account increased to \$15,000 has been reviewed by our account management department.

After careful review of your request and your account, we must deny your request at this time for the following reasons:

- current balance
- length of account activation period

Please refer to the enclosed policy explanation document for a complete explanation of the policy that relates to your account. If you have any questions, please call Bank One customer service at 1-800-556-4546.

Sincerely

Michael Matthews
Sales Associate

xx

Enclosure

c Ms. Rita Brestel, Account Manager

Word Processing II AK—Job 3

The format may vary for Itinerary

ITINERARY

Astronomy Club

March 28—March 31

March 28

- 3:00 p.m. Meet at front of school.
Load all luggage into the bus.
Leave for Washington, D.C.
- 10:00 p.m. Arrive in Washington, D.C.
Check into hotel.

March 29

- 9:00 a.m. Breakfast at the hotel.
- 10:30 a.m. Leave hotel for Einstein Planetarium.
- 11:00 a.m. Tour of Einstein Planetarium begins.
- 3:30 p.m. Students will have the option of splitting with their chaperone groups to visit one of the sights in Washington, everyone meet back at the Einstein Planetarium at 9:00 p.m.
- 9:30 p.m. Sleepover in Einstein Planetarium.

March 30

- 10:00 a.m. Leave Einstein Planetarium.

Students have the option of splitting up with their own chaperone groups to visit sights. Meet back at hotel for dinner at 6:00 p.m.
- 6:30 p.m. Leave for the Spaghetti Factory for dinner.
- 10:30 p.m. Arrive back at hotel.

March 31

- 10:00 a.m. Meet in hotel lobby.
Check out of hotel.
- 5:00 p.m. Arrive back at the high school.

Word Processing II AK—Job 4

Field names will vary in the document and source document.

Date

«AddressBlock»

«GreetingLine»

Thank you for submitting your proposal to present at the Mountain-Plains Business Education Conference in Fargo, ND on June 14-18, 2005. The conference committee reviewed your proposal and is excited to give our members the opportunity to hear your presentation, "«Presentation»." Your presentation is scheduled for «Date» at «Time» in the «Room».

You'll note that a copy of this letter is also enclosed. Please verify your name and institution address—this is how the information will appear in the convention program. Please send any changes to my attention by April 1.

I have also included the speaker guidelines for the program session, the equipment request form, and the presentation policy form. Please return the completed forms by March 1, 2005, to Convention Coordinator, Mountain-Plains Business Education Association, 5956 North Mayfield Road, Denver, CO 80103.

Since session attendance varies, you should bring a minimum of 75 copies of your handouts. If you have any comments, questions, or suggestions, please do not hesitate to call me at 1-800-636-4412 or e-mail me at svanmetre@mpbea.edu.

«First_Name», we are looking forward to your presentation and you sharing your knowledge and expertise on «Presentation».

Sincerely

Ms. Suzie VanMetre
Program Committee Coordinator

xx

Enclosures

Word Processing II AK—Job 4-B

letters will vary with inside address and other fields—should be four letters

January 20, 2009

Mr. Ralph Newton, Division Chair
Santa Ana High School
28 Lake House Drive
Santa Ana, CA 92701

Dear Mr. Newton

Thank you for submitting your proposal to present at the Mountain-Plains Business Education Conference in Fargo, ND on June 14-18, 2005. The conference committee reviewed your proposal and is excited to give our members the opportunity to hear your presentation, "Teaching Ethics to Meet Student Needs." Your presentation is scheduled for June 15 at 9:00 a.m. in the Colorado Room.

You'll note that a copy of this letter is also enclosed. Please verify your name and institution address—this is how the information will appear in the convention program. Please send any changes to my attention by April 1.

I have also included the speaker guidelines for the program session, the equipment request form, and the presentation policy form. Please return the completed forms by March 1, 2005, to Convention Coordinator, Mountain-Plains Business Education Association, 5956 North Mayfield Road, Denver, CO 80103.

Since session attendance varies, you should bring a minimum of 75 copies of your handouts. If you have any comments, questions, or suggestions, please do not hesitate to call me at 1-800-636-4412 or e-mail me at svanmetre@mpbea.edu.

Ralph, we are looking forward to your presentation and you sharing your knowledge and expertise on Teaching Ethics to Meet Student Needs.

Sincerely

Ms. Suzie VanMetre
Program Committee Coordinator

dw

Enclosures

Word Processing II AK—Job 4-C

This will vary based on the software used for the problem.

First Name	Last Name	Company Name	Address Line 1	City	State	ZIP Code	Presentation	Date	Time	Room	Title	Position
Ralph	Newton	Santa Ana High School	28 Lake House Drive	Santa Ana	CA	92701	Teaching Ethics to Meet Student Needs	June 15	9:00 a.m.	Colorado Room	Mr.	Division Chair
Jonathan	Hoosier	Eastern Colorado High School	8265 Washington Avenue	Arvada	CO	80002	Identity Theft and Credit Reporting	June 15	10:00 a.m.	Oklahoma Room	Mr.	Instructor
Jill	Diamond	Del Mar High School	P.O. Box 2511	Del Mar	CA	92014	Strategies for Teaching International Communications	June 16	1:00 p.m.	South Dakota Room	Dr.	President
Brenda	Garreston	Sioux Valley High School	23859 Park Place	Toledo	OH	36531	Ups and Downs in Today's Technological World	June 16	2:00 p.m.	Montana Room	Ms.	Instructor