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## 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](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)

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## 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

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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

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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 ¼ 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

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**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

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

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

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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

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## 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

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## 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 7<sup>th</sup> Street Apt. 3  
New York, NY 10001

Mr. Ricky Hernandez  
1892 8<sup>th</sup> Avenue  
New York, NY 10002

Ms. Andrea Eyer  
182 West 52<sup>nd</sup> 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](mailto: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



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### 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 Alexsandra 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](mailto:cwiller@alexandra.com).

**Print Job 5:** Second Page of Letter

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## 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

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## **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

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**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

**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

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**JOB 2: Table Without Gridlines**  
**Center vertically and horizontally**

**TILLSDALE INDUSTRIES**  
**Financial Department**

<b><u>Department</u></b>	<b><u>2010 Budget</u></b>	<b><u>Percent Decrease</u></b>	<b><u>2011 Budget</u></b>
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

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**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](mailto: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

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

October 8, 2013

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](mailto: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



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**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 APT 1

NEW YORK NY 10003

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**JOB 4: Agenda**  
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**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

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**JOB 5: Letter Second Page**  
**1" Top Margin**

Alexsandra Corporation  
Page 2  
October 8, 2013

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](mailto:cwiller@alexandra.com).

Sincerely

Charles W. Miller  
CFO

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**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/>>

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**JOB 7: Table of Contents**  
**2" Top Margin**

**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