

2023 FBLA Regional Conference Word Processing Production Test

1. **Turn off all electronic devices.**
2. Each page produced should include a header or footer containing your name, school, state, and job number.
3. You have **one hour** to complete this test. Additional time will be allowed for general directions and warm-up. There is a possibility that you may not complete the entire test. Judges will consider the overall quality, as well as quantity, of your work when judging this event. Sometimes the problems are designed to build upon prior work.

<u>Job No.</u>	<u>Document Type</u>	<u>Point Value</u>
1	Two-page Letter	15
2	Modified Two-page Letter	5
3	Memo	10
4	Mail Merge Letter	25
5	Itinerary	15
6	Agenda	15
7	Press Release	15

4. Please name all files *Lastname_Firstname_JobX.pdf* (example: *Sanders_Melissa_Job1.pdf*) to ensure that judges are always able to match the correct file with your submission.
5. At the completion of each job, **print** the job as a .pdf, and make sure you remember where it is saved on the computer. At the end of your testing time, you will upload all your .pdfs to the submission form.
6. Proofread all work because results are based on accuracy of your documents. Your documents will be evaluated by a panel of judges, and all decisions of the judges are final.
7. After the test begins, no help may be given to you concerning the normal operation of the equipment. However, if your machine fails, call the proctor.
8. When you have completed the test, submit your pdfs to the submission form.
9. Remember that you will be required to complete the second portion of the competition, an objective test covering relevant theory, vocabulary, and application knowledge. This objective test will count for 15 percent of your final score. Both portions of the event must be completed to be eligible for an award.
10. You will need to turn in, delete, or destroy all of your materials, including this test and any documents you may have printed, or the test will not be scored.

DO NOT OPEN THE TEST UNTIL GIVEN PERMISSION TO DO SO.

Job 1—Two-page Letter (15 points)

Key the following business letter following the FBLA-PBL Format Guide. Send the letter to **Mr. Kevin Crane, 2105 Milton Drive, Winchester, NC 02563**. The letter is from **Richard Greenleaf, Chief Executive Officer**. Use the current date and supply necessary letter parts. Use these paragraphs for the body of the letter:

¶You recently received a legal notice of a special meeting of the members (depositors and borrowers) of Metropolitan Bank, to be held on May 27, 2021, at 3:00 p.m. at 71 Jefferson Avenue, Winnsboro, North Carolina. ¶This meeting has been called for several reasons. One is to seek approval of the conversion of Metropolitan Bank from a federal savings bank to a state-chartered savings bank regulated by the North Carolina Commissioner of Banks. It is important to note that this does not mean conversion to a stock form of organization. Metropolitan Bank will remain a mutual savings bank, just as it has always been. The conversion to a state charter will enhance Metropolitan Bank's ability to serve its customers and remain a viable, competitive financial institution. ¶Also, your deposits in Metropolitan Bank will continue to be insured by the Federal Deposit Insurance Corporation. In addition, once the conversion has taken place, deposits in excess of the FDIC limit of \$100,000 will be insured by the Deposit Insurance Fund of North Carolina as well, thereby improving our already strong deposit insurance protection. ¶The second item on the meeting agenda concerns our merger with Harbor State Bank, a small savings bank located at 1224 Main Street in Roslindale, North Carolina. Harbor State Bank is being merged into Metropolitan Bank, and this action will have no effect on you as a Metropolitan Bank customer. ¶Although federal law requires we notify all members of the bank when such a meeting is scheduled and while you, as a member of Metropolitan Bank, are entitled to attend this meeting, you are under absolutely no obligation to do so. Almost all of our members have already provided us with the proxy votes, either by signing an account signature card or by returning special proxy forms early in 2020, and these proxies are still in force. At the special meeting, these proxies will be voted in favor of the conversion to a state charter and the merger with Harbor State Bank. If you do attend the special meeting, you may vote in person if you wish, even if you have previously signed a proxy. ¶Once again, please be reassured that both the conversion from federal to state charter, and the merger with Harbor State Bank, will strengthen Metropolitan Bank and allow for a stronger, more competitive institution to serve all its customers.

Print to .pdf Job 1: Two-page Letter

Job 2 – Modified Two-page Letter (5 points)

Modify the letter from Job 1 with the following changes:

1. Change the typeface to Arial, 12 point.
2. Include this paragraph as a new paragraph before the concluding paragraph of the letter. (This new paragraph will become the 2nd to last paragraph of the letter.)

¶ If you wish to make changes to your proxy, please complete the enclosed form, and make sure it is returned to our office by May 1, 2021.
3. Insert an appropriate Enclosure notification to the letter.

Print to .pdf Job 2: Modified Two-page Letter

Job 3—Memo (10 points)

Key the following memo in accordance with the FBLA-PBL Format Guide. The memo is to **Southwest Region Staff**, and it is from **Kirk Lewis, Regional Manager**. Use the current date and the subject is **Diversity and Sensitivity**. Supply all necessary email parts. Use the following paragraphs for the body of the memo.

¶¶Over the past two years, our company has been involved in a Diversity Initiative. Its primary goal has been to highlight the differences that exist among customers and us and the benefit differences can bring to an organization. Differences can be defined as experience, educational background, race, gender, position, age, religion, etc. As an example, many of our customers are becoming much more diverse in their ethnicity, gender, and age; and if we are to be successful, we need to recognize this, be sensitive to it, and involve diverse groups from our own organization to better help our customers. ¶¶While I don't anticipate this brief email to fully clarify and explain to you the benefits of diversity, I do hope it will at least begin to raise your level of awareness to the importance of involving everyone in decision-making and the importance of being sensitive and respectful of others who may be different from you. Remember, even though appearances may be similar, we are all different in our own way and we need to be aware of this when dealing with each other and our customers. ¶¶Over time, I hope to bring this vital issue to greater prominence throughout the southwest region and the entire organization. In the meantime, please play a leadership role in respecting and being sensitive to others. Also, please feel free to speak to your manager or myself regarding your thoughts and recommendations to promote diversity and respect.

Print to .pdf Job 3: Memo

Job 4—Mail Merge Letter (25 points)

Key the following letter in accordance with the FBLA-PBL Format Guide. The salutation of each letter should include “Dear” with the student’s first name. The letter is from **Mr. Earl Roberts, Principal**. Supply all necessary letter parts; use the current date. New paragraphs are indicated with ¶ symbols.

Use the following names and addresses for the letters:

Randy Williams
P.O. Box 1233
Little Rock, AR 72202

Sammy Hines
P.O. Box 19754
Little Rock, AR 72202

Susan Calloway
578 Ridgeview Drive
Little Rock, AR 72203

Sarah Pulliam
444 Silhouette Avenue
Little Rock, AR 72202

Body:

¶Congratulations on your outstanding academic achievement in the business program here at Little Rock High School. Because of your academic success and outstanding involvement in co-curricular activities, you are officially invited to join Beta Alpha Sigma, the national honorary society for high school business students. ¶Joining Beta Alpha Sigma is truly an honor, as only the top ten percent of graduating seniors across the United States are invited to join each year. This places you at the top of your class and among the best and brightest business students in the nation. ¶There is no cost to you to accept your invitation, and becoming a member of Beta Alpha Sigma is a lifetime honor. You will receive more information related to your benefits from the national association soon, but I wanted to be the first to congratulate you on achieving this highest of honors. Keep up the great work and best wishes for your future success!

Print to .pdf Job 4-A: Letter showing the merge fields

Print to .pdf Job 4-B: Each of the merged letters

Print to .pdf Job 4-C: The data source

Job 5—Itinerary (15 points)

Create the following Itinerary in accordance with the FBLA-PBL Format Guide. The itinerary is for Ms. Julie Simpson for the dates July 17–19, 2021.

July 17

- 6:20 a.m. Check-in for flight to Atlanta, American Airlines Flight 1247, Confirmation GGH884, nonstop Dallas/Fort Worth (DFW) to Atlanta (ATL)
- 8:30 a.m. Arrive ATL International Airport, will be met by Mr. Marvin Douglas at baggage claim for transport to Downtown Convention Center
- 11:30 a.m. Lunch with board of directors, Burgundy Room
- 2:00 p.m. Board meeting begins, Forest Room
- 5:30 p.m. Depart for hotel, Marriott Suites, reservation confirmed for late check-in

July 18

- 7:30 a.m. Breakfast at Convention Center, Burgundy Room
- 8:30 a.m. Board meeting, continued, Forest Room
- 11:30 a.m. Lunch with board of directors, Burgundy Room
- 1:00 p.m. Board meeting continued, Forest Room
- 6:00 p.m. Depart for dinner theater/special entertainment, Silver City Dinner Theater

July 19

- 7:30 a.m. Breakfast at Convention Center, Burgundy Room
- 8:30 a.m. Board meeting, conclusion, Forest Room
- 12:30 p.m. Lunch and Special Recognition Session, Burgundy Room
- 2:15 p.m. Depart Convention Center for airport
- 3:30 p.m. Check-in for flight to Dallas/Fort Worth, American Airlines Flight 809, Confirmation GGH884, nonstop Atlanta (ATL) to Dallas/Fort Worth (DFW)
- 6:10 p.m. Arrive in Dallas/Fort Worth

Print to .pdf Job 5: Itinerary

JOB 6: Agenda (10 Points)

Directions: Key the agenda following the *FBLA-PBL Format Guide*. The meeting of the Silver City Film Chamber of Commerce will take place on Thursday, July 15, 2021. This is the monthly meeting of the group.

Call to Order – Bryant Heins, President

Roll Call of Committee Members – Sierra Taylor, Secretary

Reading of Previous Minutes – Sierra Taylor, Secretary

Treasurer's Report – Sammie Peterson, Treasurer

Committee Reports

 Movie Selection Committee Report – Jon Smithton

 Itinerary for Film Festival Committee Report – Joan Conant

 Food Selection Committee Report – Bill Wharburg

Unfinished Business

New Business

Date of Next Meeting

Adjournment

Print to .pdf Job 6: Agenda

JOB 7: Press Release (15 points)

Directions: Format the following press release in accordance with the *FBLA-PBL Format Guide*. Supply all necessary parts for a news release.

Contact: Bryant Heins, Chairman, Silver City Chamber of Commerce, 402 Kansas Avenue, Topeka, KS 66612

Phone: 785-238-8353

Email: bheins@silvercitychamber.org

Date: July 25, 2021

Subject: Silver City Film Festival

Get ready movie lovers! The annual Silver City Film Festival is right around the corner. This year we will be showing a total of seven movies. There will be three movies shown at one time for you to choose from. The movies will start in three-hour intervals. One movie will not be shown on each interval. There will also be an auction of movie memorabilia between the second and third sections.

August 28, 2021 is the date set for the annual film festival. The film festival will be held on the campus of Washburn University in Topeka, Kansas. The viewing of films will start at one o'clock in the afternoon. If you have any questions, please email staylor@silvercitychamber.org or call 785-238-8353.

Print to .pdf Job 7: News Release