

## Word Processing Basics Competency Test

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Score: \_\_\_\_\_

**This is an open book test. You may not get assistance from any class member or from the instructor (except for clarification).**

Grading: each item is worth 10 points for a total of 100 points. Eighty points is a passing score.

Type the document titled "Story of Gratitude" (page 2) using Times New Roman 12 and make the following changes:

1. **Underline** the title.
2. Change the **font style and size** of the title to Arial Black size 16 Bold.
3. **Italicize** the word "Remember" in the last paragraph.
4. **Use cut-and-paste to move the second paragraph below the fourth paragraph.**
5. Create a header with your name centered in the middle.
6. Change every instance of the word "**clerk**" to **red**.
7. **Indent** the last paragraph 1/2" more on each side. Change the text to **all caps**.
8. Insert a small **clip art** of your choice somewhere on the page.
9. Correct all **spelling** errors.
10. Save your document on your disk as *My Story of Gratitude*. **Print this document.**

## STORY OF GRATITUDE

One stormy night many years ago, an elderly man and his wife entered the lobby of a small hotel in Philadelphia. Trying to get out of the rain, the couple approached the front desk hoping to get some shelter for the night. "Could you possibly give us a room here?" the husband asked.

The clerk, a friendly man with a winning smile, looked at the couple and explained that there were three conventions in town. "All of our rooms are taken," the clerk said. "But I can't send a nice couple like you out into the rain at one o'clock in the morning. Would you perhaps be willing to sleep in my room? It's not exactly a suite, but it will be good enough to make you folks comfortable for the night."

When the couple declined, the young man pressed on. "Don't worry about me; I'll make out just fine," the clerk told them. So the couple agreed. As he paid his bill the next morning, the elderly man said to the clerk, "You are the kind of manager who should be the boss of the best hotel in the United States. Maybe someday I'll build one for you." The clerk looked at them and smiled. The three of them had a good laugh.

As they drove away, the elderly couple agreed that the helpful clerk was indeed exceptional, as finding people who are both friendly and helpful isn't easy.

Two years passed. The clerk had almost forgotten the incident when he received a letter from the old man. It recalled that stormy night and enclosed a round trip ticket to New York, asking the young man to pay them a visit. The old man met him in New York and led him to the corner of Fifth Avenue and 34<sup>th</sup> Street. He then pointed to a great new building there, a palace of reddish stone, with turrets and watchtowers thrusting up to the sky. "That," said the older man, "is the hotel I have just built for you to manage." "You must be joking," the young man said. "I assure you I am not," said the older man, a sly smile playing around his mouth. The older man's name was William Waldorf Astor, and the magnificent structure was the original Waldorf-Astoria Hotel.

The young clerk who became its first manager was George C. Boldt. This young clerk never foresaw the turn of events that would lead him to become the manager of one of the world's most glamorous hotels.

Remember, life is more accurately measured by the lives you touch than the things you acquire.

Type the following letter. Save it as Cover Letter, and then print. This test is worth 100 points. Ten points will be deducted for each error. Eighty points and above is a passing grade. Be sure to proofread your work.

Current Date

300 Lakeland Ave.  
Spokane, WA 99207

Ms. Mary Richards  
Director of Human Resources  
Deaconess Hospital  
54 West Third Street  
Spokane, WA 99201

Dear Ms. Richards:

I am interested in applying for the sales representative position recently advertised in *The Spokesman-Review*. The skills I have developed from my work experience and academic background support my strong interest in a sales career.

As you can see from my resume, the internship I had with ABC Corporation provided an opportunity for me to gain practical experience with account maintenance and cold-calling new accounts. In addition, I have worked as a waiter for the past four years, learning firsthand how to effectively deal with customers and their demands. I have been formally commended by the manager several times and was recognized as an "Employee of the Month."

I would very much like an opportunity to speak with you regarding the sales representative position. You can reach me at (509) 544-6543. Thank you for considering me for this position.

Sincerely,

Your Name  
Enclosure

## Using a Word Template

Grading: this document is worth 100 points. Ten points will be deducted for each error. A passing score is 80 points or above.

Use the Memo Wizard to create a memo. Use the professional style with the title Interoffice Memo. The header will include the date. The memo is from the Office Manager to All Staff. The subject of the memo is: Recycling Program. No closing items are necessary. The header after the first page will include the date. No footer is required.

The body of the message is:

We will be starting an office paper-recycling program to recover white ledger and computer paper. The program will take only a few minutes of your time each week and will require only minor changes in your work habits. Your participation in this program is necessary for its success.

At the orientation session on November 12, 200X at 3:00 p.m. in room 112, Susan Whidbey will explain the details of the program to you and provide you with containers for storing the paper to be recycled. By taking an active part in this program, you will help accomplish our goals of reducing waste and conserving valuable natural resources not only for our department but for our community as well.

Save the memo on your disk as Recycling Program and print the memo.

## Labels And Envelopes

Grading: this document is worth 100 points. Ten points will be deducted for each error. A passing score is 80 points or above.

Create a separate envelope and label for each of the addresses below. Use the envelopes and labels wizard. The labels should be size 5160. Print the labels on one page of plain paper (special label sheets are not necessary). Print the envelopes on plain paper (there will be a separate page for each envelope).

Joe Brown  
1134 Elm St.  
Spokane, WA 99214

Steve Baker  
8765 1<sup>st</sup> St.  
Post Falls, ID 83541

Judy Carson  
3456 Dakota Way  
Clarkston, WA 99214

Barry Goodman  
8758 W. 32<sup>nd</sup> St.  
Spokane, WA 99217

**Turn in your four completed documents along with your test to your instructor.**