

ADMINISTRATIVE SUPPORT TEAM (30)

Regional—2012

Dedicated to the memory of Deborah Paul

Job 1	Agenda	200 points
Job 2	Flyer	200 points
Job 3	Database	200 points
Job 4	Memo Composition with Merge	200 points
Job 5	Form Development	200 points
Total Points		1,000 Points

Failure to adhere to any of the following rules will result in disqualification:

1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.
2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

Maximum test time is 90 minutes.

(A five-minute warning will be given to ensure all printing is complete.)

NOTE: The administrator should allow time for orientation, instructions, warm-up, checking equipment, etc., before starting test time.

Do **NOT** open test booklet until instructed to do so.

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Workplace Skills Assessment Program regional competition.

Grading/Scoring Rubric

Contestant Numbers

JOB	CRITERIA	POINTS POSSIBLE	POINTS
Job 1 – Agenda 200 Points	Production	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3+ errors = 0 points	
	Content—All Information Included	0-100 points (-10 for each omission)	
Job 2 – Flyer 200 Points	Production	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3+ errors = 0 points	
	Content—All Information Included	0-50 points (-5 for each omission)	
	Design/Creativity	0-50 points	
Job 3 – Database 200 Points	Production	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3+ errors = 0 points	
	Original Database •NOT sorted	20 points	
	Database Printout •Sorted by Function	20 points	
	Report Printout •Sorted by Committee •Correct fields hidden •Correct Title	60 points (-20 for each part)	
Job 4 – Memo with Merge 200 Points	Production	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3+ errors = 0 points	
	Content/Composition—All Information Included	0-50 points (-5 for each omission)	
	Printout with Codes (5 separate field codes)	30 points (-6 for each field)	
	Printouts—Two w/o code	20 points	
Job 5 – Form Development 200 Points	Production	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3+ errors = 0 points	
	All Information Included	0-50 points (-5 for each omission)	
	Design/Creativity	0-50 points	
TOTAL POINTS		1,000 Points Possible	

GENERAL INSTRUCTIONS

1. Make certain this test booklet contains Jobs 1-5.
2. Correct all errors. Copy is graded for errors according to production standards.
3. For any problem where you would normally use your reference initials, use your contestant number. Your name or initials should NOT appear on any work you submit.
Key your contestant numbers in a footer on all documents in the lower left-hand corner of all work submitted.

Example 99-9999-9999
 Job 1

4. Jobs may be completed in any order. When turning in your completed work, place your scoring sheet on top of all of your jobs. The jobs should be arranged in numerical order. Turn in all partial jobs completed. Draw a line through any incorrect copies; place work to be graded first.
5. If you finish before the end of the testing time, notify the administrator of the contest. Time may be a factor in determining the winner in the event of a tie.

CONTEST INSTRUCTIONS

The Human Resources Department of Professional Business Associates, under the leadership of Julie Smith, has been asked to serve as the Open House Committee. The purpose of the Open House is to introduce our company to the public. We are anxious to show off our new facilities, offices, equipment, and other updates. Each member will use his or her expertise to plan and to implement a successful Open House.

As members of the team, it will be your assignment to create, design, and produce the following materials for Professional Business Associates in preparation for our Open House.

Job 1—Agenda

Using the following information, prepare an appropriate agenda for the first meeting of the Open House Committee.

Date: January 2, 2012

Place: Conference Room A

Time: 9:00 a.m.

Items for Discussion:

- Theme
- Duties
- Refreshments
- Sessions
- Ideas/Open Discussion

Emily Johnson will be performing the duty of Roll Call and the Reading of the Minutes.

The next meeting date will be discussed.

Job 2—Flyer

Using the following information, prepare an appropriate flyer promoting the Open House, which we will distribute around town and will use as an ad in our local newspaper.

2012 Open House

Date: Friday, May 15, 2012

Time: 9:00 a.m. – 5:00 p.m.

Location: Home Office - 5454 Cleveland Avenue in Columbus, OH 43231-4021

Sponsor: Professional Business Associates

For: Community – To show off new facilities and offices

Features: Exhibits, Hands-On Computer Sessions, Tours

Refreshments: Hot Dogs, Chips, Cookies, and Drinks will be provided

To register, call Julie Smith, Human Resources Manager, at (555) 555-1212, or send an email to jsmith@pba.org.

When designing the flyer, be sure to use a variety of the following, yet maintain a professional look:

- √ Graphics/Clipart
- √ WordArt
- √ Borders
- √ Symbols
- √ Bullets
- √ Fonts

Job 3—Database

Prepare a database of company employees who have been selected to be on the Open House Planning Committee. This database will be merged with a memo in Job 4 to be sent to everyone informing them of the first meeting of the committee.

*Create the following field names: ID/Auto Number, Last Name, First Name, Department, Job Title, and Function; enter data below. Print the original database.

*Sort database by Function field—A-Z. Print the sorted database.

*Prepare a report titled, 2012 Open House Committee from the sorted database. Hide fields of Department and Job Title. Print the report.

Data:

Name	Department	Job Title	Function
Andrew Hill	Financial Services	Database Assistant	Budget and Expenditures
Thomas Eversman	Information Technology Services	Digital Media Specialist	Video Production
Julie Smith	Human Resources	Manager	Coordinator
Emily New	Marketing	Desktop Publisher	Publicity
Linda Kuck	Administrative Support	Administrative Assistant	Programs
Dorothy Phelps	Financial Services	Accounting Clerk	Decorations
Joanna Simes	Information Technology Services	Website Developer	Website Updates
Harold Kelly	Human Resources	Wellness Coordinator	Hands-On Activities
Katharine Lavey	Marketing	Graphic Design Assistant	Flyers/Posters
Sarah Johnson	Administrative Support	Office Assistant	Nametags
Jennifer Hayes	Human Resources	Management Assistant	Coordinator Assistant

Job 4—Memo Composition

Using the database prepared in Job 3, prepare a memo with merge fields from database headings that will be sent to the recipients inviting them to be a part of the Open House Committee.

Purpose of Memo:

The memo will inform them of their responsibilities for our Open House.

Be sure to include:

- An invitation from Nancy Wells.
- Notice of first meeting—date, time, etc.
- Function on committee. (*set as a mail merge item*)
- Bring ideas to meeting.
- E-mail Nancy Wells to confirm participation on committee.

Printouts (3 printouts)

- One printout showing field codes
- Print a memo for both of the individuals in the Administrative Support department

Job 5—Form Development

Design a form we will use to gather information from all of our Open House Committee members. Indicate on the form somewhere that it is to be returned to Julie Smith, Human Resources Manager.

Be sure to include the following:

- Title of Form – Supply an appropriate title for the form.
- Name
- Department
- Title
- Phone Number
- E-Mail Address
- Function on Committee
- Ideas for Open House

Print the completed form.