

ADMINISTRATIVE SUPPORT TEAM (30) REGIONAL 2013

CONTESTANT ID# _____ START TIME _____ END TIME _____



Dedicated to the memory of Deborah Paul

Regional – 2013

Production

Job 1 - Database	_____ (150 pts.)
Job 2 – Letter with Mail Merge	_____ (150 pts.)
Job 3 - Spreadsheet	_____ (150 pts.)
Job 4 - Logo	_____ (50 pts.)
Job 5 - Flyer	_____ (100 pts.)
Job 6 - Report	_____ (150 pts.)
TOTAL	_____ (750 pts.)

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.***

No more than ten (10) minutes orientation
No more than 90 minutes actual testing time
No more than ten (10) minutes wrap-up

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Workplace Skills Assessment Program competition.

GENERAL INSTRUCTIONS

1. Check that this test booklet contains Jobs 1-6.
2. Correct all errors. Copy is graded on production standards along with additional criteria.
3. In places you normally use your reference initials, use your contestant/team number. Your name or initials should **NOT** appear on any work your team submits. Key your contestant/team number and job number in the footer in the lower left corner of **all** work submitted unless specified otherwise.
4. If you finish before the end of the testing time, notify the proctor. Time may be a factor in determining the winner in the event of a tie.
5. When turning in your contest, the jobs should be arranged in numeric order. Use your time wisely. You have 90 minutes to complete this test.

Production Standards (when specified):

0 errors	= 100 points
1 error	= 90 points
2 errors	= 70 points
3+ errors	= 0 points

TEAM INSTRUCTIONS

You are part of the administrative support team for Professional Business Associates Landscape Design Corporation, 5454 Cleveland Avenue, Columbus, OH 43231-4021. You work in the Human Resources Department under Julie Smith, Human Resources Director. As the administrative assistant support team assigned to HR, complete the following six tasks.

Job 1 – Database

Create a database and save the database as “Job 1 - #” (# = team number). Create the table “New Employees” - # listed below:

Title	First Name	Last Name	Address	City	State	Zip	Branch Office	Position
Mr.	Clinton	Johnson	926 Postage Lane	Dayton	OH	45402	Dayton	Irrigation Specialist
Ms.	Cassie	Tomlison	6645 Seventh Street	Columbus	OH	43202	Columbus	Landscaper
Mr.	David	Smithson	1869 Oakwood Avenue	Akron	OH	44302	Akron	Horticulturist
Mrs.	Laura	Harris	8863 Smithson Street	Akron	OH	44303	Akron	Designer
Ms.	Michelle	Kim	8284 Westmoreland	Westerville	OH	43081	Columbus	Landscaper
Mr.	Francisco	Garcia	628 Huntington	Cincinnati	OH	45238	Cincinnati	Irrigation Specialist
Mr.	Rowdy	Jones	2220 W. Harrison	Cincinnati	OH	45236	Cincinnati	Receptionist
Ms.	Sandra	Gonzales	57 Langston Lane	Dayton	OH	45402	Dayton	Accountant
Mrs.	Josephine	Ramirez	9226 SE 10th	Columbus	OH	43201	Columbus	Manager
Mr.	Samuel	Dos	83220 Westmoreland	Columbus	OH	43201	Columbus	Tree Specialist
Mr.	Suzanne	Patterson	9202 Oakridge Lane	Akron	OH	44302	Akron	Lawn Care Specialist

Autofit all columns and print one copy of the database table in landscape orientation, sorted by Employee’s Last Name—be sure all data is displayed (not truncated).

Create a stepped report in landscape orientation in Concourse style that groups the data by ‘Branch’ and sorts the data by ‘Last Name’. Include only Last Name, First Name, Branch Office and Position fields. Change the title to “New Employees - Job 1 - #” (# = team number). Delete the date code in the footer and replace it with “Job 1 - #”. Print one copy.

Job 2 – Letter with Mail Merge

Key the following letter from Julie Smith, Director of Human Resources. The letter will be merged with the new employees from the database in Job 1. Use the current date. The salutation should be Dear followed by the first name only.

Welcome to Professional Business Associates Landscape Design Corporation! We are excited to have you as part of our outstanding team!

Although you will work for the [add the branch office as a field code] branch, I would like to welcome you to the company on behalf of all of the staff. We are one family and each of us will play a role to ensure your successful integration into our company.

We are expecting you for new employee orientation next Friday from 9:00 a.m. until 4:00 p.m. in the home office in Columbus at 5454 Cleveland Avenue. If you need to come in on Thursday evening or stay Friday night, please email my administrative assistant, Thomas Kincaid, at tkincaid@pba.com for hotel accommodations.

You will meet with corporate leaders to discuss your successful integration into our company and with human resources staff to learn about employment related issues. Our dress code is casual.

I look forward to seeing you again. If you have any questions, please do not hesitate to contact Thomas or me. See you Friday.

Regards,

Print a copy of the letter with merge codes revealed.

Merge the document and ONLY print a copy of the letter to Michelle Kim.

Job 3 – Spreadsheet

Prepare a proposed budget for 2013-2014 for the HR department. The title of the worksheet will be PBA Landscape Design Corporation centered across the table in Arial 20 point font. The subtitle will be HR 2013-14 Proposed Budget and should be centered across the table in Arial 14 point font. Center and bold the column headings. Wrap the column heading titles for the Current Budget and Proposed Budget column. The current budget information is shown in the table below:

Budget Category	Budget Item	Current Budget	Proposed Budget	Difference
Personal Services				
	Salaries	380,720		
	Benefits	52,980		
Operating Expenses				
	Equipment and Services	4,500		
	Repairs and Maintenance	5,000		
	Conferences and Training	7,000		
	Professional Services	5,000		
	Expense Allowance	2,000		
	Other Expenses	3,000		
Capital Expenditures				
	Software - Capital	10,000		
	Equipment - Capital	12,000		

Prepare a spreadsheet that will display the information shown above, the proposed budget for the upcoming year, and the difference between the proposed budget and the current budget. Complete the budget sheet allowing for a 7.5% increase for all categories except the Software Capital account which is a fixed cost and will not increase for the new budget year and the Expense Allowance account which will need to increase to \$15,000. Subtotal the numeric columns for each of the three categories with a row heading that is the name of the category. After the Capital Expenditures subtotal row, add a Total row and figure the grand total. Format all numerical cells to display commas and 2 decimal places. Add a blank row above the column headings. Add a cell border to the top of subtotal and total columns. Center the table horizontally and vertically on the page.

Print a copy of the spreadsheet in landscape view.

Print a copy with gridlines and row and column headings showing the formulas in landscape view adjusted to fit on one sheet. Make sure none of the formulas are truncated.

Job 4 – Logo

Professional Business Associates Landscape Design Corporation has determined the company's logo is in need of major updating. Using the graphics and symbols available to you with your software, create a logo that would represent your company as a viable, growing landscaping company in the nation.

Print a copy of the logo.

Job 5 - Flyer

Julie Smith has asked you to create a recruiting flyer for the PBA Landscape Design Job Fair. Ms. Smith has instructed you to include the following information in your flyer:

Tasks:

- Use the company logo created in Job 4
- Include the company name—PBA Landscape Design Corporation
- Create a company tag-line
- “Who We Are” section, describing PBA Landscape Design Corporation
- Include a minimum of three career opportunities within the company
- Job Fair Information:
 - Date: March 1, 2012
 - Time: 9:00 a.m. – 4:00 p.m.
 - Location: Corporate Headquarters
 - Professional Business Associates Landscape Design Corporation
 - 5454 Cleveland Avenue
 - Columbus, OH 43231-4021
 - Recruiting for Sales Professionals and Landscape Architects
 - “Appointments Recommended but Not Required”
 - Contact Julie Smith, Human Resource Manager, at (555) 555-1212 or send an email to jsmith@pba.com.

Formatting must include:

- Graphics
- WordArt or Shadow Art
- Page Border
- Bullets
- Various Fonts

Print a copy of the completed flyer.

Job 6 - Report

PBA Landscape Design Corporation has adopted a new logo. To justify the increase in the supply budget, Julie Smith has asked you to prepare a report formatted based on the guidelines in the Style and Reference Manual. The report will be submitted to Nancy Wells, CEO, with the title HR Annual Department Budget Report. Print a copy of the report.

The Human Resources Department has once again had a successful year. Although the department employs only eight people, we recruited a total of 62 new employees for our seven branch locations; we have provided training for all new employees. We have also held monthly face-to-face training sessions available to all employees covering a variety of topics. An electronic training component is maintained by the HR department and has been added to our web site.

The Human Resources Department has a strong history of maintaining the approved budget. For the last ten years, as Julie Smith has been the Director, the department has completed the year under budget. The Human Resources Department values the money budgeted and understands the importance of utilizing funds in a way that will allow the department to run effectively.

Based on our history, we would like to request a 7.5 percent increase in all budget items for the next fiscal year except for the Software Capital account. This account is a fixed cost and will not increase for the new budget year. We are requesting that the Expense Allowance account increase to \$15,000 to cover the reprinting of recruiting materials, business cards, and stationery. Other promotional items will also need to be updated. Although this is an 87 percent increase, we believe it is imperative we make the changes necessary to our materials.

A comparison of our current budget and requested budget are shown in the table below:

[Import Excel Spreadsheet from Problem 3 as an Excel object]

The department would also like to present for your consideration our version of the update to the logo. We believe this logo showcases both the name and purpose of our organization and would be an excellent addition to our marketing materials.

[Place a copy of the logo created in Problem 4 here
and size it to be 1.5 inches in height]

The Human Resources department continues to recruit and train outstanding employees for all our branches and maintains the minimal number of departmental employees required to handle the task expectations given to us. We hope you will understand the need for our increased budget and will continue to support us as we work to recruit and train the employees that make Professional Business Associates Landscape Design Corporation an outstanding organization for which to work.