



ADMINISTRATIVE SUPPORT TEAM (30)

KEY

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.)

Judges/Graders:

Please double-check and verify all scores!

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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 – Printout #1

New Employees - 999999

12/15/2011

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



Job 1 – Database – Printout #2

New Employees - Job 1 - 99999

Branch Office	Last Name	First Name	Position
Akron			
	Harris	Laura	Designer
	Patterson	Suzanne	Lawn Care Specialist
	Smithson	David	Horticulturist
Cincinnati			
	Garica	Francisco	Irrigation Specialist
	Jones	Rowdy	Receptionist
Columbus			
	Dos	Samuel	Tree Specialist
	Kim	Michelle	Landscaper
	Ramirez	Josephine	Manager
	Tomlison	Cassie	Landscaper
Dayton			
	Gonzales	Sandra	Accountant
	Johnson	Clinton	Irrigation Specialist



Scoring

Job 1 – Database

Award points as follows:

Printed Database Table 100 points

Deduct 5 points for each misspelled word (data that cannot be seen is an error)

Deduct 20 points for each missing record

Deduct 40 points if created in a spreadsheet

Deduct 10 points if not in **landscape** orientation

Deduct 10 points if New Employee - Team # is not the name of the table

Deduct 10 points if printout exceeds one page

Deduct 10 points if not printed in alpha order by last name

Printed Report 50 points

Deduct 10 points if extra field is included

Deduct 10 points if required field is missing

Deduct 10 points if not grouped by branch office

Deduct 10 points if not in alpha order by last name

Deduct 5 points if report title is not New Employee - Job 2 - #

Deduct 5 points if not printed in landscape

Total Possible Points 150 points



Scoring

Job 2 – Letter

Job 2 – Printout #1 - Letter with field codes (Field codes should be included as Address Block or separate codes that would produce appropriate address block, salutation first name, and second paragraph branch office)

Current Date

«AddressBlock»

Dear «First_Name»

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 «Branch_Office» 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 the 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

Julie Smith
Director of Human Resources

99999

Reference initials should be
contestant number.

Job 2 - 99999



Job 2 – Merged Letter – Printout #2

Scoring

Job 2 – Letter

Award points as follows:

Production Standards	100 points	_____
Printed Letter with Merged Codes	30 points	_____
Only 1 Printed Merged Letter to Michelle Kim	20 points	_____
Total Possible Points.....	150 points	_____



Scoring

Job 3 – Spreadsheet – Printout #1

PBA Landscape Design Corporation
 HR 2013-14 Proposed Budget

Budget Category	Budget Item	Current Budget	Proposed Budget	Difference
Personal Services				
	Salaries	380,720.00	409,274.00	28,554.00
	Benefits	52,980.00	56,953.50	3,973.50
Personal Services		433,700.00	466,227.50	32,527.50
Operating Expenses				
	Equipment and Services	4,500.00	4,837.50	337.50
	Repairs and Maintenance	5,000.00	5,375.00	375.00
	Conferences and Training	7,000.00	7,525.00	525.00
	Professional Services	5,000.00	5,375.00	375.00
	Expense Allowance	2,000.00	15,000.00	13,000.00
	Other Expenses	3,000.00	3,225.00	225.00
Operating Expenses		26,500.00	41,337.50	14,837.50
Capital Expenditures				
	Software - Capital	10,000.00	10,000.00	-
	Equipment - Capital	12,000.00	12,900.00	900.00
Capital Expenditures		22,000.00	22,900.00	900.00
Total		482,200.00	530,465.00	48,265.00



Job 3 – Spreadsheet with Formulas – Printout #2

	A	B	C	D	E
1	PBA Landscape Design Corporation				
2	HR 2013-14 Proposed Budget				
3					
4	Budget Category	Budget Item	Current Budget	Proposed Budget	Difference
5	Personal Services				
6		Salaries	380720	=C6 + C6*7.5%	=D6-C6
7		Benefits	52980	=C7 + C7*7.5%	=D7-C7
8	Personal Services		=SUM(C6:C7)	=SUM(D6:D7)	=D8-C8
9	Operating Expenses				
10		Equipment and Services	4500	=C10+C10*7.5%	=D10-C10
11		Repairs and Maintenance	5000	=C11+C11*7.5%	=D11-C11
12		Conferences and Training	7000	=C12+C12*7.5%	=D12-C12
13		Professional Services	5000	=C13+C13*7.5%	=D13-C13
14		Expense Allowance	2000	15000	=D14-C14
15		Other Expenses	3000	=C15+C15*7.5%	=D15-C15
16	Operating Expenses		=SUM(C10:C15)	=SUM(D10:D15)	=D16-C16
17	Capital Expenditures				
18		Software - Capital	10000	10000	=D18-C18
19		Equipment - Capital	12000	=C19+C19*7.5%	=D19-C19
20	Capital Expenditures		=SUM(C18:C19)	=SUM(D18:D19)	=D20-C20
21	Total		=C8+C16+C20	=D8+D16+D20	=E8+E16+E20



Award points as follows:

Spreadsheet – Printout #1 100 points

Deduct 5 points for each incorrect entry

Deduct 10 points each for incorrect title and subtitle (must be merged and centered over table)

Deduct 10 points for formatting (centered column headers, commas with 2 decimals)

Deduct 10 points if total incorrect borders

Deduct 10 points if not centered horizontally and vertically on the page

Deduct 10 points if ‘Job 3-Team #’ is not in the footer

Printed Spreadsheet with formulas (If formulas are not showing, no points awarded) 50 points

Deduct 10 points if incorrect formula on subtotals

Deduct 10 points if incorrect formula on totals line

Deduct 20 points if incorrect formula on proposed budget column

Deduct 10 points if incorrect formula on difference column

Total Possible Points 150 points



Scoring

Job 4 – Logo

Note to Graders: Logo will vary according to creativity and layout.



Award points as follows:

Logo Layout 25 points

Deduct 5 points for each misspelled word

Deduct 10 points if appropriate graphic is not used

Deduct 10 points if logo does not represent Professional Business Associates Landscape Design Corporation

Deduct 5 points if 'Job 4-Team #' is not in the footer

Logo Creativity 25 points

Total Possible Points 50 points



Job 5 – Flyer

Note to Graders: Flyer will vary according to creativity and layout. Check for complete information

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

Sample shown here

Job Fair

GROW with Us

pba Landscape Design Corporation

PBA Landscape Design Corporation
Grow with Us

Career Opportunities:

- Irrigation Specialist
- Horticulturist
- Accountant
- Location Manager
- Sales Representative
- Lawn Care Specialist

Who We Are: PBA Landscaping Corporation is a company dedicated to making Ohio beautiful one house or business at a time. We offer a variety of landscaping options to all in our service area.

Job Fair Information:
March 1, 2012
9:00 a.m. – 4:00 p.m.
Corporate Headquarters
5454 Cleveland Avenue
Columbus, Ohio

Appointments Recommended but Not Required
Contact Julie Smith, Human Resources Manager
(555) 555-1212 or jsmith@pba.com



Scoring

Job 5 – Flyer

Note to Graders: Flyer will vary according to creativity and layout. Check for complete information

Award points as follows:

Flyer Layout 75 points

Deduct 5 points for each misspelled word

Deduct 10 points for each missing section (date, time, location, sponsor, for, and sessions)

Deduct 10 points for each required formatting not present (graphics, WordArt or Shadow Art, page border, bullets, and various fonts)

Deduct 10 points if ‘Job 5-Team #’ is not in the footer

Flyer Creativity 25 points

Award points due to overall design and attractiveness of flyer

Total Possible Points 100 points



Job 6 – Report

Smith 1

Julie Smith

Nancy Wells

Chief Executive Officer

2 February 2013 (use current date in military style)

Annual HR Department Budget 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.

Job 6 - 99999



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

PBA Landscape Design Corporation HR 2013-14 Proposed Budget

Budget Category	Budget Item	Current Budget	Proposed Budget	Difference
Personal Services				
	Salaries	380,720.00	409,274.00	28,554.00
	Benefits	52,980.00	56,953.50	3,973.50
Personal Services		433,700.00	466,227.50	32,527.50
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Capital Expenditures				
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Capital Expenditures		22,000.00	22,900.00	900.00
Total		482,200.00	530,465.00	48,265.00

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.





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.

Scoring

Job 6 – Report

Award points as follows:

Production Standards	100 points
Embedded Documents	50 points
Deduct 30 points if spreadsheet is not imported as an embedded object	
Deduct 20 points if logo is not placed in document	
Total Possible Points	150 points