ADMINISTRATIVE

SUPPORT TEAM

(255)

REGIONAL – 2015

***Dedicated to the memory of Deborah Paul***

**Production Portion:**

Job 1 – Database Report \_\_\_\_\_ (150 pts.)

Job 2 – Letter w/mail merge \_\_\_\_\_ (150 pts.)

Job 3 – Labels \_\_\_\_\_ ( 50 pts.)

Job 4 – Memo \_\_\_\_\_ (150 pts.)

Job 5 – Flyer \_\_\_\_\_ (150 pts.)

**TOTAL POINTS \_\_\_\_\_ (650 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 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 1-5.
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, 5454 Cleveland Avenue, Columbus, OH 43231-4021. You work in the Human Resources Department under Julie Smith, Human Resources Director. Your company has decided to implement an internship program with area high schools and the local colleges. As the administrative assistant support team assigned to HR, complete the following tasks.

**Job 1 – Database**

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

| **School** | **Title** | **First Name** | **Last Name** | **Address** | **Institution** | **City** | **State** | **Zip** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Baker Technical College | Mrs. | Gloria | Johnson | 3780 Wellington Rd | College | Dayton | OH | 45402 |
| Murphy Business College | Ms. | Amanda | Carrington | 1456 W. Third Street | College | Columbus | OH | 43202 |
| Anderson South High School | Mr. | John | Wilson | 2700 Spartan Way | High School | Akron | OH | 44302 |
| Hudson Advanced Accounting School | Mrs. | Marci | Butler | 1357 Campus Blvd | College | Akron | OH | 44303 |
| Westerville High School | Ms. | Carrie | Hudson | 2259 W. Harrison | High School | Westerville | OH | 43081 |
| Northbrook High School | Mr. | Stephen | Warren | 7516 Mario Street | High School | Cincinnati | OH | 45238 |
| Edgemere College | Dr. | Mason | Reynolds | 800 Lawrence Avenue | College | Cincinnati | OH | 45236 |
| Ohio Business High School | Mrs. | Pamela | Arnold | 6789 Seventh Street | High School | Dayton | OH | 45402 |
| Summit County High School | Mr. | Leonard | Thompson | 9202 Oakridge Lane | High School | Columbus | OH | 43201 |
| Central University | Dr. | Kathy | Jenkins | 34 Rochester Lane | College | Dayton | OH | 45401 |

Autofit all columns and print one copy of the database table in landscape orientation, sorted by Schools—be sure all data is displayed (not truncated). Save your file for use in Job #2.

Create a stepped report in landscape orientation in Office style. Create a grouping by “Institution” and sort the data by ‘School’. Include all fields. Change the title to “School Contact List Job 1—Team #. Adjust all columns so that nothing is truncated. Print one copy.

**Job 2 – Letter with Mail Merge**

**Key the following letter from Julie Smith, Director of Human Resources. The letter will include merge codes from the Job 1 database. Use the current date. The salutation should be Dear followed by the title and last name only. This letter does include an enclosure.**

Professional Business Associates, a leader in software development, is proud to announce a new opportunity for area students at the secondary and post secondary level.

In an effort to recruit and develop new employee prospects, we are offering internship positions for students in our Human Resources, Information Technology, Financial Services, and Administrative Support departments. These positions will be paid and will allow for training within each department. Enclosed you will find a list of the specific jobs within each department.

Please share this information with your teachers and students. Should you have questions or are interested in participating, please contact me at 601-555-0041. PBA is excited and anxious to be able to build a working relationship with your school and students.

Sincere regards

* Print a copy of the letter with merge codes revealed.
* Merge the document and print ONLY a copy of the letter to Carrie Hudson.

**Job 3 – Labels**

**Using the database created in Job 1 create a set of labels to put on the envelopes; use School, Name, Address, City, State and Zip. Complete the merge and print the labels.**

**Job 4 – Memo**

**Prepare the following memo from Julie Smith to Nancy Wells, Harvey Rosen, Tom Carlson, Roger Meyer, and Edna Renick. Use the current date; and the subject is New Intern Program.**

As you all know, we are working with local high schools and colleges to develop a program to recruit interns for each of our departments. I have sent a letter to schools and colleges asking for assistance in spreading the word about the program.

I would like to put together a team to develop a presentation that we can use as an orientation to our new program. If you or a team member would like to be involved in this process, please email me. I would like a group of four or five individuals who are able to give a few hours of their work schedule to visit campuses and present this program. We will set up a meeting date and time to work out a schedule after we build the team.

**Job 5 – Flyer**

Julie Smith has asked you to create a recruiting flyer to be placed on bulletin boards at high schools and colleges in the area.

Your flyer needs to be appealing and informative.

Include the following information in your flyer:

Professional Business Associates

Internship Program

Positions in Financial Services, Information Technology, Human Resources, Marketing and Administrative Support

Paid Positions

Applications due by June 1, 2015

Contact: Julie Smith, 601-555-0041, jsmith@pba.com

Use the following formatting options:

* Graphics—Select one from clip art that is appropriate for the topic
* WordArt or Shadow Art
* Page Border
* Bullets
* Various Fonts

Put the job # and team # in a header

Print a copy of the completed flyer.