

# ADMINISTRATIVE SUPPORT TEAM (255)

## REGIONAL – 2015

### 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.)
<b>TOTAL POINTS</b>	<b>_____ (650 pts.)</b>

**Judge/Graders: Please double check and verify all  
scores and answer keys!**

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*Workplace Skills Assessment Program* competition.



### GENERAL INSTRUCTIONS

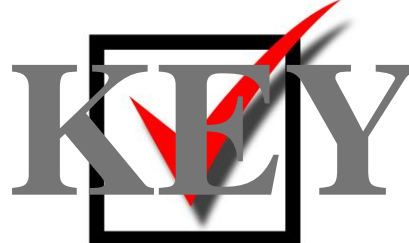
1. Check that this test booklet contains Jobs 1-5.
2. Correct all errors. Copy is graded on production standards along with additional criteria.
3. In places you normally use your reference initials, use your contestant/team number. Your name or initials should **NOT** appear on any work your team submits. 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 five tasks.



Job 1—Database Report

## School Contact List

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

**Note to Grader: Team # and Job # should appear in the footer on all jobs**



Job 2—Letter with Mail Merge

Current Date

«School»  
«Title» «First\_Name» «Last\_Name»  
«Address»  
«City», «State» «Zip»

Dear «Title» «Last\_Name»

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 Resource, Information Technology, 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.

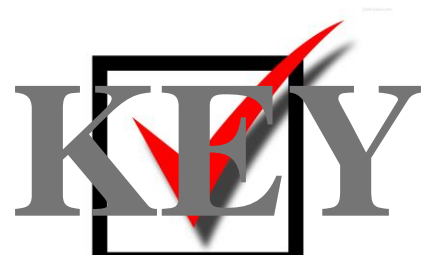
Please share this information with your teachers and students. Should you have questions or are interested in participating, please contact me at 601-555-0041. PBA is excited and anxious to be able to build a working relationship with your school and students.

Sincere regards

Julie Smith  
Human Resources

Team #

Enclosure



Job 2—Completed Letter

Current Date

Westerville High School  
Ms. Carrie Hudson  
2259 W. Harrison  
Westerville, OH 43081

Dear Ms. Hudson

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 Resource, Information Technology, 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

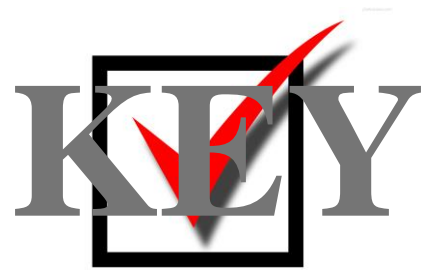
Julie Smith  
Human Resources

Team #

Enclosure

**ADMINISTRATIVE SUPPORT TEAM - REGIONAL 2015  
ANSWER KEY**

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Job 3 Labels

Baker Technical College  
Mrs. Gloria Johnson  
3780 Wellington  
Dayton, OH 45402

Hudson Advanced Accounting  
School  
Mrs. Marci Butler  
1357 Campus Blvd  
Akron, OH 44303

Edgemere College  
Dr. Mason Reynolds  
800 Lawrence Avenue  
Cincinnati, OH 45236

Central University  
Dr. Kathy Jenkins  
34 Rochester Lane  
Dayton, OH 45401

Murphy Business College  
Ms. Amanda Carrington  
1456 W. Third Street  
Columbus, OH 43202

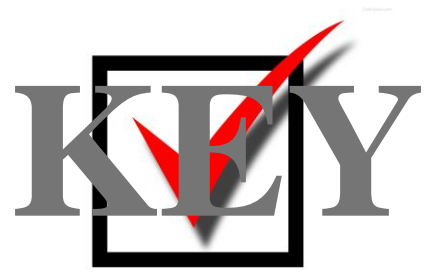
Westerville High School  
Ms. Carrie Hudson  
2259 W. Harrison  
Westerville, OH 43081

Ohio Business School  
Mrs. Pamela Arnold  
6789 Seventh Street  
Dayton, OH 45402

Anderson South High School  
Mr. John Wilson  
2700 Spartan Way  
Akron, OH 44302

Northbrook High School  
Mr. Stephen Warren  
7516 Mario Street  
Cincinnati, OH 45238

Summit Conty High School  
Mr. Leonard Thompson  
9202 Oakridge Lane  
Columbus, OH 43201



Job 4—Memo

MEMORANDUM¶

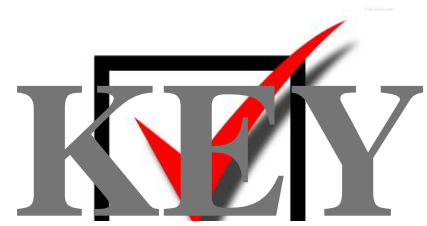
¶  
TO: → → Nancy Wells, Harvey Rosen, Tom Carlson, Roger Meyer, Edna Renick¶  
¶  
FROM: → Julie Smith, Human Services ¶  
¶  
DATE: → Current Date¶  
¶  
SUBJECT: → New Intern Program¶  
¶

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. ¶

Team #¶

¶



Job #6

Team #



## Professional Business Associates

### 2015 Intern Program

Are you interested in learning and working with  
a leading software development company?

Apply for a **PAID** Internship

- Financial Services
- Information Technology
- Human Resources
- Marketing
- Administrative Support

Applications and recommendations due **June 1, 2015**

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

Note to Graders: The flyer should be attractive and contain all information as listed in the flyer job given to the students. Students may use Word or Publisher to create the flyer.