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

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 **<u>all</u>** 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.