

# ADMINISTRATIVE SUPPORT TEAM (255)

## REGIONAL – 2016

### Production

Job 1 – T-Shirt Designs	_____ (100 points)
Job 2 – Hours of Service Form	_____ (100 points)
Job 3 – Spreadsheet	_____ (100 points)
Job 4 – Report	_____ (100 points)
Job 5 – Thank You Letter	_____ (100 points)
TOTAL	_____ (500 points)

**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.

## **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 the direction Julie Smith, Human Resources Director.

As you know, we have adopted Special Services as our service project for the employees here at Professional Business Associates. As a company, we have not been doing a good job of keeping track of the hours and various services performed by our associates. Therefore, we are asking for your assistance in helping us perform tasks which will help us to better document our service hours.

As the administrative assistant support team assigned to HR, complete the following five tasks:

- T-Shirt Designs
- Service Hours Form
- Spreadsheet of Hours Served
- Report – “Benefits of Volunteering”
- Thank-You Letter to Participants

### Grading Rubric

JOB	CRITERIA	POINTS POSSIBLE	POINTS
<b>Job 1— T-Shirt Designs 100 points</b>	Production Standards	0 errors = 30 points 1 error = 27 points 2 errors = 21 points 3+ errors = 0 points	
	Design 1 - Creativity	0-20 points	
	Design 2 - Creativity	0-20 points	
	Logo – Design	0-20 points	
	Printouts – Horizontally Flipped (2)	0-10points	
<b>Job 2— Service Hours Form 100 points</b>	Production Standards	0 errors = 50 points 1 error = 45 points 2 errors = 35 points 3+ errors = 0 points	
	Design of Form	0-40 points	
	Logo Included	0-10 points	
<b>Job 3— Spreadsheet of Hours 100 points</b>	Production Standards	0 errors = 60 points 1 error = 54 points 2 errors = 42 points 3+ errors = 0 points	
	Title Included	0-10 points	
	Total Line Included	0-10 points	
	Sorted – Total Hours – Descending	0-10 points	
	Printout – Formulas	0-10 points	
<b>Job 4— Report “Benefits of Volunteering: 100 points</b>	Production Standards	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3+ errors = 0 points	
<b>Job 5— Thank You Letter 100 points</b>	Production Standards	0 errors = 40 points 1 error = 36 points 2 errors = 28 points 3+ errors = 0 points	
	Content	0-30 points	
	Letterhead – Design/Complete	0-20 points	
	Watermark – “Draft”	0-10 points	
<b><i>TOTAL POINTS</i></b>		<b>500 Points</b>	

### **Job 1 – T-Shirt Designs – 100 Points**

In order to promote our service project, Special Services, we are having t-shirts printed to give to those that participated this year in various ways with our service projects. Your task is to develop two (2) potential designs we can use. We will have our employees then vote to determine which one we will use for the final design.

Include the following in your design:

- Professional Business Associates
- Special Services – Create an appropriate logo and tagline.
- Develop an appropriate “Thank You” to include in your designs, such as ...
  - Thank you for participating...
  - I participated in Special Services...
- Size – 8 ½” x 11” – Designs can be in portrait or landscape.
- Use your creativity!!!
- Print finished designs in normal print; also print with horizontal flipped (reversed).

### **Job 2 – Service Hours Form – 100 Points**

In order to track the total number of hours donated by our employees here at Professional Business Associates, please design a form we can distribute to all employees electronically. We will have them submit their hours monthly, and we will track the progress of each department. Each quarter, we will be rewarding the department which has the most total hours donated.

Please include the following on your form.

- Company Name
- Special Services Logo – From Job 1
- Name
- Department
- Email Address
- Activity/Activities
- Total Hours per each Activity
- Total Hours for Month
- Comments

Use your creativity in designing the form. Make the form user friendly and easy to follow. Feel free to add additional items to the forms.

**Job 3 – Spreadsheet of Hours Served – 100 Points**

Create a spreadsheet showing the total hours served for this quarter (January-March 2016) by department for Professional Business Associates. Include an appropriate title.

<b>Department</b>	<b>Total Hours Donated</b>
Human Resources	200
Information Technology	125
Financial Services	75
Marketing	225
Administrative Support	200
Administration	40

- Sort the spreadsheet in descending order by Total Hours Donated.
- Add a total line to the spreadsheet for Total Hours. Print.
- Print with Formulas showing.

## **Job 4 —Report – 100 Points**

Please key the report below in proper format to be sent to Nancy Wells for all of our employees here at Professional Business Associates.

### **Benefits of Volunteering**

Perhaps the first and biggest benefit people get from volunteering is the satisfaction of incorporating service into their lives and making a difference in their community and country.

The intangible benefits alone—such as pride, satisfaction, and accomplishment—are worthwhile reasons to serve. In addition, when we share our time and talents we:

- Solve Problems
- Strengthen Communities
- Improve Lives
- Connect to Others
- Transform Our Own Lives

#### **Benefit Your Health**

Over the past two decades we have also seen a growing body of research that indicates volunteering provides individual health benefits in addition to social ones. This research, which is presented by CNCS in a report titled “The Health Benefits of Volunteering: A Review of Recent Research,” has established a strong relationship between volunteering and health: those who volunteer have lower mortality rates, greater functional ability, and lower rates of depression later in life than those who do not volunteer.

Comparisons of the health benefits of volunteering for different age groups have also shown that older volunteers are the most likely to receive greater benefits from volunteering, whether because they are more likely to face higher incidence of illness or because volunteering provides them with physical and social activity and a sense of purpose at a time when their social roles are changing.

Some of these findings also indicate that volunteers who devote a “considerable” amount of time to volunteer activities (about 100 hours per year) are most likely to exhibit positive health outcomes.

**Job 5 – Thank-You Letter – 100 Points**

Compose a draft of a letter we can send to our employees thanking them for their participation in our service project, *Special Services*, this year.

This year we did the following: raised more than \$25,000 in funds; donated more than 10,000 hours of service to the organization; participated in more than 50 events throughout the year; and had a 95 percent participation rate by our employees.

- Before keying the letter, design an appropriate letterhead. Include all necessary parts in the letterhead. Afterwards, use the letterhead, and compose and key the letter.
- Use the current date.
- Include the Special Services Logo on the letter. *Designed in Job 1*
- Nancy Wells, CEO, will be signing the letter on behalf of Professional Business Associates.
- Include a “Draft” watermark on the letter.
- Print letter.