



ADMINISTRATIVE SUPPORT TEAM (255)

REGIONAL – 2018

Production:

Job 1: Business Card	_____	(100 points)
Job 2: Memorandum	_____	(100 points)
Job 3: Minutes	_____	(100 points)
Job 4: Quarterly Revenue Spreadsheet	_____	(100 points)
Job 5: Career Fair Presentation	_____	(100 points)
<i>TOTAL POINTS</i>	_____	<i>(500 points)</i>

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

Property of Business Professionals of America.
May be reproduced only for use in the Business Professionals of America
Workplace Skills Assessment Program competition.



Grading Rubric

JOB	CRITERIA	POINTS POSSIBLE	Points Awarded
Job 1: Business Card 100 points	All Information is on card	30 points (<i>all or none</i>)	
	Design—creativity and layout	0-30 points	
	Printout is centered horizontally	10 points	
	Printout is centered vertically	10 points	
	No errors on information	10 points	
	Card size is 3.5” x 2”	10 points	
Job 2: Memorandum 100 points	Production Standards	0 errors = 100 points	
		1 error = 90 points	
		2 errors = 70 points	
		3 errors = 50 points	
		4+ errors = 0 points	
Job 3: Minutes 100 Points	Production Standards	0 errors = 100 points	
		1 error = 90 points	
		2 errors = 70 points	
		3 errors = 50 points	
		4+ errors = 0 points	
Job 4: Spreadsheet 100 Points	Spreadsheet created as shown	20 points	
	Printout of formulas showing	12 points	
	Totals correct (2 points each)	16 points	
	Averages correct (3 points each)	12 points	
	Printout of spreadsheet with chart on same sheet	20 points	
	Pie chart includes a correct title, % labels and legend	20 points	
Job 5: Presentation 100 Points	Six slides created with a theme	20 points	
	At least three different layouts	10 points	
	Each Slide contains correct information and looks professional. (10 points per slide)	0-60 points	
	Printout with 3 slides per page	10 points	
TOTAL POINTS		500 Points	



Job 1: Business Card

Test Information

Julie Smith has asked you to create a new business card for her use when she goes to various career fairs. She wants it to stand out to potential employees so that they will remember visiting Professional Business Associates’ booth. Create a business card that is 3.5” x 2” with the information provided below. Print the business card centered vertically and horizontally on the page for Julie to approve.

- Professional Business Associates, 5454 Cleveland Avenue, Columbus, OH 43231-4021
- Julie Smith, Human Resources Director
- (320) 544-1265
- jsmith@pba.humanresources.com

JOB	CRITERIA	POINTS POSSIBLE
Job 1: Business Card 100 points	All Information is on card	30 points (<i>all or none</i>)
	Design—creativity and layout	0-30 points
	Printout is centered horizontally	10 points
	Printout is centered vertically	10 points
	No errors on information	10 points
	Card size is 3.5” x 2”	10 points



Job 2: Memorandum

MEMORANDUM (16 pt. bold font)

TO: Harvey Rosen, Tom Carlson, Roger Meyer, Edna Renick

FROM: Julie Smith, Human Resources Director

DATE: Current Date

SUBJECT: Mandatory Meeting

We are about to announce a new service to our current and potential customers. We have made a commitment to establish ourselves as the most unique and comprehensive computer business who develops and sells software, hardware, and services. The services currently provided are:

1. Systems analysis
2. Software development and design
3. Marketing
4. Training development
5. Hardware and software sales

Production Standards	
0 errors	100 points
1 error	90 points
2 errors	70 points
3 errors	50 points
4+ errors	0 points

To ensure that everyone is fully aware of what this will mean for our business, we are requiring each department head to attend an informational meeting this Wednesday in our conference room beginning at 8:00 a.m. A continental breakfast will be available.

We will introduce our new promotional materials and share the distribution strategy that will begin the Monday after this meeting. Everyone will walk away with a packet of materials to use with your customers and a demonstration of our new website that will go live that same week.

(Contestant #)



Job 3: Minutes

must follow the style and reference manual as shown below:

(1 inch margins)

Production Standards	
0 errors	100 points
1 error	90 points
2 errors	70 points
3 errors	50 points
4+ errors	0 points

PROFESSIONAL BUSINESS ASSOCIATES

Minutes

Regular Meeting of Department Heads

November 15, 2017

A regular meeting of the department heads was called to order at 5454 Cleveland Avenue, Columbus, Ohio, at 8 a.m. in the conference room.

The following department heads were present: Julie Smith, Harvey Rosen, Tom Carlson, Roger Meyer, and Edna Renick.

The minutes from our previous meeting were approved.

Nancy Wells, Chief Executive Officer provided a review of revenue numbers to date and shared expectations for each department.

Roger Meyer and Jack Standford shared three different layouts for a new promotional flyer that will be released next month.

The next meeting of the department heads will be held on December 10th, at 8:00 a.m.

There being no further business, the meeting was adjourned at 10:15 a.m.

(QS)

(2" line, right aligned) _____

Secretary



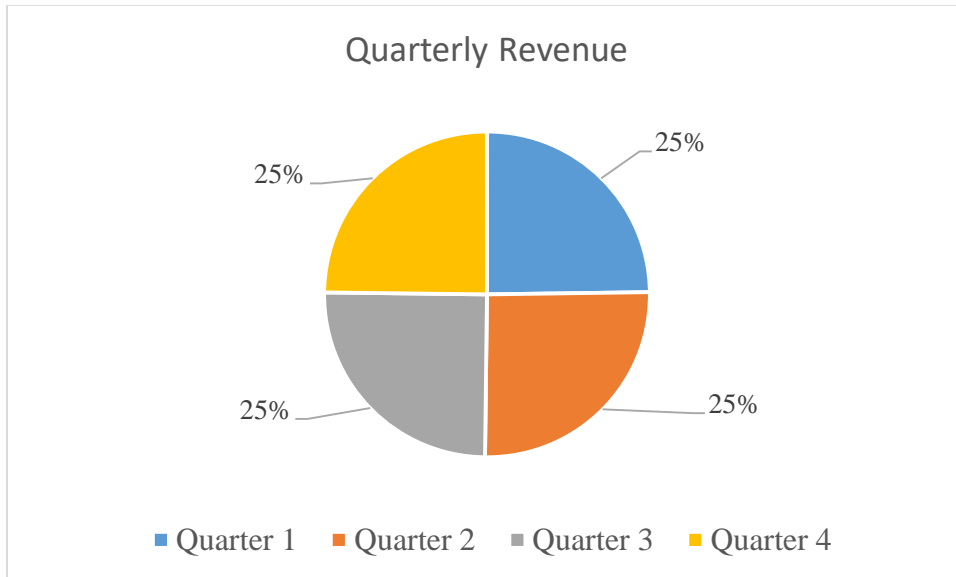
Job 4: Quarterly Revenue Spreadsheet

Note to Graders: The totals and averages are highlighted to help with grading purposes only--they were not asked to do any shading. It does not need to look exactly like this, but it does need to include all of the information asked for on rubric.

They were also to have a printout showing the formulas like this:

Professional Business Associates					
Quarterly Revenue					
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Hardware Sales	\$ 253,674.03	\$ 258,604.91	\$ 265,831.26	\$ 261,331.47	\$ 1,039,441.67
Software Sales	155,109.94	160,214.66	143,347.22	149,584.19	608,256.01
Training Revenue	22,487.62	23,719.88	25,702.11	21,006.09	92,915.70
Total	\$ 431,271.59	\$ 442,539.45	\$ 434,880.59	\$ 431,921.75	\$ 1,740,613.38
Average Quarterly Hardware Sales	\$ 259,860.42				
Average Quarterly Software Sales	\$ 152,064.00				
Average Quarterly Training Sales	\$ 23,228.93				
Average Quarterly Revenue	\$ 435,153.35				

Professional Business Associates					
Quarterly Revenue					
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Hardware Sales	253674.03	258604.91	265831.26	261331.47	=SUM(B5:E5)
Software Sales	155109.94	160214.66	143347.22	149584.19	=SUM(B6:E6)
Training Revenue	22487.62	23719.88	25702.11	21006.09	=SUM(B7:E7)
Total	=SUM(B5:B7)	=SUM(C5:C7)	=SUM(D5:D7)	=SUM(E5:E7)	=SUM(B8:E8)
Age Quarterly Hardware Sales	=AVERAGE(B5:E5)				
rage Quarterly Software Sales	=AVERAGE(B6:E6)				
erage Quarterly Training Sales	=AVERAGE(B7:E7)				
Average Quarterly Revenue	=AVERAGE(B8:E8)				



Job 5: Presentation

Use rubric to grade presentation

JOB	CRITERIA	POINTS POSSIBLE
Job 5: Presentation 100 Points	Six slides created with a theme	20 points
	At least three different layouts	10 points
	Each Slide contains correct information and looks professional. (10 points per slide)	0-60 points
	Printout with 3 slides per page	10 points

Test Information

Julie Smith would like your team to create a PowerPoint presentation to have running during the career fair next week. She wants it to be effective, provide key information and grab the attention of potential employees. Use the information provided below to create the presentation. Do not write too much on a slide; pick the most important information to share. Pick a theme to use and use at least three different layouts. This presentation will be running automatically throughout the entire career fair. Print out a copy of your slides as a handout with **3 slides per page**.

Slide 1: You could be part of one of the nation’s best. **Professional Business Associates**



Slide 2: Professional Business Associates develops and sells software, hardware, and services. The services provided are:

1. Systems analysis
2. Software development and design
3. Marketing
4. Training development
5. Hardware and software sales

Slide 3: Professional Business Associates corporate headquarters is located at 5454 Cleveland Avenue in Columbus, OH 43231-4021 and has 200+ associates employed at that location. There are 20 additional branch offices in the capital of 20 different states.

Slides 4 & 5: Professional Business Associates believes in creating a harmonious working relationship between all associates. In pursuit of this goal, Professional Business Associates has created the following associate relations objectives:

- Provide an exciting, challenging, and rewarding workplace and experience.
- Compensate all associates according to their effort and contribution to the success of our business.
- Respect individual rights and treat all associates with courtesy and consideration.
- Provide buildings and offices that are comfortable, orderly, and safe.
- Promote associates on the basis of their ability and merit.
- Promote an atmosphere consistent with Professional Business Associates' vision, mission, and goals.
- Review pay, associate benefits, and working conditions regularly with the objective of being competitive in these areas consistent with sound business practices.

Slide 6: Follow us on twitter @pbajobs and visit our website www.pba.com for the latest openings.