

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>

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 ninety (90) minutes testing time
No more than ten (10) minutes wrap-up

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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 the 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 a winner when there is a tie score.
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

Your team is acting as the Administrative Assistant for the Human Resources Department for Professional Business Associates, 5454 Cleveland Avenue, Columbus, OH 43231-4021. Your team is working under the direction Julie Smith, Human Resources Director.

As the administrative assistants assigned to the Human Resources Department, you are to complete the following five tasks:

- Business Card
- Memo
- Minutes
- Quarterly Revenue Spreadsheet
- Career Fair Presentation

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	
<i>TOTAL POINTS</i>		500 Points	

Job 1: Business Card

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 2: Memorandum

Julie Smith has asked you to format, according to the *Style & Reference Manual*, a memorandum to be sent out to all of the department heads (Harvey Rosen, Tom Carlson, Roger Meyer, and Edna Renick) regarding a mandatory meeting where we will make an announcement for a new service strategy that will be implemented in the near future. Use the following information in the body of the memorandum.

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

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.

Job 3: Minutes

Julie Smith needs the following minutes formatted according to the *Style & Reference Manual* so that she can give a copy of them to the department heads when they meet on Wednesday. These notes are from the last department heads meeting which was held on November 15, 2017.

- Started at: 8:00 a.m. and ended at 10:15 a.m.
- Present at meeting: Julie Smith, Harvey Rosen, Tom Carlson, Roger Meyer, and Edna Renick
- Location: Professional Business Associates in the conference room
- Minutes from previous meeting were approved
- Nancy Wells, Chief Executive Officer came and provided a review of revenue numbers to date and shared expectations of each department
- Roger Meyer and Jack Standford shared three different layouts for a new promotional flyer that will be released next month.
- Next meeting will be Wednesday, December 10th at 8:00 am

Job 4: Quarterly Revenue Spreadsheet

Julie Smith has received the Quarterly Revenue information from last year’s earnings. She would like to have the information below keyed into a spreadsheet and formatted similar to the one shown below. Create formulas to find the totals and averages. In addition, create a pie chart depicting the quarterly earnings. Include a title for the chart, along with % labels and a bottom legend.

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	
Software Sales	155,109.94	160,214.66	143,347.22	149,581.19	
Training Revenue	22,487.62	23,719.88	25,702.11	21,006.09	
Total					
Average Quarterly Hardware Sales					
Average Quarterly Software Sales					
Average Training Revenue					
Average Quarterly Revenue					

Job 5: Career Fair Presentation

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.