

# ETHICS & PROFESSIONALISM (540)

—Post-secondary—

**REGIONAL – 2019**

PRELIMINARY

*TOTAL POINTS*

\_\_\_\_\_ (160 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.**

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## **Case Study**

You work as an administrative assistant for Professional Business Associates in the Receiving Department. The office environment is generally casual and the floor plan is open.

One of the vendors, Pete, who drops off products twice a week has been working with the company for over three years so he is very familiar with the company environment and knows the employees' personalities. He stops by your desk every time he makes a delivery. He is friendly, funny, and a pleasure to talk to but stays long enough that it disrupts your work progress every time he comes. Once he leaves your desk, he stops by two others disrupting their work progress as well.

- Do you talk to your colleagues about Pete when he leaves?
- How do you respond to Pete's behavior?
- How does the nature of your relationship with Pete impact your response?
- What might you say to Pete to discourage his lengthy visits with you without damaging the relationship with this vendor?
- What can the company do to protect from this kind of disruption?