



ADMINISTRATIVE SUPPORT TEAM (255)

REGIONAL – 2019

Production:

Job 1: Letter with Mail Merge _____ (100 points)

Job 2: Flyer _____ (130 points)

Job 3: Spreadsheet with Formulas _____ (100 points)

Job 4: Memo _____ (100 points)

TOTAL POINTS _____ ***(430 points)***

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

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Scoring Rubric

JOB	CRITERIA	POINTS POSSIBLE	POINTS
Job 1— Letter with Mail Merge 100 points	Production Standards	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3 errors = 50 points 4+ errors = 0 points	
		Total	
Job 2— Flyer 130 points	Production Standards	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3 errors = 50 points 4+ errors = 0 points	
	Design - Creativity	0-15 points	
	Design - Layout	0-15 points	
		Total	
Job 3— Spreadsheet with Formulas 100 points	Production Standards	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3 errors = 50 points 4+ errors = 0 points	
		Total	
Job 4— Memo 100 points	Production Standards	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3 errors = 50 points 4+ errors = 0 points	
		Total	
TOTAL POINTS		Points	



JOB 1 – Letter with Mail Merge:

Test Information

Using the information provided and the *Style & Reference Manual*, prepare a letter from Tom Carlson in the Information Technology Department to be merged with a database you will create, using the information below. Print the merged letters. Submit the letters in order according to Rules for Alphabetic Filing (ARMA) standards. Print 1 copy of the letter showing the merge fields.

See Answer Key Files. Sample provided below.

Current Date, 2019

Mr. Jermaine Davis
N3948 Edison Road
Oklahoma City, OK 73101

Dear Mr. Davis,

PROFESSIONAL BUSINESS ASSOCIATES – VIRTUAL TRAINING

We are excited to announce the upcoming new website and email system for Professional Business Associates. We are hoping the new website will provide a more engaging user experience, not just for our customers, but also our team members. Our new email system will improve communication and productivity.

The PBA Information Technology Department will be providing “virtual training” in an online format to assist with the transition and to help our team feel comfortable with the new changes and navigation of the website. Please register for the online, interactive, training session of your choice by following the link provided. www.pba.org/training/new2019

At Professional Business Associates we pride ourselves on being innovative and current when it comes to technology. We hope you will find the online training sessions to be beneficial and informative. Looking forward to connecting with you during the training!

Sincerely,

Tom Carlson, Manager
Information Technology Department

Contestant #

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



JOB 2 - Flyer:

Test Information

Using the information provided in the letter in Job 1, create a 1 page flyer for the upcoming Professional Business Associates – Virtual Training. Tom would like your team to use your creativity and develop an effective flyer he can send out announcing the New Technology Virtual Training Session which all Professional Business Associates Team Members will need to attend as an online training during July 2019. They will need to register using the www.pba.org/training/new2019 link. This training is so the PBA Team Members can learn about the new website and email system. Be sure to include the Who, What, Where, When and Why on the flyer.

Include the heading/title: *Professional Business Associates – Virtual Training Event*

Use images provided as you determine to create an engaging flyer.

See Answer Key Files. Sample provided below.

Professional Business Associates – Virtual Training

TRAINING

WHO: All Professional Members

WHAT: New Technology Virtual Training Session

WHERE: Online

WHEN: July 2019

WHY: To learn about the **NEW!** Professional Business Associates website and email system.

HOW TO REGISTER: www.pba.org/training/new2019

GRADERS NOTE: Flyers will vary. Ensure all info is included. All possible images are shown on this example, but all are not required to be used.

DIRECTIONS: Use your creativity and develop an effective flyer to send out announcing the New Technology Virtual Training Session which all Professional Business Associates Team Members will need to attend as an online training during July 2019. They will need to register using the www.pba.org/training/new2019 link. This training is so the PBA Team Members can learn about the new website and email system. Be sure to include the Who, What, Where, When and Why on the flyer.



JOB 3 – Spreadsheet with Formulas:

See Answer Key Files.

Professional Business Associates – Virtual Training Event					
Department	Manager First Name	Manager Last Name	Position Title Quantity	Average # of Dept. Employees	Estimated Dept. Cost of Training
Financial Services Department	Harvey	Rosen	8	48	\$ 1,359.75
Information Technology Department	Tom	Carlson	11	66	\$ 1,859.25
Human Resources Department	Julie	Smith	8	48	\$ 1,359.75
Marketing Department	Roger	Meyer	10	60	\$ 1,692.75
Administrative Support Department	Edna	Renick	7	42	\$ 1,193.25
TOTAL COSTS					\$ 7,464.75

	A	B	C	D	E	F
1	Professional Business Associates – Virtual Training Event					
2						
3	Department	Manager First Name	Manager Last Name	Position Title Quantity	Average # of Dept. Employees	Estimated Dept. Cost of Training
4	Financial Services Department	Harvey	Rosen	8	=[@[Position Title Quantity] * 48]	=(E4+1)*27.75
5	Information Technology Department	Tom	Carlson	11	=[@[Position Title Quantity] * 66]	=(E5+1)*27.75
6	Human Resources Department	Julie	Smith	8	=[@[Position Title Quantity] * 48]	=(E6+1)*27.75
7	Marketing Department	Roger	Meyer	10	=[@[Position Title Quantity] * 60]	=(E7+1)*27.75
8	Administrative Support Department	Edna	Renick	7	=[@[Position Title Quantity] * 42]	=(E8+1)*27.75
9	TOTAL COSTS					=SUM(F4:F8)



JOB 4 – Memo:

Using the information provided and *the Style & Reference Manual*, prepare a memo from Tom Carlson in the Information Technology Department Manager to all other department managers listed in the Organizational Chart for Professional Business Associates. Use the current date. Use the subject: *Professional Business Associates – Virtual Training Event Sessions*. Copy the CEO on the memo.

See Answer Key Files.

MEMORANDUM

TO: Julie Smith, Roger Meyer, Edna Renick, Harvey Rosen
FROM: Tom Carlson, Information Technology Department Manager
CC: Nancy Wells, CEO
DATE: Use Current Date
SUBJECT: Professional Business Associates – Virtual Training Event Sessions

Please share the following information with the employees in your respective departments regarding the upcoming Professional Business Associates – Virtual Training Event Sessions. These sessions are mandatory. While the employee can select which session works best in their schedule, they must select a minimum of one session.

I have attached a flyer to help build excitement for the event and inform employees how to register. Please be sure you connect with your team to discuss coverage of your areas during the training sessions so we do not impact our customer service in any way.

If you or any of your team members have questions, please contact me. Thank you for your time and attention to this matter.

CONTESTANT #
Attachment

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