

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)***

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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Workplace Skills Assessment Program competition.

GENERAL INSTRUCTIONS

1. Ensure this test booklet contains Jobs 1-4.
2. Key all jobs according to the instructions provided.
3. Correct all errors. Use the formatting guide in the *Style & Reference Manual*.
4. 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.



5. If you finish before the end of the allotted testing time, notify the proctor. Time could be considered a factor in determining a winner when there is a tie score in this event.

When turning in your contest, the jobs should be arranged in numeric order.

TEAM INSTRUCTIONS

Your team has been selected to complete a series of projects for the corporate headquarters of Professional Business Associates, 5454 Cleveland Avenue in Columbus, OH 43231-4021. The team reports to Tom Carlson in the Information Technology Department. Tom has asked your team to complete the following tasks (Jobs) within the next ninety (90) minutes for the upcoming training for a new email software training and new website rollout informational training session online at Professional Business Associates.

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	
<i>TOTAL POINTS</i>		Points	

JOB 1 – Letter with Mail Merge:

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.

Department	First Name, Last Name	Address	City	State	Zip Code
Information Technology	Mr. Jon DeGroot	342 Timberwolf Drive	Boise	Idaho	83701
Human Resources	Mr. Beau Smith	864 Maxwell Road	Juneau	Alaska	99801
Marketing Department	Mr. Chase Nesbitt	5648 Terrier Lane	Tallahassee	Florida	32301
Administrative Support	Ms. Deborah Paul	3983 Kindness Court	Columbus	Ohio	43201
Financial Services	Mr. Josie Wales	782 Pistol Trail Apt. 3	Providence	Rhode Island	02901
Marketing Department	Ms. Ashley Stevensen	W234908 Hwy 43	St. Paul	Minnesota	55101
Information Technology	Mrs. Rosalinda Ramos	39 Brooks Road	Indianapolis	Indiana	46201
Financial Services	Mrs. Lena Klosterman	4941 S. Autumn Road	Santa Fe	New Mexico	87501
Administrative Support	Mr. Jermaine Davis	N3948 Edison Road	Oklahoma City	Oklahoma	73101

Using the information provided, the current date, and a subject line of Professional Business Associates – Virtual Training to create a letter from Tom Carlson in the Information Technology Department.

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

JOB 2 - Flyer:

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.

JOB 3 – Spreadsheet with Formulas:

Using the information provided create a spreadsheet with formulas to help determine the costs of the Professional Business Associates – Virtual Training sessions. The training sessions cost \$27.75 per person. Using the position title quantities listed in the Organizational Chart in the Style and Reference Manual and also include the department manager to create a formula to determine the potential cost of the training for each department. Each department has an average of 6 employees for each title, except the manager, there is just 1 manager per department. For example, if there are 8 positions, you would multiply that by 6 to determine the Average # of Department Employees. Add the manager to that number to determine the Estimated Dept. Cost of Training.

Use Arial 12pt font for the table and format as Table Style Medium 14. Wrap text as needed. The first column should be a width of 30 and the remaining columns should be a width of 13. The heading should be Arial, 18pt font, bold. Print the final spreadsheet on 1 page. Print an additional copy showing formulas.

Use the heading *Professional Business Associates – Virtual Training Event* in Row 1

Begin the table in Row 3 with the following Column headings:

Department, Manager First Name, Manager Last Name, Position Title Quantity, Average # of Dept. Employees, Estimated Dept. Cost of Training

Include a bottom row with the title *TOTAL COSTS* using Arial, 12pt font and put a thick outside border around the row.

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.

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.