



# ADMINISTRATIVE SUPPORT TEAM (255)

## REGIONAL – 2020

**Production:**

Job 1: Business Letterhead	_____	(100 points)
Job 2: Agenda	_____	(100 points)
Job 3: Memo	_____	(100 points)
Job 4: Travel Expense Spreadsheet	_____	(100 points)
Job 5: Travel Audit System Presentation	_____	(100 points)
<b><i>TOTAL POINTS</i></b>	_____	<b><i>(500 points)</i></b>

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

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*Workplace Skills Assessment Program* competition.



<i><b>Job 1 – Business Letterhead</b></i>	<i><b>Possible Points</b></i>	<i><b>Points Awarded</b></i>
Letterhead (follows mailability standards) 0 errors - 80 points, 1 error - 70 points, 2 errors - 50 points, 3 errors – 30 points, 4+ errors – 0 points	80	
Contestant ID and Job # in footer on left side	10	
Letterhead Printed	10	
<b>Job 1 Total</b>	<b>100</b>	
<i><b>Job 2 – Agenda</b></i>		
Agenda (follows mailability standards) 0 errors - 80 points, 1 error - 70 points, 2 errors - 50 points, 3 errors – 30 points, 4+ errors – 0 points	80	
Agenda printed	10	
Contestant ID and Job # in footer	10	
<b>Job 2 Total</b>	<b>100</b>	
<i><b>Job 3 –Memo</b></i>		
Memo (follows mailability standards) 0 errors - 80 points, 1 error - 70 points, 2 errors - 50 points, 3 errors – 20 points, 4+ errors – 0 points	80	
Contestant ID and Job # in footer	10	
Memo printed	10	
<b>Job 3 Total</b>	<b>100</b>	
<i><b>Job 4- Spreadsheet</b></i>		
Data inputted correctly (follows mailability standards) 0 errors - 70 points, 1 error - 60 points, 2 errors - 40 points, 3 errors – 30 points, 4+ errors – 0 points	60	
Landscape Orientation (fits to one page)	10	
All table data is displayed	10	
3D Pie Chart	10	
Contestant ID and Job # Centered in footer	10	
<b>Job 4 Total</b>	<b>100</b>	
<i><b>Job 5- Presentation</b></i>		
Data inputted correctly (follows mailability standards) 0 errors - 100 points, 1 error - 90 points, 2 errors - 70 points, 3 errors – 50 points, 4+ errors – 0 points	70	
Theme	10	
Fields formatted correctly (font, text size)	10	
Contestant ID and Job # on footer	10	
<b>Job 5 Total</b>	<b>100</b>	
<b>TOTAL</b>	<b>500</b>	



## Job 1: Business Letterhead

### Test Information

Harvey Rosen has asked you to create a professional business letterhead for him to use when he sends out correspondence by mail to clients. Print the business letterhead for Harvey to approve.

- Professional Business Associates, 5454 Cleveland Avenue, Columbus, OH 43231-4021
- Harvey Rosen, Financial Services Director
- (320) 544-1265
- [hrosen@pbafinancialservices.org](mailto:hrosen@pbafinancialservices.org)

## Job 2: Agenda

### PROFESSIONAL BUSINESS ASSOCIATES

#### Agenda

#### Department Head Meeting—Travel Audit System

Friday, May 30, 2020, 9 a.m.

Board Room, Sixth Floor

1. Call to Order—Harvey Rosen, Financial Services Director
2. Roll Call—Contestant #, Secretary
3. Presentation—Travel Express
4. Travel System Implementation
5. Change of Travel Voucher Responsibility
6. Training of Office Staff on New System
7. Q & A
8. Adjournment



**Job 3: Memo**

*Must follow the style and reference manual as shown below:*

**MEMORANDUM (16 pt. bold font)**

**TO:** PBA Administrative Assistants  
**FROM:** Harvey Rosen, Financial Services  
**CC:** Julie Smith, Tom Carlson, Roger Meyer, Edna Renick  
**DATE:** Current Date  
**SUBJECT:** Travel Audit System- Travel Express

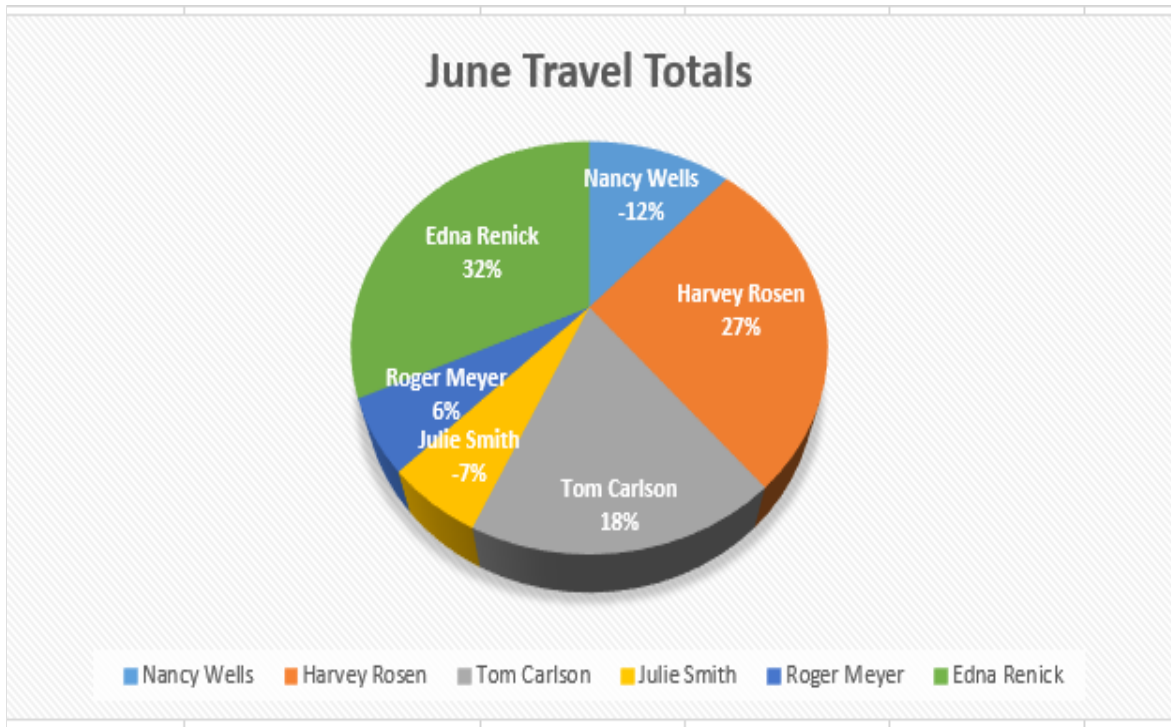
We will be implementing a new travel audit system called Travel Express for FY2021. This system will help all of you to set up your supervisor’s travel, keep track of your supervisor’s travel expenses and credit card expenditures. We will no longer be using excel worksheets to request travel as well as complete the expense sheet when your supervisor returns from his/her travel destinations. This new system will cut your workload in half when it comes to organizing travel in the office.

To ensure that everyone is prepared before the new fiscal year begins, we will have a 1-day training session on the new travel audit system on June 8. Please make sure to block out this time with your supervisor and have all pressing work completed.

(Contestant #)

GRADERS NOTE:  
TO: May vary, but should refer to the department heads’ administrative assistants  
  
SUBJECT: May vary, but should clearly refer to the new Travel Audit System or Travel Express





## Job 5: Presentation

### Test Information

Harvey Rosen would like your team to create a PowerPoint presentation for the department head meeting. Use the information provided below to create the presentation. Pick a theme to use and use at least three different layouts. Print out a copy of your slides as a handout with **3 slides per page**.

**Slide 1:** PBA Travel Audit System – Travel Express

**Slide 2:** What is Travel Express?

- Online travel request and audit system (no more paper requests)

**Slide 3:** Benefits of Travel Express

- Travel request processed the same day
  1. No more wait time to buy plane tickets; make hotel reservations and car rental reservations.
  2. Travel reimbursement processed within 24 hours



**Slides 4:** Who will be trained on Travel Express?

- All administrative assistants

**Slide 5:** Travel Express Training Day

- June 8, 9 a.m.-5 p.m.
- This will coincide with the department heads annual retreat.
- All phones and office will be shut down so the administrative assistants can be properly trained
- Travel Express staff will provide food, drinks and snacks at the training.