Contestant Number: _____

Time: _____

Rank: _____

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)

TOTAL POINTS _____ *(500 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

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 name or 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 Financial Services Department for Professional Business Associates, 5454 Cleveland Avenue, Columbus, OH 43231-4021. Your team is working under the direction Harvey Rosen, Financial Services Director.

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

- Business Letterhead
- Agenda
- Memo
- Quarterly Expense Spreadsheet
- Audit System Presentation

Job 1 – Business Letterhead	Possible Points	Points Awarded
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	
Job 1 Total	**100**	
Job 2 – Agenda		
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	
Job 2 Total	**100**	
Job 3 –Memo		
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	
Job 3 Total	**100**	
Job 4- Spreadsheet		
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	
Job 4 Total	**100**	
Job 5- Presentation		
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	
Job 5 Total	**100**	
TOTAL	**500**	

Job 1: Business Letterhead

Harvey Rosen has asked you to create a professional business letterhead for him to use when he sends out correspondence by mail to clients. (This is a "creative" project with no specific formatting guidelines.) 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

Job 2: Agenda

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

Professional Business Associates
Agenda
Department Head Meeting-Travel Audit System
Date of meeting May 30, 2020
Time of meeting 9:00 a.m.
Location Board Room, Sixth Floor
Call to order- Harvey Rosen Financial Services Director
Roll Call- (Your name) Secretary
Presentation Travel Express
Travel system implementation
Change of travel voucher responsibility
Training of office staff on new system
Q & A
Adjourn

Job 3: Memo

Harvey Rosen has asked you to format a memo (according to the *Style & Reference Manual*) that is to be sent out to all of the department heads' administrative assistants regarding the training workshop for the new travel audit system called Travel Express. Make sure to CC all of the department heads in the memo (Julie Smith, Tom Carlson, Roger Meyer, and Edna Renick) Use the following information in the body of the memo:

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.

Job 4: Travel Expense Spreadsheet

Harvey Rosen has received the Travel Expense information for each department head for the month of June. 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 total if the each department head was over or under in their travel. Create a formula for the totals for allocated, actual and total over or under budget. In addition, create a 3D pie chart depicting the total travel expense for June. Include a title for the chart, along with % labels and a bottom legend. 3D Pie Chart style 9.

	A	B	C	D	E	F	G	H
1			**Professional Business Associates**					
2			**June Travel Expenses**					
3								
4								
5								
6	**Name**	**Department**	**Destination**	**Destination**	**Destination**	**Allocated**	**Acutal**	**Total**
7	Nancy Wells	CEO	Chicago	Tampa	San Francisco	$8,500.00	$8,750.00	
8	Harvey Rosen	Financial	Detroit	Columbus		$4,000.00	$3,420.00	
9	Tom Carlson	Information Technology	Los Angeles	Anchorage	Boston	$9,000.00	$8,623.00	
10	Julie Smith	Human Resources	Seattle	Phoenix		$5,000.00	$5,120.00	
11	Roger Meyer	Marketing	New York	Los Angeles	Atlanta	$10,000.00	$9,879.00	
12	Edna Renick	Administrative Support	Orlando	Anaheim		$5,000.00	$4,320.00	
13								
14	**Total**							

Job 5: Travel Audit System Presentation

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

- No more wait time to buy plane tickets; make hotel reservations and car rental reservations.

- 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.