

Ethics & Professionalism (540)

REGIONAL – 2020

PRELIMINARY

Presentation Points _____ (140 points)

Specification Points _____ (20 points)

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.**

No more than ten (20) minutes orientation

No less than five (5) and no more than seven (7) minutes for oral presentation

No more than three (3) minutes judges' questions

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Workplace Skills Assessment Program competition.

Regional Preliminary Scenario:

You are employed at PBA Boutique selling collectible jewelry and other items. Your responsibilities are to straighten and stock merchandise, handle telephone orders, and sell to customers shopping in the store. You also have closing responsibilities when there is no manager on duty. It is the responsibility of all employees to be alert to shoplifters who might steal merchandise. If the store is busy, it might be difficult to monitor the entire store while checking out customers.

Sometimes your friends come into the store to shop or visit. You enjoy their company and are always glad to see them. One evening you were very busy with customers when friends came to visit, and you saw one of your friends steal an item of jewelry from on top of a jewelry case. Startled, you looked the other way and pretended not to see the theft. After visiting with you, your friends left the store to go to a movie. The person who stole the merchandise took it and left with the group.

The next morning, the manager noticed a particular item was missing and there was no record of that item selling in the POS system. Following the store procedures, the manager began meeting with all employees working the night before, as well as reviewing security footage.

- How do you respond to your manager's questions?
- How do you approach your friend who stole the item?
- Does the nature of your relationship with your friend affect how you handle the situation with both your manager and your friend?
- What more can the store do to protect itself from this kind of theft?
- What can you do to protect yourself from being implicated in the theft?
- What do you do if two days later, your friend feels remorseful and returns to the store when you are working and puts the item back?

A contestant will be DISQUALIFIED for violations of the Copyright and Fair Use Guidelines.

Contestants who do not submit an entry that follows this topic will be disqualified.