**Contestant Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Rank: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**



ADMINISTRATIVE SUPPORT TEAM

(255)

REGIONAL 2022

 **Production:**

Job 1: Memo (100 points)

Job 2: Certificate (150 points)

Job 3: Spreadsheet (125 points)

Job 4: Slideshow Presentation (150 points)

Job 5: Form Development (150 points)

 ***TOTAL POINTS (675 points)***

**Test Time: 90 minutes**

# General Instructions

***Failure to adhere to any of the following rules will result in disqualification:***

1. Member must hand in this test booklet and all printouts if any.
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 (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

**EXAM GUIDELINES:**

1. Ensure this test booklet contains Jobs 1 – 5.
2. Key all jobs according to the instructions given.
3. Correct any and all formatting, spelling or grammar errors. Use the formatting guide in the *Style & Reference Manual***.**
4. Your name or initials should *not* appear on any work you submit. Use your Member ID in any occasion you would normally key your reference initials.
5. In the lower **right** hand corner of ALL work submitted (unless otherwise specified), key your Member ID and job number.
6. If you complete the event before the end of the time allotted, notify the proctor. Time may be considered a factor in determining a winner when there is a tie score.
7. Place your scoring sheet on top of your jobs. Jobs should be placed in numerical order.

|  |
| --- |
| **PRODUCTION STANDARDS** |
| 0 Errors | 100 Points |
| 1 Error | 90 Points |
| 2 Errors | 70 Points |
| 3 Errors | 50 Points |
| 4+ Errors | 0 Points |

**TEAM INSTRUCTIONS**

***Congratulations!*** Your Administrative Support Team has been selected to complete a series of projects for the corporate headquarters of Digital Solutions, 700 Morse Road, Suite 201, Columbus, OH 43214. The team reports to Julie Smith in the Human Resources Department. We are initiating a new Internship Program where we will host students from area colleges in various departments in order for the students to gain on-the-job experience. All interns will be paid for their work, and the experience will be for one college semester. Julie has asked your team to complete the following tasks (Jobs) within the next 90 minutes for the new Internship Program at Digital Solutions.

**Scoring Rubric**

|  |  |  |  |
| --- | --- | --- | --- |
| **JOB** | **CRITERIA** | **POINTS POSSIBLE** | **POINTS** |
| **Job 1—**Memo *100 points* | Production Standards | 0 errors = 100 points1 error = 90 points2 errors = 70 points3 errors = 50 points4+ errors = 0 points |  |
|  | Total | /100 |
| **Job 2—**Certificate*150 points**Logo Development* | Production StandardsDesign/Creativity | 0 errors = 100 points1 error = 90 points2 errors = 70 points3 errors = 50 points4+ errors = 0 points0-25 points |  |
| Sample Certificate Printed | 0-25 points |  |
|  |  | ***Total*** | /150 |
| **Job 3—** Spreadsheet*125 points* | Production Standards | 0 errors = 100 points1 error = 90 points2 errors = 70 points3 errors = 50 points4+ errors = 0 points |  |
| Sorted by Last Name, First Name, Department | 0-10 points |  |
| Design/Attractiveness | 0-15 points |  |
|  | ***Total*** | /125 |
| **Job 4—**Presentation*150 points*  | Production Standards | 0 errors = 100 points1 error = 90 points2 errors = 70 points3 errors = 50 points4+ errors = 0 points |  |
| Design – Creativity | 0-10 points |  |
| Design – Layout | 0-10 points |  |
| Printout – 3 slides per page | 0-10 points |  |
| Logo Inserted | 0-10 points |  |
| Bullets on Slides 2 and 3 | 0-10 points |  |
|  | ***Total*** | /150 |
| **Job 5—**Form Development*150 points* | Production Standards | 0 errors = 100 points1 error = 90 points2 errors = 70 points3 errors = 50 points4+ errors = 0 points |  |
| Design – Creativity | 0-20 points |  |
| Design – Layout | 0-20 points |  |
| Logo Inserted | 0-10 points |  |
|  | ***Total*** | /150 |
| ***TOTAL POINTS*** |  | **Points** | **/675** |

**JOB 1 – Memorandum – 100 Points**

*Please prepare the following memorandum to be sent to all Department Managers here at Digital Solutions inquiring as to the estimated number of interns they will be needing for Summer 2022. The memo is from Julie Smith in Human Resources. Please develop an appropriate subject line. Use bullets to list the intern tasks.*

As you know, interns play a vital role in the success of Digital Solutions. We are fortunate each year to have valuable summer interns. This year, we are beginning the planning stages now for our Internship Program. Here are just a few of the many tasks an intern can preform:

Handle all incoming telephone calls

Greet customers

Prepare invoices

Process purchase orders

Design forms

Input data processing

Perform word processing

Please respond by December 20, 2022, as to the number of interns you estimate you will need for the Summer of 2022. We will do our best to fulfill your request. In the meantime, if you have any questions, please let us know.

**JOB 2 – Certificate of Completion – 150 Points**

Please prepare an appropriate Certificate of Completion for our interns. Include the following:

1. Prepare/Design an appropriate logo to be used on the certificate: Include the name—Digital Solutions, as well as the tagline: Today’s Interns—Tomorrow’s Professionals.
2. Name of Company
3. Name of Intern
4. Department
5. Use Landscape Orientation
6. Include an appropriate border
7. Use August 22, 2022, as the date on the certificate

Use your creativity in the design of the certificate. When completed, print the blank certificate; then use the following information to prepare a sample certificate completed.

Derek R. Brady

Information Technology Department

**JOB 3 – Spreadsheet of Past Participants – 125 Points**

Prepare a spreadsheet to share listing of all our interns from last year. We will be contacting them to see if they are interested in interning again this year. You can decide on the names of the fields. ***Note:*** Please break down name into first name and last name fields. When finished, first sort by last name, then first name, then department, and then year. Print spreadsheet for review when finished.

Emily Brady

825 Waldron St.

Columbus, OH 43215

Department: Administrative support

The Ohio State University

2019-20

Scott Balent

110 Washington Street

Dayton, OH 45432

Department: Human Resources

Ohio University

2018-19

Dorothy Phelps

823 Fielding Road

Portsmouth, OH 45882

Department: Information Technology

Shawnee State University

2019-20

Amanda Stiles

9021 Second Street

Circleville, OH 45891

Department: Administrative Support

The Ohio State University

2020-21

Robert Leonard

2155 Westminster Drive

Columbus, OH 45343

Department: Financial Services

Ohio University

2019-20

Lisa Brady

50 South Front Street

Columbus, OH 45431

Department: Human Resources

Columbus State Community College

2020-21

Diana Toland

1733 Fair Oaks Drive

Dayton, OH 45431

Department: Marketing

Xavier University

2020-21

Laura Franklin

890 Mallard Avenue

Stow, OH 45890

Department: Information Technology

Bluffton University

2019-20

Tim Cole

9021 Washington Boulevard

Cincinnati, OH 45890

Department: Financial Services

University of Cincinnati

2019-2020

Matthew Daniel

7777 Windsor Lane

Defiance, OH 90987

Department: Marketing

Defiance College

2020-21

**JOB 4 – Presentation / Slideshow– 150 Points**

Please prepare an attractive electronic slideshow presentation for us to use at area colleges promoting our Internship Program using the following information:

**Slide 1: Title of Presentation**

Digital Solutions

Use logo prepared in Job 2.

**Slide 2: Intern Eligibility**

Business Major

3.0 GPA

Junior Level Student

Three Recommendation Letters

Interview

**Slide 3: Internship Sites**

***Please use bullets in body on Slides 2 and 3 for emphasis.***

Administrative

Information Processing

Human Resources

Marketing

Financial Services

**Slide 4: Skills Needed**

Computer Skills

Keyboarding Skills

Microsoft Office Skills—Word, Excel, PowerPoint, and Access

Communication Skills

Professional Appearance

**Slide 5: Application Process**

Send cover letter and resume to Julie Smith, Manager, Human Resources, at juliesmith@pba.org

Deadline: February 1, 2022

Also, please use the logo prepared in Job 2 throughout the slideshow presentation. When finished, print out presentation three slides to a page.

**JOB 5 – Form Development – 150 Points**

Please develop an application form for interns to use to apply for an internship here at Digital Solutions. Use your creativity in the design and layout. Also, please include the logo designed in Job 2 somewhere on the form. Be sure to leave blank spaces for responses. Supply an appropriate title (name) for the form, and include the name of our company.

Name

Address (city, state, zip)

Cell Number

Email Address

College Attending

GPA

Major; Minor

Courses Completed

Activities/Professional Organizations

Department Desired

Why do you want to become an Intern for Digital Solutions?

What is your career goal?

Date Line

Signature Line