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

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*Workplace Skills Assessment Program* competition.

**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**

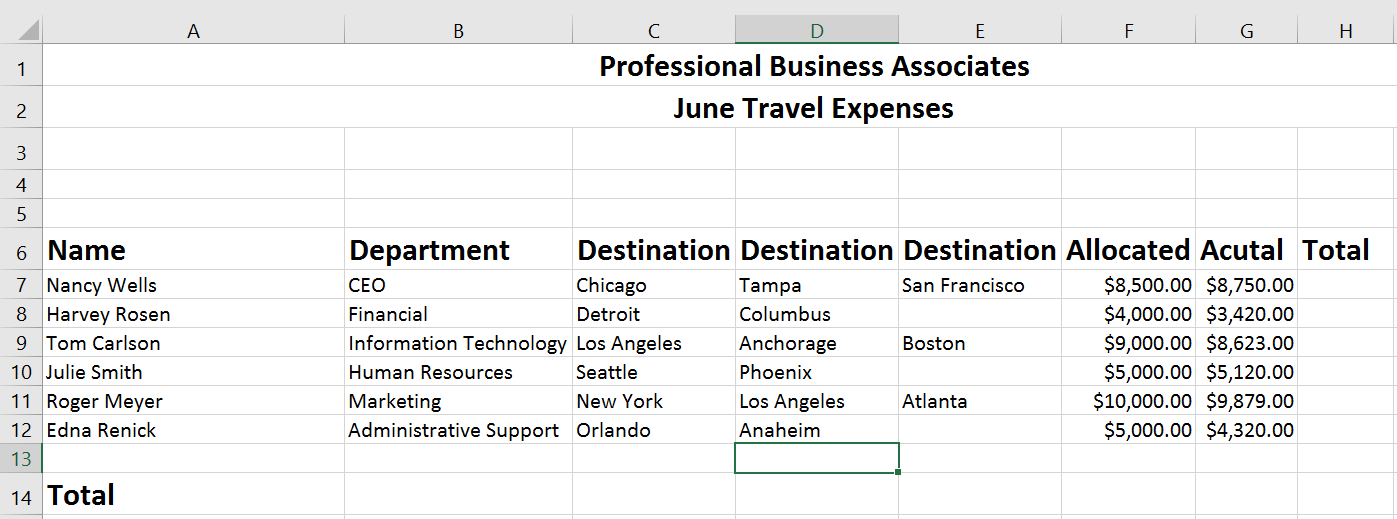
Harvey Rosen has asked you to format a memo (according to the *Style & Reference Manual*) that is to be sent out to all of the department heads’ administrative assistants regarding the training workshop for the new travel audit system called Travel Express. Make sure to CC all of the department heads 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.



**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.