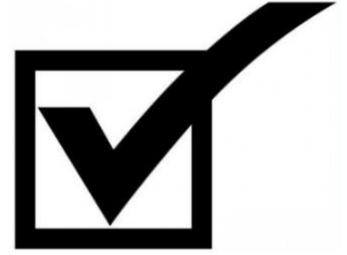




**BUSINESS  
PROFESSIONALS**  
of **AMERICA**  
Giving Purpose to Potential



# **HUMAN RESOURCE MANAGEMENT**

**(535)**

**REGIONAL 2023**  
**PRELIMINARY**

**Preparation Time: 20 minutes**

### **GENERAL GUIDELINES:**

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

1. Contestant 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.

### **DESCRIPTION:**

Assess interpretation of personnel policies and knowledge of human resource management.

### **REGIONAL PRELIMINARY KEY SCENARIO:**

Anita has worked as an administrative assistant for over 15 years. She is what some would describe as set in her ways. Comments such as “you’ll get used to her” are frequently thrown around the office. The company has recently lost some employees due to retirement, so several new employees have been brought on staff. One of the new hires has made a report to the human resources department that she believes some of the items on Anita’s desk would be offensive to customers. For example, one sign that is meant to be a joke says, “Everyone brings joy to this office. Some when they enter and some when they leave.” This could potentially lead to a loss of business or at least a loss of trust and good will.

As the Human Resources Manager, how would you handle this situation? In your solution, include recommendations for this employee. Use your *Human Resources Manual* as a guide.

**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.**

**Solution—Topics may be found in the *Human Resources Manual***

- What Digital Solutions Expects From You – page 8
- Open Communication Policy – page 9
- Customer Relations – page 10
- Standards of Conduct – page 12